

RCSD Forensic Sciences Laboratory Survey



The RCSD Forensic Sciences Laboratory strives to achieve service excellence through open communication with our customers. Your feedback is essential to better serve you. Please assist us in rating the RCSD Forensic Sciences Laboratory services you have received. Circle the number that best describes your experience. If a question does not apply, please circle not applicable (N/A).

DATE COMPLETED: _____

OVERALL LAB EXPERIENCE		N/A	Strongly Agree	Agree	Disagree	Strongly Disagree
1.	Employees were helpful and courteous.	N/A	1	2	3	4
2.	Laboratory personnel communicated effectively.	N/A	1	2	3	4
3.	Laboratory personnel were professional and knowledgeable.	N/A	1	2	3	4
4.	Your overall customer service experience was satisfactory. (If desired, additional comments can be made in the space below.)	N/A	1	2	3	4

Please answer the following questions regarding your experience with the EVIDENCE AND PROPERTY SECTION specifically.		N/A	Strongly Agree	Agree	Disagree	Strongly Disagree
1.	Personnel were helpful in assisting with paperwork, packaging, sealing, and labeling evidence.	N/A	1	2	3	4
2.	Procedures for submitting and receiving evidence were clear and convenient.	N/A	1	2	3	4
3.	Personnel were reasonably available.	N/A	1	2	3	4
4.	The on-call employee was available when needed.	N/A	1	2	3	4
5.	If corrections to the original submission were needed, personnel were helpful in this process and adequately explained the nature of the error or discrepancy.	N/A	1	2	3	4

If you requested the services of a specific discipline, please mark the designated box to indicate which discipline you are rating. (To rate more than one discipline, please attach additional surveys.)	DNA	Drug ID	Firearms	Crime Scene	Fire Debris	Latent Print

Please rate the discipline indicated above:		N/A	Strongly Agree	Agree	Disagree	Strongly Disagree
1.	If evidence was not processed, the explanation/reason was adequately explained to me.	N/A	1	2	3	4
2.	The turnaround time for issued reports was acceptable.	N/A	1	2	3	4
3.	Laboratory reports were clear, understandable and unambiguous.	N/A	1	2	3	4
4.	Laboratory personnel responded in a timely manner for questions and updates on progress of lab analysis.	N/A	1	2	3	4

Please explain any 'strongly agree' or 'strongly disagree' responses and provide any additional comments (positive or negative) about your service experience below.

Thank you for your feedback. Each survey will be reviewed in an effort to improve our services. If you would like to be personally contacted, please provide contact information below.