



Office of State Examiner Municipal Fire & Police Civil Service

8550 United Plaza Boulevard, Suite 901

Baton Rouge, LA 70809-2296

(225) 925-4400

www.ose.louisiana.gov

Satisfaction Survey

When you have completed the survey, please place in an envelope, stamp, and mail to our office by June 30, 2011. Or, if you prefer, you may complete the survey on our website. We look forward to hearing from you!

In an effort to improve the service provided by the Office of State Examiner, we are conducting a brief survey to discover how we might best meet your needs. The information gathered will be used for future planning purposes. We would like to get in touch with you to receive your input on how we can improve our services. If you wish to be contacted, please give us your name and telephone number, in the additional comments section, where you can be reached during business hours. While our resources are not unlimited, we would like to continue developing a vision for the future that will make best use of the resources available to us.

1. In which of the following offices do you currently serve?

Chairman, Fire Board of Commissioners

Police Chief

Civil Service Board Member

Classified Civil Service Employee

Mayor

Fire Chief

Civil Service Board Secretary

Member of the Public

2. Did you meet with the staff of the Office of State Examiner at the Baton Rouge office during the past twelve- month period? If so, how would you describe your experience?

Very Helpful
meeting

Helpful

Not Very Helpful

No in-office

3. Have you spoken on the telephone with a member of the staff of the Office of State Examiner during the past twelve- month period? If so, how would you describe your experience?

Very Helpful
conversation

Helpful

Not Very Helpful

No phone

4. It is our desire to be accessible to you when you need to ask for our advice on civil service related questions. What could we do to improve our accessibility?

5. Do you find our website (www.ose.louisiana.gov) to be informative and/or helpful?

Yes

No

No Opinion

6. What changes and new topic areas would you like to see on our website?

7. Do you find our OSE Regional Testing to be helpful?

Yes No No Opinion

8. Do you find the following informational items on our website to be helpful?

Civil Service Laws	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	No Opinion
Fire and Police Related Laws	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	No Opinion
Classification Plans	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	No Opinion
Civil Service Board Rules	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	No Opinion
Q&A on our website	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	No Opinion
HeadStart! Manual	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	No Opinion
Operations Manual	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	No Opinion
Legislative Tracking	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	No Opinion
Online PAF	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	No Opinion
PowerPoint Presentations	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	No Opinion
Training Video	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	No Opinion

9. In regards to our examinations, do you find the following items to be helpful?

Test Schedules on our website	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	No Opinion
Test schedules on our hot-line @ (225) 925-4567	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	No Opinion
Exam Study Guides	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	No Opinion

10. In regards to our examinations, how would you rate the following? (1 = **Unsatisfactory**; 2 = **Ok, but needs improvement**; 3 = **Satisfactory**; 4 = **Very Good**; 5 = **Outstanding**)

Professionalism of Test Administrators	1	2	3	4	5
Exam Validity	1	2	3	4	5
Exam Fairness	1	2	3	4	5

11. Overall, how would you rate the quality of services provided by the Office of State Examiner?
(1 = **Unsatisfactory**; 2 = **Ok, but needs improvement**; 3 = **Satisfactory**; 4 = **Very Good**; 5 = **Outstanding**)

1 2 3 4 5

Additional Comments:
