Thank you for your business. In our continuing effort to improve quality and service, we ask that you take a couple minutes to complete this quick, **5-question Customer Survey**. We value your feedback and will use the information to help enhance our services and operations to better serve you. **Please feel free to contact the Laboratory Director, SSA Thomas Tedder, directly at 469-893-4324 at any time. You may also make contact by email: ttedder@fbi.gov.**

Please provide your agency name (optional):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Which service applies to you today?
   1. Mobile Media Examination
   2. Computer Examination
   3. Technical Request (Receiving data from a previously submitted examination)
   4. A mix of evidence submissions (Cell phones, CPU, tablets, etc.)
   5. Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Overall, how satisfied are you with the North Texas Regional Computer Forensics Lab?
   1. Satisfied
   2. Somewhat Satisfied
   3. Neutral
   4. Somewhat Dissatisfied
   5. Extremely Dissatisfied
3. How likely are you to use our services again?
   1. Likely
   2. Somewhat Likely
   3. Neutral
   4. Somewhat Unlikely
   5. Extremely Unlikely
4. How likely are you to recommend us to other agencies?
   1. Likely
   2. Somewhat Likely
   3. Neutral
   4. Somewhat Unlikely
   5. Extremely Unlikely
5. How useful were/will be the results provided by the NTRCFL?
   1. Extremely Useful
   2. Considerably Useful
   3. Marginally Useful (Neutral)
   4. Negligibly Useful
   5. Not Useful

In order to improve our services, if any of the above ratings are less than neutral, please contact the Lab Director at 469-893-4324 to discuss your examination results and to provide further details on how we can assist your investigation. If you would prefer to be contacted, please leave your contact information:

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