

# Badging Office Customer Satisfaction Survey

1. Which of our locations are you completing this survey?
  - CSB- 1711 San Jacinto
  - North Lamar Complex (NAC)
  - Brown Heatly
  - Park 35 Complex
  
2. Overall, how satisfied were you with your recent badging experience?
  - Extremely satisfied
  - Satisfied
  - Neither satisfied nor dissatisfied
  - Dissatisfied
  - Extremely dissatisfied
  
3. Which of the following words would you use to describe our badging service? Select all that apply.
  - Reliable
  - Useful
  - Professional
  - Operational excellence
  - Positive attitude
  - Problem solving
  - Ineffective
  - Poor quality
  - Supportive
  
4. How easy or difficult was it for you to get help with your issue?
  - Extremely easy
  - Easy
  - Neither easy nor difficult
  - Difficult
  - Extremely difficult
  
5. Was your issue completely resolved with the response you received?
  - Yes
  - No
  
6. What could we have done differently to improve our service?  

---

—

---

—

---

—

# Badging Office Customer Satisfaction Survey

7. How would you rate the timeliness of service?

- Excellent
- Good
- Fair
- Poor

8. How would you rate the quality of work performed?

- Excellent
- Good
- Fair
- Poor

9. How would you rate the explanation of documents and paperwork?

- Excellent
- Good
- Average
- Fair
- Poor

10. How would you rate the consideration for your time?

- Excellent
- Good
- Average
- Fair
- Poor

Comments

---

---

---