

CUSTOMER FEEDBACK

Information Management Division

Date:

This Customer Feedback is intended to review, adjust, improve & maintain good service in IMD. It can be anonymous, & will be used by Jackie Nuñez to assist in the performance rating process, & by the IMD staff to improve our customer support service. Constructive feedback is essential to improved services, please support your ratings with comments. Review the following ground rules before you start:

Ground rules:

Customer

- Circle the answer to the questions below.
- If the answer to a question is NO, write a brief comment.
- Be honest, be helpful, be supportive.

IMD Staff

- Will use your rating to assist in determining what we do well, & what we could improve.
- Will plan to improve & compare ratings from different time periods to see if there is a pattern.
- Will discuss comments, suggestions, & questions about these ratings with each other, & incorporate this feedback, if feasible.

Rating items for IMD :

- | | | |
|--|-----|----|
| 1. Was your request hardware or software related? | HW | SW |
| 2. Did we respond to a basic request for services in 7 days?
(for example, printer problem, login problem, how do I?, etc.) | YES | NO |
| 3. Did we respond to a complex request for services within 30 days?
(for example, palm, digital camera, software/hardware integration/installation) | YES | NO |
| 4. Was your problem resolved on the first attempt? | YES | NO |
| 5. Did we check back to assure the problem was resolved? | YES | NO |
| 6. Did we communicate clearly, professionally, & effectively? | YES | NO |

Any other comments or suggestions are welcome. Type, fold & mail this form to IMD, if you wish to remain anonymous, or e-mail it as an attachment to jackienunez@ibwc.state.gov