DGS Customer Satisfaction Survey

Thank you for choosing the Department of General Services. Your feedback is essential in helping us improve our services. Please take a moment to complete this survey to help us understand your experience.

* Required

1. 1) In what capacity did you submit a work order request to DGS? *

   - ◯ - Internal Customer: Client-Agency Customer (DPR, DCPS, DC Government Entity)
   - ◯ - External Customer: 311 User/District Resident

2. Please select the method of communication used to submit your request: *

   - ◯ Internal Customer: Work Order Management System (Salesforce)
   - ◯ Phone
   - ◯ Email
   - ◯ 311 (Mobile App, Phone, Text, Twitter)

3. Before submitting your request, did you review the DGS Dashboard to see if there is an existing work order in the system for this request?

*

- ◯ Yes
- ◯ No

4. Was the work order request/facility maintenance issue resolved? *

- ◯ Yes
- ◯ No

5. How would you rate the overall experience in reporting the work order requests to DGS?
*

- ◯ Excellent
- ◯ Good
- ◯ Average
- ◯ Below Average
- ◯ Poor

6. How would you rate the overall quality of work performed by the Department of General Services?
*

- ◯ Excellent
- ◯ Good
- ◯ Average

- ◯ Below Average
- ◯ Poor

Microsoft 365

This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the privacy or security practices of its customers, including those of this form owner. Never give out your password.

Microsoft Forms | AI-Powered surveys, quizzes and polls Create my own form

The owner of this form has not provided a privacy statement as to how they will use your response data. Do not provide personal or sensitive information. | Terms of use