

Voice of Customer Survey

Survey Questions

Question	Identified Theme
Respondents can answer within a range of five choices or a text box	
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 FBI private sector outreach events (e.g. DSAC, InfraGard, etc.) a valuable use of my time.	Program satisfaction/Level of personal participation/engagement
How satisfied are you with the amount of communication you receive from your private sector coordinator?	Satisfaction with level of engagement and communication from the Bureau
The FBI understands what I need from them.	Program satisfaction
The FBI provides vital information I cannot 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
How often do you engage with your private sector coordinator?	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