



Office of Background Investigations

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Phone: (505) 371-5124
Fax: (505) 371-5125

Customer Satisfaction Online Survey

**To help us better serve you, please take a few minutes to complete this survey.
Mark the box that best represents your answer.**

1. The Staff responded and assisted me promptly e.g., in person, telephone, email, fax, etc. Very Satisfied Satisfied Unsatisfied Very Unsatisfied

2. I understand the information pertaining to me is kept safe and confidential Very Satisfied Satisfied Unsatisfied Very Unsatisfied

3. Was the Intake process completed in a reasonable time? Very Satisfied Satisfied Unsatisfied Very Unsatisfied

4. Was the fingerprinting process completed in a reasonable time? Very Satisfied Satisfied Unsatisfied Very Unsatisfied

5. Rate the experience of the overall Background Check services Very Satisfied Satisfied Unsatisfied Very Unsatisfied

6. Did the Staff answer your questions to your satisfaction? Very Satisfied Satisfied Unsatisfied Very Unsatisfied

7. Rate the Customer Service:	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied
Courteous and Friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respectful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Did you understand the background investigation process and your applicable rights? Very Satisfied Satisfied Unsatisfied Very Unsatisfied

9. The information on the website met my needs. Very Satisfied Satisfied Unsatisfied Very Unsatisfied

10. Rate the overall content of our website. Very Satisfied Satisfied Unsatisfied Very Unsatisfied

11. For Customer Satisfaction Survey comments and recommendations, use reverse side.

