State of Illinois
Rod R. Blagojevich, Governor

Illinois Department of Central Management Services
James P. Sledge, Director

IOCI DESIGN PUBLICATIONS

CUSTOMER SATISFACTION SURVEY

Thank you for using the IOCI Design and Publications Division. In an ongoing effort to maintain a high quality of work and professionalism, it is important that we hear about your recent experience with us.

Please take a few moments to fill out the satisfaction survey below. All responses are sent directly to the division manager, Lana Kains. If you would like to contact her directly, please email her at Lana.Kains@illinois.gov. Thank you!

Your name and agency:

Project Number:

Overall, how satisfied are you with the Design and Publications Division?

- ☐ Very Satisfied
- ☐ Somewhat Satisfied
- ☐ Unsatisfied
- ☐ Very Unsatisfied

Which of the following designers worked with you?

- ☐ Beth Anderson
- ☐ Charles J. Copley
- ☐ Dru Fernandes
- ☐ Tim Gosteli
- ☐ Jason Gould
- ☐ Dave Haley
- ☐ Daisy Juarez
- ☐ Brian McGrady
- ☐ Becky McVay
- ☐ Janice Thompson
- ☐ Dani Troemper
- ☐ Don't know

What did the designer do for you?

- ☐ Pamphlet or Brochure
- ☐ Newsletter (printed and electronic)
- ☐ Poster, Banner, Sign, or Flyer
- ☐ Report, Booklet, or Fact sheet
- ☐ Calendar, Display, Bookmarks, or Notepad
- ☐ Print Advertisement or Power point
- ☐ Logo, Backdrop, or Podium Sign
- ☐ Business Cards, Letterheads, Fax Cover Sheets, Forms, or Envelopes

Were you confident in your designer's knowledge and skill?

- ☐ Yes, Definitely
- ☐ Yes, for the Most Part
- ☐ Neutral
- ☐ Somewhat
- ☐ No, Not at All

Your designer was professional and creative.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

The process to fill out a job request was simple.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

Your project was handled in a timely and efficient manner.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

Would you recommend the Design and Publications Division to others?

- ☐ Definitely
- ☐ Probably
- ☐ Not sure
- ☐ Probably not
- ☐ Definitely not

Was the quality of product you received...

- ☐ Above expectations
- ☐ Met expectations
- ☐ Below expectations

Considering the total package offered by the Division, including design, costs, and customer service, how satisfied are you?

- ☐ Very Satisfied
- ☐ Somewhat Satisfied
- ☐ Neutral
- ☐ Somewhat Dissatisfied
- ☐ Very Dissatisfied

How likely are you to use this division again?

- ☐ Very Likely
- ☐ Somewhat Likely
- ☐ Not Sure
- ☐ Probably Not
- ☐ Definitely Not

(Continued on back.)

What suggestions could you offer on ways to better serve you?

Are there any additional comments, negative or positive, you would like to make?

Would you like the Division Manager to contact you directly?

- ☐ No
- ☐ Yes, my phone number is

E-mail ...to lana.kains@illinois.gov

You may also print and fax this survey to Lana Kains at 217-557-4002.

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