

Customer Satisfaction Report

For the Period 1/1/2006 to 3/31/2006

Survey information by Division for CIT Surveys

Snapshot Date: 5/1/2006

Were the Consultant(s) Courteous?

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

	DCS	DCSS	DECA	DNST	Total
No	28	1	3	0	32
Yes	1029	22	30	62	1143

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

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

	DCS	DCSS	DECA	DNST	Total
No	31	2	3	1	37
Yes	1,026	21	30	61	1,138

Was the Problem/Request Resolved in a Timely Manner?

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

	DCS	DCSS	DECA	DNST	Total
No	18	2	0	0	20
Yes	1,039	21	33	62	1,155

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.

	DCS	DCSS	DECA	DNST	Total
No	2	0	0	0	2
Yes	1,055	23	33	62	1,173

Was the Problem/Request Resolved to Your Satisfaction?

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

	DCS	DCSS	DECA	DNST	Total
No	49	2	3	3	57
Yes	1,008	21	30	59	1,118

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.

	DCS	DCSS	DECA	DNST	Total
Completely Dissatisfied	11	1	0	0	12
Somewhat Dissatisfied	20	0	3	2	25
Satisfied	58	6	3	7	74
Very Satisfied	131	3	4	15	153
Excellent	837	13	23	38	911

DCS

Number of Surveys Sent During Period: 19,516

Number of Surveys Returned: 1057

Rate of Return: 5.40 %

DCSS

Number of Surveys Sent During Period: 520

Number of Surveys Returned: 23

Rate of Return: 4.40 %

DECA

Number of Surveys Sent During Period: 664

Number of Surveys Returned: 33

Rate of Return: 4.90 %

DNST

Number of Surveys Sent During Period: 1,819

Number of Surveys Returned: 62

Rate of Return: 3.40 %