



OGIS Customer Service Assessment – FINAL August 2012

Thank you for taking this survey about your experience working with OGIS. This short survey should take less than five minutes to complete.

1. I came to OGIS for assistance with (select all that apply):

[drop down]

- a. Filing a FOIA request
- b. Obtaining the status of a FOIA request/appeal
- c. Information about a Privacy Act request
- d. Resolving a dispute over my FOIA delay
- e. Resolving a dispute over my FOIA denial
- f. Resolving a dispute over FOIA fees
- g. Something else _____

2. My experience with the OGIS staff was (choose one):

- a. Excellent
- b. Good
- c. Satisfactory
- d. Poor
- e. Very Poor

3. The OGIS staff member I worked with [check all that apply]:

- a. Was courteous
- b. Answered my questions fully
- c. Offered additional information
- d. Provided satisfactory customer service
- e. Responded to my inquiries in a timely manner
- f. Was not helpful
- g. Was rude
- h. Was unresponsive
- i. Other. Please explain: _____

4. Prior to coming to OGIS, did you visit the OGIS website?

- a. Yes →

What was most useful about the OGIS site? _____

What could be improved upon on the OGIS site? _____

- b. No

5. Overall, my experience with OGIS was (choose one):

[drop down]

- a. Excellent
- b. Good
- c. Satisfactory
- d. Poor
- e. Very Poor

6. Please tell us about that OGIS experience. [Free form box]

7. How did you learn about OGIS?(select all that apply): [Free form box]

- a. Agency correspondence
- b. Agency FOIA professional
- c. Agency website
- d. Word of mouth
- e. OGIS presentation/handout
- f. OGIS website

If you would like OGIS to contact you, please include your name and contact information. [box]

Thank you for providing your feedback about your experience working with OGIS. As an office that works to build a bridge between Federal agencies and FOIA requesters, feedback is helpful to assist us in carrying out our mission. We appreciate your time and hope we can assist you in the future. Please feel free to contact OGIS at:

Office of Government Information Services
National Archives and Records Administration

8601 Adelphi Road,
College Park, MD 20740-6001

E-mail: ogis@nara.gov

Web: <https://ogis.archives.gov>

Phone: 202-741-5770

Toll-free: 1-877-684-6448

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