

**UNITED STATES DISTRICT COURT
DISTRICT OF ALASKA**

OFFICE OF THE CLERK

CUSTOMER SERVICE QUESTIONNAIRE

Dear Court Customer,

We are seeking ways to improve our service to the public. Would you please take a moment to complete this questionnaire and return it to the court either using the “drop box” to the right of the main entry door or mailing it to the address listed on the next page.

	Always	Sometimes	Never	Service Not Used
<u>Intake Counter</u>				
1. Was your business transacted promptly and efficiently?	[]	[]	[]	[]
2. Are your questions answered satisfactorily?	[]	[]	[]	[]
3. Are forms and printed information readily available?	[]	[]	[]	[]
4. Is the office neat and orderly?	[]	[]	[]	[]
5. Please rate the following for today’s visit:	Outstanding	Good	Average	Fair Poor
a. Promptness	[]	[]	[]	[] []
b. Courtesy	[]	[]	[]	[] []
c. Efficiency	[]	[]	[]	[] []
d. Information	[]	[]	[]	[] []

6. Are the instructions for Public Access to Court Electronic Records (PACER) system easy to follow?	Always	Sometimes	Never	Service Not Used
	[]	[]	[]	[]
7. Are the Calendar Display Monitors helpful?	[]	[]	[]	[]
8. Are your calls answered within three rings?	[]	[]	[]	[]
9. Is there something about our service or procedures you would like to see changed?				
[] yes [] no	Comments:			

10. If you could name one area you’d like to see us improve upon, what would it be?

11. How would you rate our overall service? Poor Fair Good Excellent
 [] [] [] []

If POOR or FAIR, what in your opinion can we do to improve our service?

12. If you received outstanding service from one of our employees, please give their name(s):

13. Additional Comments:

IF YOU WISH A RESPONSE, PLEASE COMPLETE THE FOLLOWING

NAME: _____
 ADDRESS: _____
 CITY/STATE/ZIP: _____
 DAYTIME PHONE: _____

MAILING ADDRESS FOR SURVEY QUESTIONNAIRE:

CLERK OF COURT
 222 W. 7th Ave., Suite 229
 ANCHORAGE, ALASKA 99513-7564