

FBI [REDACTED]
Customer Satisfaction Survey

Please take a moment to complete this survey and help evaluate the quality, value, and relevance of our intelligence product. Your responses will help us serve you more effectively and efficiently in the future. Thank you for your cooperation and assistance.

Return to:
Federal Bureau of Investigation

[REDACTED]
Attention: SIA [REDACTED]
935 Pennsylvania Ave, NW, Room [REDACTED]
Washington, DC 20535

b6
b7C
b7E

Customer and Product Information

Intelligence Product Title [REDACTED]

Dated: 18 May 2011

Field Office Providing Feedback:

Work Role: ☐ Special Agent ☐ Intelligence Analyst ☐ FBI Executive ☐ Other _____

Relevance to Your Intelligence Needs

A. The product increased my knowledge of an issue or topic. (Check one)

- ___ 5. Strongly Agree
- ___ 4. Somewhat Agree
- ___ 3. Neither Agree or Disagree
- ___ 2. Somewhat Disagree
- ___ 1. Strongly Disagree

Actionable Value

B. The product helped me decide on a course of action. (Check one)

- ___ 5. Strongly Agree
- ___ 4. Somewhat Agree
- ___ 3. Neither Agree or Disagree
- ___ 2. Somewhat Disagree
- ___ 1. Strongly Disagree

C. The product contributed to satisfying intelligence gaps, especially on previously unknown areas. (Check one)

- ☐ 5. Strongly Agree
- ☐ 4. Somewhat Agree
- ☐ 3. Neither Agree or Disagree
- ☐ 2. Somewhat Disagree
- ☐ 1. Strongly Disagree

If so, which ones? _____

D. The product resulted in more informed decisions concerning investigative or intelligence initiatives. (Check one)

- ☐ 5. Strongly Agree
- ☐ 4. Somewhat Agree
- ☐ 3. Neither Agree or Disagree
- ☐ 2. Somewhat Disagree
- ☐ 1. Strongly Disagree

E. Did the product identify new information or intelligence gaps associated with pending matters?

- ☐ Yes
- ☐ No

F. Did you initiate an assessment or investigation based on information in the product?

- ☐ Yes If yes, what type? _____
- ☐ No

Timeliness Value

G. The product was timely to my intelligence needs. (Check one)

- ☐ 5. Strongly Agree
- ☐ 4. Somewhat Agree
- ☐ 3. Neither Agree or Disagree
- ☐ 2. Somewhat Disagree
- ☐ 1. Strongly Disagree

Additional Comments:

FEDERAL BUREAU OF INVESTIGATION
FOIPA
DELETED PAGE INFORMATION SHEET

No Duplication Fees are charged for Deleted Page Information Sheet(s).

Total Deleted Page(s) ~ 11

Page 1 ~ b7D, b7E

Page 2 ~ b1, b7D, b7E

Page 3 ~ b1, b7D, b7E

Page 4 ~ b1, b7D, b7E

Page 5 ~ b1, b7D, b7E

Page 6 ~ b1, b7D, b7E

Page 7 ~ b7D, b7E

Page 8 ~ b7D, b7E

Page 9 ~ b7D, b7E

Page 10 ~ b1, b7D, b7E

Page 11 ~ b1, b7D, b7E