

**VERSION 1 (Perspectives on CSO Interaction)**  
**CSOSA Customer Satisfaction Survey/Comment Card/Small Discussion Group for Persons on Supervision**

**CSOSA is very interested in your supervision experience. Your response and feedback to the following questions will help us do a better job. Participation in this survey is voluntary and confidential. Your CSO (Community Supervision Officer) will not know your responses.**

**Pick your level of agreement for each statement.**

**SD = STRONGLY DISAGREE**  
**D = DISAGREE**  
**N = NEITHER AGREE OR DISAGREE**  
**A = AGREE**  
**SA = STRONGLY AGREE**

- |  |    |   |   |   |    |
|--|----|---|---|---|----|
| 1. My CSO involves me in decisions regarding my supervision.               | SD | D | N | A | SA |
| 2. My CSO assists me in finding services.                                  | SD | D | N | A | SA |
| 3. My CSO lets me know how I am doing on supervision.                      | SD | D | N | A | SA |
| 4. When I meet with my CSO, I feel like we have enough time together.      | SD | D | N | A | SA |
| 5. My CSO listens to me.   | SD | D | N | A | SA |
| 6. My CSO treats me respectfully when I meet with him or her.              | SD | D | N | A | SA |
| 7. I understand my supervision conditions.                                 | SD | D | N | A | SA |
| 8. I understand what will happen if I violate my supervision conditions.   | SD | D | N | A | SA |
| 9. When visiting my CSO, the wait time in the lobby is usually reasonable. | SD | D | N | A | SA |

Thank you!

**VERSION 2 (Perspectives on CSO Help)**  
**CSOSA Customer Satisfaction Survey/Comment Card/Small Discussion Group for Persons  
on Supervision**

**CSOSA is very interested in your supervision experience. Your response and feedback to the following questions will help us do a better job. Participation in this survey is voluntary and confidential. Your CSO (Community Supervision Officer) will not know your responses.**

1. What is your supervision type?

- Probation
- Parole
- Supervised Release

- Civil Protection Order
- Deferred Sentence Agreement

2. For your current supervision, how long have you been under supervision?

- less than one month
- less than one year\_
- 1 year – 3 years
- more than 3 years

3. How often are you supposed to meet with your Community Supervision Officer (CSO)?

- twice a week
- once a week
- twice a month
- once a month
- report to kiosk, only meet with CSO as requested
- don't know

**On a scale of 1 to 3, please rate how helpful your CSO (probation/parole officer) is in the following areas.**

**1 = NOT HELPFUL  
2 = SOMEWHAT HELPFUL  
3 = EXTREMELY HELPFUL**

- |  |   |   |   |
|--|---|---|---|
| 4. Reducing attitudes that might lead to crime.                    | 1 | 2 | 3 |
| 5. Increasing educational opportunities.                           | 1 | 2 | 3 |
| 6. Offering job assistance or employment training.                 | 1 | 2 | 3 |
| 7. Learning new problem-solving skills.                            | 1 | 2 | 3 |
| 8. Developing an understanding of how crime impacts the community. | 1 | 2 | 3 |

Thank you!

**VERSION 3 (Perspective on Concerns)**  
**CSOSA Customer Satisfaction Survey/Comment Card/Small Discussion Group for Persons on Supervision**

CSOSA is very interested in your supervision experience. Your response and feedback to the following questions will help us do a better job. Participation in this survey is voluntary and confidential. Your CSO (Community Supervision Officer) will not know your responses.

**On a scale of 1 to 3, please tell us how concerned you are about the following issues.**

**1 = NOT CONCERNED**  
**2 = SOMEWHAT CONCERNED**  
**3 = EXTREMELY CONCERNED**

- |   |   |   |   |
|---|---|---|---|
| 1. Finding a job  | 1 | 2 | 3 |
| 2. Transportation to-and-from CSOSA appointments            | 1 | 2 | 3 |
| 3. Managing my finances                                     | 1 | 2 | 3 |
| 4. Scheduling conflicts (work/school/CSOSA/other)           | 1 | 2 | 3 |
| 5. Returning to high crime neighborhoods                    | 1 | 2 | 3 |
| 6. Resisting situations temptations to commit a crime       | 1 | 2 | 3 |
| 7. Resisting the urge to use drugs or alcohol               | 1 | 2 | 3 |
| 8. Rejection by members of the community or family members. | 1 | 2 | 3 |

Thank you!

**VERSION 4 (Perspectives on CSO Help and Concerns)**  
**CSOSA Customer Satisfaction Survey/Comment Card/Small Discussion Group for Persons on Supervision**

CSOSA is very interested in your supervision experience. Your response and feedback to the following questions will help us do a better job. Participation in this survey is voluntary and confidential. Your CSO (Community Supervision Officer) will not know your responses.

**On a scale of 1 to 3, please rate how helpful your CSO (probation/parole officer) is in the following areas.**

**1 = NOT HELPFUL**  
**2 = SOMEWHAT HELPFUL**  
**3 = EXTREMELY HELPFUL**

- |  |   |   |   |
|--|---|---|---|
| 1. Reducing attitudes that might lead to crime.                    | 1 | 2 | 3 |
| 2. Increasing educational opportunities.                           | 1 | 2 | 3 |
| 3. Offering job assistance or employment training.                 | 1 | 2 | 3 |
| 4. Learning new problem-solving skills.                            | 1 | 2 | 3 |
| 5. Developing an understanding of how crime impacts the community. | 1 | 2 | 3 |

**On a scale of 1 to 3, please tell us how concerned you are about the following issues.**

**1 = NOT CONCERNED**  
**2 = SOMEWHAT CONCERNED**  
**3 = EXTREMELY CONCERNED**

- |   |   |   |   |
|---|---|---|---|
| 6. Finding a job                                  | 1 | 2 | 3 |
| 7. Scheduling conflicts (work/school/CSOSA/other) | 1 | 2 | 3 |
| 8. Resisting the urge to use drugs or alcohol     | 1 | 2 | 3 |

Thank you!

## **VERSION 5 CSOSA Customer Service Survey for Criminal Justice System Stakeholders**

CSOSA is very interested in your perspective on CSOSA's performance. Your response and feedback to the following questions will help us do a better job. Participation in this survey is voluntary and confidential.

Please choose one answer for each of the following statements.

1. CSOSA is effective in enhancing public safety in the District of Columbia.

Strongly Agree    Agree    Neither Agree or Disagree    Disagree    Strongly Disagree

2. CSOSA has sufficient programming/services available to assist offenders with reintegration into the community.

Strongly Agree    Agree    Neither Agree or Disagree    Disagree    Strongly Disagree

3. The programming/services available from CSOSA to assist offenders with reintegration are of high quality.

Strongly Agree    Agree    Neither Agree or Disagree    Disagree    Strongly Disagree

4. CSOSA supports the fair administration of justice by providing timely and accurate information and to criminal justice decision-makers.

Strongly Agree    Agree    Neither Agree or Disagree    Disagree    Strongly Disagree

5. CSOSA is an outstanding partner in serving your organization's efforts.

Strongly Agree    Agree    Neither Agree or Disagree    Disagree    Strongly Disagree

## **VERSION 6 CSOSA Customer Service Survey for Community Stakeholders**

We are very interested in your perspective on CSOSA. Your response and feedback to the following questions will help us do a better job. Participation in this survey is voluntary and confidential.

Please choose one answer for each of the following statements regarding today's meeting.

1. As a result of today's meeting, I better understand the work CSOSA does to impact public safety.

Strongly Agree    Agree    Neither Agree or Disagree    Disagree    Strongly Disagree

2. As a result of today's meeting, my concerns about public safety have:

Increased    Stayed about the Same    Decreased

3. I had sufficient opportunity at today's meeting to share concerns/ask questions about public safety in my community.

Strongly Agree    Agree    Neither Agree or Disagree    Disagree    Strongly Disagree