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Acceptance Facility Oversight Customer Service Survey

Default Section

In order to improve the level of service to our customers, please take a few moments to complete this survey regarding your interactions with the Office of Acceptance Facility Oversight (AFO).

* 1. Please provide your contact information, below.

Name:

Email Address:

* 2. Which AFO staff member provided you with service? If you do not know the name or are unable to recall, please enter "Unknown."

* 3. Did the AFO Analyst properly identify themselves (show Department ID, introduce themselves and discuss their purpose for appearing)?

Yes

No

* 4. Please rate your interactions with the AFO staff member:

	Excellent	Good	Fair	Poor	Very Poor	N/A
Courteousness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Punctuality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Length of Inspection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>





5. Please let us know about the length of time the inspection took:

*** 6. Please tell us the best part of the service you received from the AFO staff member.**

*** 7. Please provide us with any suggestions you have to improve the service of the AFO staff member.**

*** 8. Please rate the AFO written report received by your office:**

	Excellent	Good	Fair	Poor	Very Poor	N/A
Understandable/Clear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Articulated Strengths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Articulated Weaknesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

*** 9. Is there anything new that you have learned from the AFO visit/report?**

