



New Jersey Regional Computer Forensic Laboratory

1200 Negron Drive, Hamilton, NJ 08691

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www.njrcfl.org

CUSTOMER SATISFACTION SURVEY LABORATORY SERVICES

This survey is designed to provide feedback used to improve our services. Your candid and confidential comments/observations are greatly appreciated.

Requesting Agency

Agency Case Number

*NJR
NJRCFL Number*

Return to: Kelly Carpenter, Management and Program Analyst, NJRCFL, 1200 Negron Drive, Hamilton, NJ 08691

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|---|-----|----|-----|
| 1. Did you have a pre-examination consultation with the Forensic Examiner? | YES | NO | N/A |
| 2. If yes, did the examiner explain the NJRCFL services and processes? | YES | NO | N/A |
| 3. Did you have a post-examination consultation with the Examiner? | YES | NO | N/A |
| 4. Did the Examiner explain the results of the examination and report? | YES | NO | N/A |
| 5. Did the Examiner explain how to review the results CD or other media? | YES | NO | N/A |
| 6. Did you use a NJRCFL facility (review station) to review the forensic examination results? | YES | NO | N/A |
| 7. The written report was easy to understand? | YES | NO | N/A |
| 8. The examination results aided in my investigation? | YES | NO | N/A |
| 9. Examination results – | | | |
| a. Used in plea negotiations? | YES | NO | N/A |
| b. Anticipated to be used OR used in trial? | YES | NO | N/A |
| c. Used to adjudicate case without prosecution? | YES | NO | N/A |
| 10. 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 | N/A |
| b. Cellular Telephones | YES | NO | N/A |
| c. Personal Data Assistants (PDAs, ie. Blackberry, Palm, etc.) | YES | NO | N/A |
| 11. I am satisfied with the level of service from the NJRCFL. | YES | NO | N/A |
| 12. Additional Comments to Improve Services (Use back, if necessary): | | | |