Survey language

External Visitor Survey

a. Did you find the following helpful?
    1. Appointment Express Barcode Scanner
    2. Check in Kiosks
    3. Service options available at the interviewing stations
    4. Tablets
    5. TV Video displays in the lobby
b. Was the office layout for the check in kiosks and the interviewing stations easy to follow?
c. What did you like best about the experience?
d. How would you improve the experience?

Internal Employee Survey

a. The automation training was sufficient and I'm comfortable using the new technology (Fill-in)
b. Are there any particular areas where we can improve?
    1. Appointment Express Barcode Scanner
    2. Click-to-Chat
    3. DIRRT Wall
    4. Ergonomic Furniture
    5. Huddle Room
    6. Lounge area
    7. Phone Booth
    8. SHPCs
    9. Skype
    10. Tablets
    11. Video display screens in the reception area and vestibule
    12. VIPr Kiosks
    13. VSDs
c. What things did we do well?
d. How would you improve the process?

The questions will be answered in the following format:
- Strongly Disagree
- Somewhat Disagree
- Neither Agree nor Disagree
- Somewhat Agree
- Strongly Agree
- Not Applicable