**Please provide your contact information (*Optional – please note that without contact information, the laboratory’s ability to provide follow-up will be limited)*:**

|  |  |
| --- | --- |
| **Name** |  |
| **Agency** |  |
| **Email Address** |  |
| **Phone number** |  |

**Please select how you interact with the laboratory staff:**

* In person
* Phone
* Email
* Combination

**Type of Case(s) submitted:**

* Homicide
* Assault
* Sexual Assault
* Property Crime
* Drug offense
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**What forensic service was used?**

* DNA
* Firearms
* Fingerprint
* Other/Outsource: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Was it easy to submit evidence and receive reports?**

* Yes
* Somewhat
* No

**How likely is it that you would recommend the SDFL to a friend or colleague?**

* Extremely Likely
* Very Likely
* Not Likely
* Not at all

**Overall, how satisfied are you with the service you have received?**

* Very Satisfied
* Somewhat satisfied
* Neither satisfied nor dissatisfied
* Somewhat dissatisfied
* Very dissatisfied

**Which of the following words would you use to describe our service? Select all that apply.**

* Reliable
* High quality
* Useful
* Helpful
* Fast
* Slow
* Responsive
* Timely
* Ineffective
* Poor Quality
* Unreliable
* Other. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**How would you rate the report that you received?**

* Well written and easy to understand
* Well written but too technical
* Adequate
* Could be better
* Confusing

**How responsive has the forensic staff been to your questions or follow-up needs?**

* Extremely responsive
* Very responsive
* Not so responsive
* Not responsive at all
* Not applicable

**How would you rate the completion time of your exam request?**

* Extremely fast
* Very fast
* As expected
* Slower than expected
* So slow, I had to follow up for a timeline

**Have you experienced a situation that you found to be unsatisfactory or unacceptable? Please provide as much information as possible.**

**Have you experienced a situation that you found to be worthy of a compliment? Please provide as much information as possible.**

**Do you have any other comments, questions, or concerns?**

**We always strive to improve our services. If you have any suggestions for improvement or services you would like to see offered, please add this information in the space below.**

**We offer virtual laboratory capabilities trainings, which can be geared towards your agencies needs. Would you be interested in future training or information sessions from the lab?**

  *If yes, please contact* *SDFL@state.sd.us* *to schedule a training or request more information.*

***Contact us: SDFL@state.sd.us***