



Customer Satisfaction Survey Field Services

Help us improve services with your candid and confidential comments.

200 -

Requesting Agency

NJRCFL Number

Return to: Patricia Bitzel, Executive AD, NJRCFL 1200 Negron Dr. Hamilton, NJ 08691

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| 1. Did you have a pre-service consultation with the Forensic Examiner? | YES | NO |
| 2. If yes, did the examiner explain the NJRCFL services and processes? | YES | NO |
| 3. Did you have a post-service consultation with the Examiner? | YES | NO |
| 4. Did the Examiner explain the process for requesting additional services? | YES | NO |
| 5. Did the Examiner provide you with technical advice? | YES | NO |
| 5a. If so, was the advice useful? | YES | NO |
| 6. The Examiner(s) were professionally dressed? | YES | NO |
| 7. The Examiners(s) presented themselves in a professional manner? | YES | NO |
| 8. Prior to reading this survey or receiving results from this examination, I was aware that the NJRCFL also processed the following digital evidence? | | |
| a. Video | YES | NO |
| b. Cellular Telephones | YES | NO |
| c. Personal Data Assistants (PDAs, ie. Blackberry, Palm, etc.) | YES | NO |
| 7. I am satisfied with the level of service from the NJRCFL. | YES | NO |
| 8. Additional Comments to Improve Services (Use back, if necessary): | | |