



Philadelphia Regional Computer Forensic Laboratory
Customer Satisfactory Survey
Field Services



REQUESTING AGENCY:

AGENCY CASE NUMBER:

PHRCFL NUMBER

Help us improve our services with your candid and confidential comments. Return to
PHRCFL
 201 King of Prussia Road, Suite 300
 Radnor, PA 19087
 www.phrcfl.org

QUESTIONS	YES	NO	N / A
Did you have a pre-service consultation with the Forensic Examiner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes, did the examiner explain the PHRCFL services and processes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you have a post-service consultation with the Forensic Examiner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the Examiner explain the process for requesting additional services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the Examiner provide you with technical advice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If so, was the advice useful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Examiner(s) presented themselves in a professional manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prior to reading this survey or receiving results from this examination, I was aware that the PHRCFL processes the following digital evidence?			
A. Video	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Cellular Telephones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Personal Data Assistants (PDAs, i.e. Blackberry, Palm, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied with the level of service from the PHRCFL.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does this case have forfeiture potential?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments to Improve Services. (Use back, if necessary)