

Documentation Repository Customer Satisfaction Survey

The Documentation Repository organization values your opinion and would like to have your feedback on how we are doing as a service provider. Over the past few months, we have been modernizing and improving our process and we'd like to hear what you have to say about our improvements. We would appreciate your responses to the following questions, along with any candid comments you wish to add. If you feel we are doing something very well, we want to know about that, too. All information helps us grow in the right direction.

I. Service Rating

Are you satisfied with our Service? We want to know if...

1. Your service request was received in a courteous manner?

Choose one: Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied

2. Your service request was processed promptly?

Choose one: Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied

3. The product/services you requested were the product/services you received?

Choose one: Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied

4. Your overall satisfaction with Documentation Repository support:

Choose one: Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied

5. Comments:

What do we do best? Where could we improve? Other comments?

II. Service Ranking

Which service areas are the most important to you and which service areas need some special attention?

6. The service area most important to you:

Choose one:

Data Input, Web-based
Data Input, Hardcopy
Data Output, Automatic Distributions

Data Output, On-Demand, Web-based Access
Data Output, On-Demand, Email
Data Output, On-Demand, Compact Discs
Data Output, On-Demand, Hardcopy
Referrals to Other Document Sources

7. The service area that needs immediate improvement:

Choose one:

Data Input, Web-based
Data Input, Hardcopy
Data Output, Automatic Distributions
Data Output, On-Demand, Web-based Access
Data Output, On-Demand, Email
Data Output, On-Demand, Compact Discs
Data Output, On-Demand, Hardcopy
Referrals to Other Document Sources

III. Process Improvement

As we mentioned earlier, the Documentation Repository has focused on modernization and process improvement. We'd like to know if our efforts have paid off!

8. Within the last 6 months, have we improved your level of satisfaction with our overall support?

9. Comments:

10. May we ask for your name?

11. What is your organization code?

12. May we contact you for further information?

Thank you for participating in this survey.
