

Example of Collection Instrument:



Safe, Just and Engaged Communities

Office of Justice Programs Service Desk Customer Satisfaction Survey

Please help us improve our services by answering the five following questions.

1. Was the associate professional and courteous?

- 5 = Very Satisfied
- 4 = Satisfied
- 3 = Neutral
- 2 = Dissatisfied
- 1 = Very Dissatisfied

2. Did the associate demonstrate sufficient technical knowledge while addressing your request?

- 5 = Very Satisfied
- 4 = Satisfied
- 3 = Neutral
- 2 = Dissatisfied
- 1 = Very Dissatisfied

3. Was the service provided in a timely manner?

- 5 = Very Satisfied
- 4 = Satisfied
- 3 = Neutral
- 2 = Dissatisfied
- 1 = Very Dissatisfied

4. How satisfied were you with the quality of service provided?

- 5 = Very Satisfied
- 4 = Satisfied
- 3 = Neutral
- 2 = Dissatisfied
- 1 = Very Dissatisfied

5. How was your overall experience with the OJP IT Service Desk?

- 5 = Very Satisfied
- 4 = Satisfied
- 3 = Neutral
- 2 = Dissatisfied
- 1 = Very Dissatisfied

Submit

Reset



U.S. Department of Justice, Office of Justice Programs, 810 7th Street, NW, Washington, DC 20531



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Office of Sex Offender Sentencing, Monitoring, Apprehending, Registering, & Tracking • Equal Employment Opportunity Office • Office of Administration • Office of Audit, Assessment, & Management
Office of the Chief Financial Officer • Office of the Chief Information Officer • Office for Civil Rights • Office of the General Counsel • Office of Communications