

Internal Customer Survey

[Text in this courier font and brackets are comments for discussion only and are not part of the actual questionnaire. These are the actual questions we have used to gauge internal customer satisfaction with internal support units in our organization. We do allow the addition of more specific questions when warranted, but always maintain these generic questions as well. We have been very satisfied using this questionnaire.]

Instructions: Please think about your personal experience with the XYZ unit during the past year. Then select the appropriate response to each statement below, indicating if you *Strongly Disagree*, *Disagree*, *Neither Agree nor Disagree*, *Agree*, *Strongly Agree*, or if you have *No Interaction with Staff* of the unit when it comes to that particular statement.

The staff of XYZ unit ...	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	No Interaction with Staff
[Communication]						
... are clear in their written communication.						
... are clear in their verbal communication.						
... inform me of the information/services that they can provide.						
[Timeliness]						
... keep me informed about the status of my requests.						
... deliver information/services at the agreed upon date.						
[Quality/Consistency/Accuracy]						
... provide high quality information/services.						
... provide accurate information/services.						
[Value]						
... provide information/services that I can use.						
... enable me to do my job more effectively.						
[Knowledge]						
... are able to answer my questions.						
... are knowledgeable.						
[Courtesy/Customer Service]						
... are approachable						
... are courteous.						
... are helpful.						