How satisfied were you with the time it takes for Fac Ops staff to respond to you issue?
- Very Satisfied: 41.51%
- Satisfied: 56.60%
- Dissatisfied: 1.89%
- Very Dissatisfied: 0.00%
- Yes: 0
- No: 0

How satisfied were you with the resolution of your issue or concern?
- Very Satisfied: 50.94%
- Satisfied: 47.17%
- Dissatisfied: 1.89%
- Very Dissatisfied: 0.00%
- Yes: 0
- No: 0

Was there follow-up?
- Yes: 52.83%
- No: 47.17%

How satisfied were you with our staff's courteousness and professionalism?
- Very Satisfied: 73.58%
- Satisfied: 26.42%
- Dissatisfied: 0.00%
- Very Dissatisfied: 0.00%

How satisfied were you with your overall experience?
- Very Satisfied: 52.83%
- Satisfied: 43.40%
- Dissatisfied: 3.77%
- Very Dissatisfied: 0.00%