

2021 NTRCFL Customer Survey

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?
 - a. Mobile Media Examination
 - b. Computer Examination
 - c. Technical Request (Receiving data from a previously submitted examination)
 - d. A mix of evidence submissions (Cell phones, CPU, tablets, etc.)
 - e. Other: _____

2. Overall, how satisfied are you with the North Texas Regional Computer Forensics Lab?
 - a. Satisfied
 - b. Somewhat Satisfied
 - c. Neutral
 - d. Somewhat Dissatisfied
 - e. Extremely Dissatisfied

3. How likely are you to use our services again?
 - a. Likely
 - b. Somewhat Likely
 - c. Neutral
 - d. Somewhat Unlikely
 - e. Extremely Unlikely

4. How likely are you to recommend us to other agencies?
 - a. Likely
 - b. Somewhat Likely
 - c. Neutral
 - d. Somewhat Unlikely
 - e. Extremely Unlikely

5. How useful were/will be the results provided by the NTRCFL?
 - a. Extremely Useful
 - b. Considerably Useful
 - c. Marginally Useful (Neutral)
 - d. Negligibly Useful
 - e. 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:
