



# OSBI Forensic Laboratory Survey

We are dedicated to providing the highest quality services to you. To assist us in doing so, we are asking for your input. Please, take a few minutes to complete this survey. The information you provide will only be shared with the appropriate department Supervisor.

If you have a compliment, concern or complaint, we welcome the opportunity to visit with you about it. We ask that you provide your name and telephone number or email address at the end of this survey if you would like a member of our staff to contact you.

What was the nature of your visit or contact with the OSBI Laboratory?

\_\_\_\_\_

Laboratory being evaluated: \_\_\_\_\_

Forensic discipline used: \_\_\_\_\_

Name of OSBI employee who assisted you: \_\_\_\_\_

Please, rate the following based on your experience with our laboratory. Skip a section if it does not apply to your experience with us.

<p><b>OSBI Staff</b></p> <p>4 = Excellent   3 = Good   2 = Fair   1 = Poor</p>	<p>___ Knowledgeable            ___ Accessible            ___ Friendly            ___ Professional            ___ Appearance            ___ Follow-through</p>
<p><b>Communications</b></p> <p>4 = Excellent   3 = Good   2 = Fair   1 = Poor</p>	<p>___ Accuracy of written materials            ___ Quality of written materials            ___ Ease of understanding written materials            ___ Telephone assistance (time on hold, call transfers, wait time for returned calls)</p>
<p><b>Timeliness of Responses</b></p> <p>4 = Excellent   3 = Good   2 = Fair   1 = Poor</p>	<p>___ Waiting time in person            ___ Waiting time by phone            ___ Waiting time by e-mail/letter</p>
<p><b>Our Services</b></p> <p>4 = Excellent   3 = Good   2 = Fair   1 = Poor</p>	<p>___ Turn-around time of examinations            ___ Breadth of services offered by lab            ___ Availability of personnel for court, etc.            ___ Ability of personnel to explain test results            ___ Adequacy of training courses offered</p>
<p><b>Facilities</b></p> <p>4 = Excellent   3 = Good   2 = Fair   1 = Poor</p>	<p>___ Accessibility            ___ Location            ___ Cleanliness            ___ Hours of operation</p>
<p><b>Website</b></p> <p>4 = Excellent   3 = Good   2 = Fair   1 = Poor</p>	<p>___ Ease of use            ___ Information on website            ___ Design of website</p>

**Additional Comments**

Do you have an idea to improve customer service or a comment you would like to share:

Do you have a complaint you would like to discuss:

**Your Contact Information**

If you would like a response to your survey, provide your name and contact information below:

Name

Email Address

Telephone Number (with area code)

**Thank you for taking the time to complete this survey!**

**You can e-mail the completed survey to [steve.brookman@osbi.ok.gov](mailto:steve.brookman@osbi.ok.gov) or print it out and mail/fax to:**

**OSBI, Attn: Steve Brookman, Criminalistics Administrator  
800 East 2<sup>nd</sup> Street  
Edmond, OK 73034  
Fax 405-330-6207**