

## Office of Community Assistance – Customer Survey

1. I contacted the Office of Neighborhood Assistance via:
  - a. Telephone
  - b. E-mail
  - c. In-person
  
2. Please rate the Liaison or Administrative Assistant on Courtesy:  
6=Extremely satisfied  
5=Satisfied  
4=Undecided  
3=Dissatisfied  
2=Extremely Dissatisfied  
1=Not applicable
  
3. Please rate Staff on Professionalism:  
6=Extremely satisfied  
5=Satisfied  
4=Undecided  
3=Dissatisfied  
2=Extremely Dissatisfied  
1=Not applicable
  
4. Please rate Staff on Knowledge:  
6=Extremely satisfied  
5=Satisfied  
4=Undecided  
3=Dissatisfied  
2=Extremely Dissatisfied  
1=Not applicable
  
5. How would you rate your overall experience?  
4=Excellent  
3=Above average  
2=Fair  
1=Not acceptable
  
6. Did you receive follow-up in a timely manner?
  
7. Suggestion or Comments:

Please mail survey to:  
Office of Community Assistance  
101 North Main Street, Suite 158  
Winston-Salem, NC 27101