

NAVY DRUG SCREENING LABORATORY JACKSONVILLE
CUSTOMER OUTREACH PROGRAM SURVEY

NAME (optional): _____
COMMAND: _____ DATE OF TOUR: _____

The NDSL Jacksonville Customer Outreach Program is specifically designed to proactively engage you, our customer, by ensuring accurate and timely information is provided, and to develop effective relationships leading to improved performance. As a means to assist us in meeting your requirements, please take a moment to respond to the following survey.

How did you become aware of our Customer Outreach Program (including the tour of our facilities)?
<input type="radio"/> NDSL Jacksonville personnel (in person, telephone, other) <input type="radio"/> NDSL Jacksonville Newsletter <input type="radio"/> NDSL Jacksonville website <input type="radio"/> UPCs, Command Leadership, etc.

The duration of the tour was appropriate.
<input type="radio"/> Strongly agree <input type="radio"/> Agree <input type="radio"/> Disagree <input type="radio"/> Strongly disagree
If you disagree, please suggest an appropriate interval. _____

The tour guide effectively communicated information about the drug screening program.
<input type="radio"/> Strongly agree <input type="radio"/> Agree <input type="radio"/> Disagree <input type="radio"/> Strongly disagree

As a result of the tour, I was made aware of new information/processes.
<input type="radio"/> Agree <input type="radio"/> Disagree
Please describe. _____ _____ _____

The tour met my expectations.
<input type="radio"/> Strongly agree <input type="radio"/> Agree <input type="radio"/> Disagree <input type="radio"/> Strongly disagree

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Is there any topic about which you would like more information?
<input type="radio"/> Yes <input type="radio"/> No
Please describe. _____ _____ _____ _____

I would recommend participation in the NDSL Jacksonville Customer Outreach Program to others.
<input type="radio"/> Yes <input type="radio"/> No

Additional comments:
_____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____

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Please answer the following questions regarding your contact with NDSL Jacksonville.

How often do you visit NDSL Jacksonville or make contact with NDSL Jacksonville staff members?
<input type="radio"/> Often <input type="radio"/> Sometimes <input type="radio"/> Rarely <input type="radio"/> Never

NDSL Jacksonville staff members are courteous and professional.
<input type="radio"/> Strongly agree <input type="radio"/> Agree <input type="radio"/> Neutral <input type="radio"/> Disagree <input type="radio"/> Strongly disagree

Do you have any suggestions to improve processes, documentation, etc.?
<hr/> <hr/> <hr/> <hr/>

Do you have any comments or suggestions on how we can improve our services?
<hr/> <hr/> <hr/> <hr/>

Are there any services that NDSL Jacksonville can provide to assist you?
<hr/> <hr/> <hr/> <hr/>

Please check the appropriate category that best describes your position.
<input type="radio"/> UPC <input type="radio"/> SACO <input type="radio"/> ADCO/DAPA <input type="radio"/> CO/XO/CMC/SEA <input type="radio"/> Legal <input type="radio"/> Other