

**Copy of page:****1. How satisfied were you with the ease of accessing the application using COLAs Online?**

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

**2. How satisfied were you with the online guidance provided for completing the application?**

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

**3. How satisfied were you with being able to complete the application without assistance?**

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

**4. How satisfied were you with the notification that final action was taken on your submission? (Notification that your application was approved.)**

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

**5. How satisfied were you with the amount of time it took to complete the online application?**

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

**6. How satisfied were you with the entire process?**

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

**7. How would you rate your experience using our electronic Permits Online System?**

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

**8. Did you receive assistance from a TTB representative in completing the application process?**

- Yes
- No

**9. How satisfied were you with the assistance you received from TTB in completing the application process?**

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied