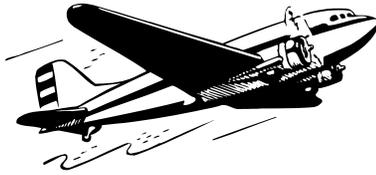


STATE TRAVEL OFFICE COMMENTS/COMPLAINTS/SUGGESTIONS



All information gathered will be reviewed to determine where changes can be implemented to improve services. Please check the response that most closely corresponds to your opinion on the scale adjacent to each item.

	1	2	3	4	5
	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>

- | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|--|
| 1. <u>Overall Rate for Level of Service</u> | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 1. <u>Calls Returned Promptly</u> | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 3. <u>Communicates Information Adequately</u> | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 4. <u>Friendly and Pleasant Tone</u> | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 5. <u>Request Processed Timely</u> | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 6. <u>Meets Your Agency's Needs</u> | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 3. <u>Fully Explains Reasons for Responses</u> | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 4. <u>Approvals Processed Timely</u> | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 5. <u>Informative Web-Site</u> | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 6. <u>Informative Travel Policy Manual</u> | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 7. <u>Notification of Travel Changes are Adequately Provided</u> | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 8. <u>Contract Airfares are Valuable for Your Department</u> | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 9. <u>Interested in Having a Travel Training Class at Your Department?</u> | | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |

COMMENTS/COMPLAINTS/SUGGESTIONS:

PREFERRED BUT OPTIONAL:

Name: _____

Agency Name: _____

Phone Number: _____

Your email Address: _____

Please FAX completed form to 225-342-8688