

OPSCU Customer Experience

“Use” Survey Question

Question	Identified Theme
On a scale of 0-10 with added free text boxes	
I value the relationship I have with the FBI	Relationship value
The FBI’s private sector program delivers products and services that meet my needs	Quality of products/Quality of information shared/Operational use of Bureau information
The products and services the FBI’s private sector program provides help mitigate risk in my company/organization	Quality of information shared/Operational use of Bureau information
I make it a priority to engage with the FBI	Level of personal participation/engagement
I consider DSAC/InfraGard/Field Office events a good use of my time	Program satisfaction/Level of personal participation/engagement
I feel satisfied with the amount of communication I receive from my private sector coordinator	Satisfaction with level of engagement and communication from the Bureau
The FBI does not understand what I need from them	Program satisfaction
The FBI provides vital information I can’t receive elsewhere	Operational use of Bureau information/Program satisfaction/Relationship Value
My private sector coordinator always responds to me in a reasonable amount of time	Responsiveness
I engage with my private sector coordinator often	Level of personal participation/engagement
I believe the FBI has my company’s best interest in mind	Trust
(TEXT) What would you like to see more of from the private sector program?	Satisfaction with level of engagement and communication from the Bureau
(TEXT) Any additional areas of improvement for the private sector program?	Satisfaction with level of engagement and communication from the Bureau