

User Agency Survey

The Wyoming State Crime Laboratory strives to achieve service excellence through open communication and cooperation with our User Agencies. Please assist us in achieving this goal by completing this service evaluation.

Name: _____ Date: _____

Position: _____

Agency: _____ Phone: _____

<u>1</u> Unsatisfactory Quality of Service	<u>2</u> Poor Quality of Service	<u>3</u> Satisfactory Quality of Service	<u>4</u> Very Good Quality of Service	<u>5</u> Excellent Quality of Service
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1. Have you found the Laboratory personnel courteous?	1	2	3	4	5
2. How would you rate the testing services provided by the Laboratory in relation to your needs?	1	2	3	4	5
3. How would you rate the non-testing services provided by the Laboratory in relation to your needs? (e.g., testing referrals to other laboratories, staff response to technical questions, or other Laboratory investigative assistance)?	1	2	3	4	5
4. How would you rate the overall service provided by the Laboratory?	1	2	3	4	5

We welcome your positive and negative comments on our operations and suggestions on ways we might improve our service:

Please return to the WSCL via mail or FAX: Wyoming Combined Laboratories
Attn: DCI-CL, QA Manager
208 South College Drive
Cheyenne, WY 82002

FAX: 307-777-7252

THANK YOU FOR YOUR ASSISTANCE