

Customer Satisfaction Report

For the Period 10/1/2004 to 12/31/2004

Survey information by Division for CIT Surveys

Snapshot Date: 2/23/2005

Were the Consultant(s) Courteous?

"Yes" or "No" response requested. Information displays only where responses were captured.

	CIT	DCS	DCSS	DECA	DNST	Total
No	1	8	0	2	1	12
Yes	0	637	9	10	52	708

Did the Consultant(s) Understand the Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured.

	CIT	DCS	DCSS	DECA	DNST	Total
No	1	10	0	1	4	16
Yes	0	635	9	11	49	704

Was the Problem/Request Resolved in a Timely Manner?

"Yes" or "No" response requested. Information displays only where responses were captured.

	CIT	DCS	DCSS	DECA	DNST	Total
No	1	4	1	2	0	8
Yes	0	641	8	10	53	712

Did You Feel that You Received Effective Support from All the Consultants Who Handled Your Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured.

	CIT	DCS	DCSS	DECA	DNST	Total
No	1	5	0	1	1	8
Yes	0	640	9	11	52	712

Was the Problem/Request Resolved to Your Satisfaction?

"Yes" or "No" response requested. Information displays only where responses were captured.

	CIT	DCS	DCSS	DECA	DNST	Total
No	1	13	0	2	5	21
Yes	0	632	9	10	48	699

How Would You Rate Your Overall Customer Experience?

"Completely Dissatisfied", "Somewhat Dissatisfied", "Satisfied", "Very Satisfied" or "Excellent" response requested. Information displays only where responses were captured.

	CIT	DCS	DCSS	DECA	DNST	Total
Completely Dissatisfied	1	3	0	0	1	5
Somewhat Dissatisfied	0	6	0	1	4	11
Satisfied	0	28	1	2	5	36
Very Satisfied	0	99	1	2	12	114
Excellent	0	509	7	7	31	554