

## Customer Satisfaction Survey

The following questions are about customer service at District 6 HRDC in Fergus, Golden Valley, Judith Basin, Musselshell, Petroleum and Wheatland Counties.

Please circle the appropriate response and write a comment if you wish.

1. How did staff treat you, were they sensitive to your situation?      Excellent      Good      Poor

Comments: \_\_\_\_\_

2. Has participating in District 6 HRDC services had a positive impact on you, your family or business?  
Yes      No

Comments: \_\_\_\_\_

3. If you were referred for other services, were these referrals appropriate?      Yes      No      Some what

Comments: \_\_\_\_\_

4. How timely was the response/help/service given?      Excellent      Good      Poor

Comments: \_\_\_\_\_

5. Did the assistance improve your financial stability?      Yes      No      Some what

Comments: \_\_\_\_\_

6. Did the staff explain what was needed for your application/contract?      Yes      No      Some what

Comments: \_\_\_\_\_

7. For statistical purposes only, please circle your age bracket.

18 – 24

25 – 34

35 – 44

45 – 54

55 – 64

65 and older

8. What was your overall satisfaction level?      Excellent      Good      Poor

Comments: \_\_\_\_\_

Thank you for your time.

District 6 HRDC