

Oklahoma State Bureau of Investigation



Aungela Spurlock
Director

Steven Carter
Deputy Director

Customer Service Survey

**Note: This voluntary survey will be distributed two times a year. The OSBI values feedback regarding any concerns or suggestions our customers might have. If you do not have any concerns or suggestions for improvement, please note that while your feedback is desired and valued, completion of this survey is not mandatory.*

****ATTENTION****

Thank you for taking the time to complete this survey.

*You can e-mail the completed survey to barbara.wells@osbi.ok.gov or mail/fax to:
OSBI, Attn: Barbara Wells ● 800 East 2nd Street ● Edmond, OK 73034 ● Fax (405) 330-6207*



Oklahoma State Bureau of Investigation

Forensic Laboratory Survey – Customer Service

Survey Instructions

The Forensic Laboratory is committed to providing your agency with quality customer service. Please complete the survey below – your answers will be used to assist us in enhancing customer service. Your answers are confidential. If you would like a lab employee to contact you, please provide your contact information in the space provided below. Thank you for your time.

If you would like a response to your survey, please provide your name and contact information below:

Name: _____

E-mail: _____

Phone: _____

Please answer questions based on your most recent experience.

Demographics

Date: _____

Which best describes the agency you work for?

- | | | |
|--|---|---|
| <input type="checkbox"/> Police Department | <input type="checkbox"/> District Attorney's Office | <input type="checkbox"/> Other State Agency _____ |
| <input type="checkbox"/> Sheriff's Office | <input type="checkbox"/> Tribal Agency | <input type="checkbox"/> Other _____ |

Which of the following is closest to your job title?

- | | | |
|---|----------------------------------|--------------------------------------|
| <input type="checkbox"/> Evidence Officer | <input type="checkbox"/> Chief | <input type="checkbox"/> Attorney |
| <input type="checkbox"/> Investigator | <input type="checkbox"/> Sheriff | <input type="checkbox"/> Other _____ |

Laboratory / Evidence Facility

Which lab provided service to your agency?

- Forensic Science Center (Edmond)
- Northeastern Regional Lab (Tahlequah)
- Woodward Evidence Facility
- McAlester Evidence Facility
- Lawton Evidence Facility

Which forensic discipline did your agency use **on this visit**?

ID#: _____

- Biology / DNA Firearms/Toolmarks Trace Evidence
 Drug Analysis Latent Prints Other _____
 Evidence Toxicology

Facilities, Services, and Staff

1. Please rate the following statements about OSBI facilities.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
OSBI facility was easily accessible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OSBI facility was clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OSBI hours of operation were convenient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you answered “disagree” or “strongly disagree” to any of the questions above, please explain:

2. Please rate the following statements about OSBI services.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
OSBI labs offered a range of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OSBI examinations were timely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OSBI staff was readily available for court, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OSBI staff provided useful training courses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OSBI provided quality written materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OSBI website was accurate and easy to use (www.osbi.ok.gov/forensic-services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OSBI report website was accurate and easy to use (https://codnaweb.afis.ok.gov/webprelog)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you answered “disagree” or “strongly disagree” to any of the questions above, please explain:

ID#: _____

3. Please rate the following statements based on your interactions with OSBI staff.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
OSBI staff was knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OSBI staff was easily accessible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OSBI staff was professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OSBI staff adequately explained test results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OSBI staff provided timely response to inquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you answered “disagree” or “strongly disagree” to any of the questions above, please explain:

Additional Information

1. Do you have an idea to improve customer service?

2. Do you have a complaint you would like to discuss?

Thank you for taking the time to complete this survey.
 You can e-mail the completed survey to barbara.wells@osbi.ok.gov or mail/fax to:
 OSBI, Attn: Barbara Wells • 800 East 2nd Street • Edmond, OK 73034 • Fax (405) 330-6207