

FBI Customer Satisfaction Survey

Return to: Attn: Unit Chief, DSEAU
 935 Pennsylvania Ave, NW
 LX-1, 4W200
 Washington, DC 20535

Marking Instructions: Circle the appropriate response accordingly.

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither Agree or Disagree
- 4 Agree
- 5 Strongly Agree
- NA Not Applicable

Dear Customer:

Please take a moment and complete this survey to help evaluate the quality and value of FBI products. Your response will help us to serve you more effectively and efficiently in the future.

Thank you for cooperation and assistance.

Product Title Product Date 8/14/2006

Customer _____

Intelligence Function/Investigative Program _____

Quality

1 2 3 4 5 NA This product was delivered within established deadlines.

1 2 3 4 5 NA The product was timely and relevant to your mission, programs, priorities or initiatives.

1 2 3 4 5 The product was clear and logical in the presentation of information with supported judgments and conclusions.

1 2 3 4 5 The product is reliable i.e., sources well documented and reputable.

Value

1 2 3 4 5 NA The product contributed to satisfying intelligence gaps or predicated cases or intelligence operations, especially in previously unknown areas.

1 2 3 4 5 NA The product resulted in change in investigative or intelligence priorities and/or a shift from unaddressed to addressed work, or vice versa.

1 2 3 4 5 NA The product resulted in more informed decisions concerning investigative or intelligence initiatives and/or resource allocation.

1 2 3 4 5 NA The product identified new information associated with pending matters or offered insights into information that could change the working premise in a program or initiative.

Comments

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