

Customer Satisfaction Survey Questions 2013

Responses to these questions ranged from “strongly agree” to “strongly disagree”.

- #1 As the Director/Agency Head of your state entity, please rate your level of satisfaction with each division or service that you or your agency utilized during FY2013.
- #2 The Department of Administration responds to my agency’s comments/questions/concerns in a timely manner?
- #3 The Department of Administration provides effective solutions to my agency's problems and/or complaints?
- #4 The Department of Administration has made significant enhancements to its communications efforts through emails, updated websites, newsletters and availability of training?
- #5 The Department of Administration staff is accessible when needed (i.e. in person, by phone, by Email)?

Customer Satisfaction Survey Questions 2012

Responses to these questions were based on the question. For example: “very responsive” to “very unresponsive” or “very respectful” to “very unrespectful”. Others questions were more subjective.

- #1 Please rate your level of satisfaction for each division or service that you or your agency utilized during FY2012.
- #2 How respectful of your time are the employees at the Department of Administration?
- #3 How responsive is the Department of Administration to your department/agency's needs?
- #4 How well do you think the Department of Administration understands what your department/agency needs to be successful?
- #5 How well do the employees at the Department of Administration communicate with you and your department/agency?
- #6 What are your preferred methods of receiving communication from the Department of Administration?
- #7 Are there other services or training opportunities the Department could provide to better assist your department/agency in meeting its mission and goals?
- #8 Are there programs or services provided by the Department of Administration that you, as the Director, would like to learn more about?