

## Sondaggio soddisfazione utente

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27 Completed Responses

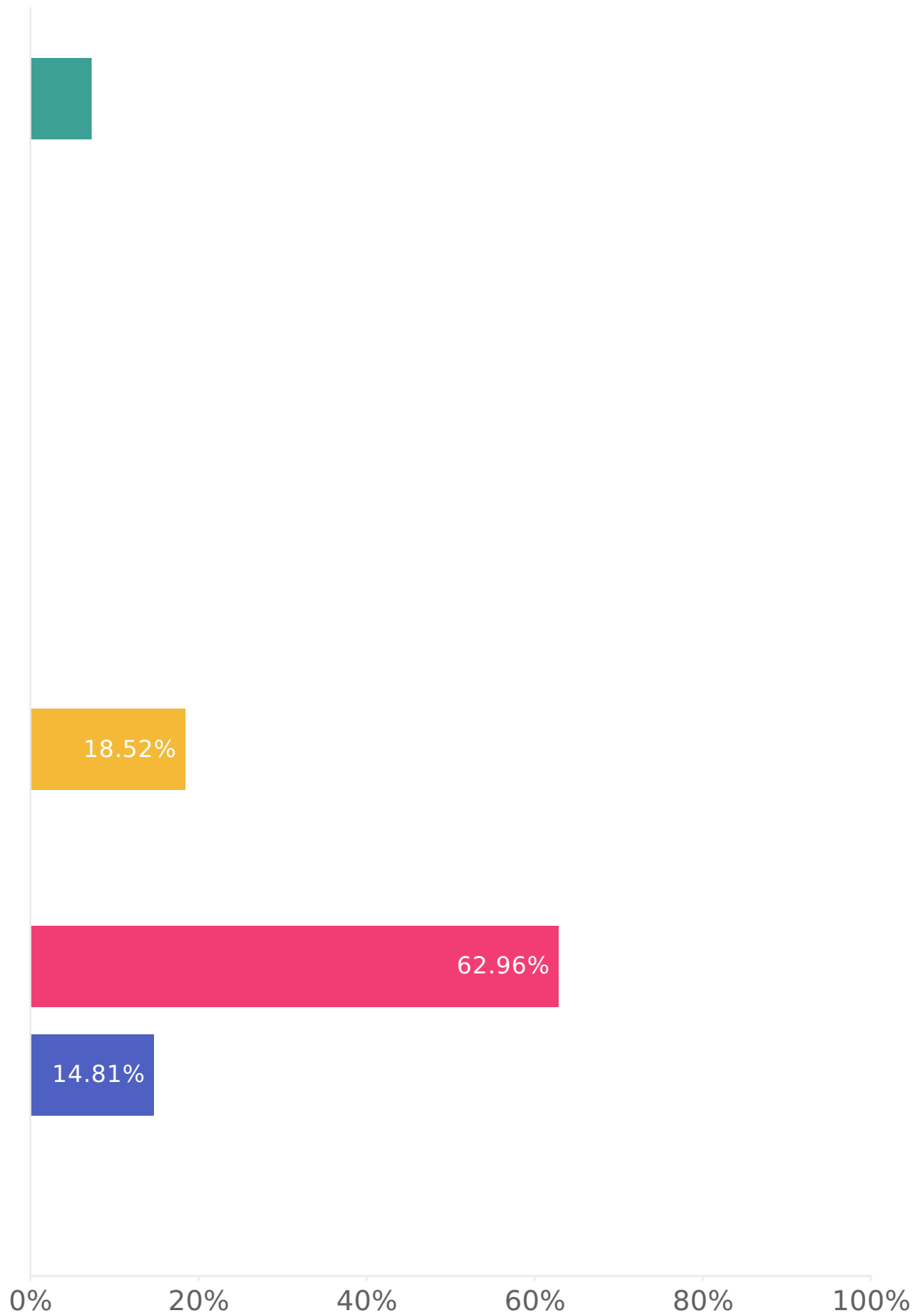
0 Partial Responses



Q1

Di quale servizio/i ha usufruito durante la sua visita? <br>For which service/s did you come in for on your last visit?

Answered: 27 Skipped: 0



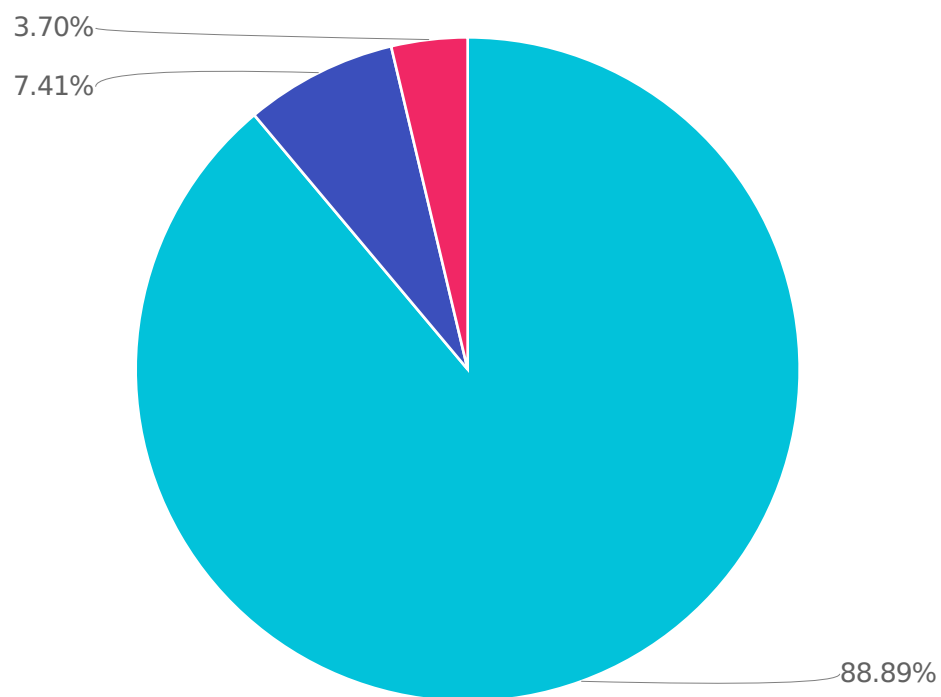
- Stato Civile - Vital Records
- Cittadinanza - Citizenship
- Passaporti - Passport
- Codice Fiscale - Fiscal Code
- Notarile - Notary
- Pensioni - Pension
- Buoni Postali - Postal bonds
- Rinnovo Patenti - Driver license renewal

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Q2

Come ha ritenuto la qualita' del servizio ricevuto? <br>How would you rate the quality of the service received?

Answered: 27   Skipped: 0

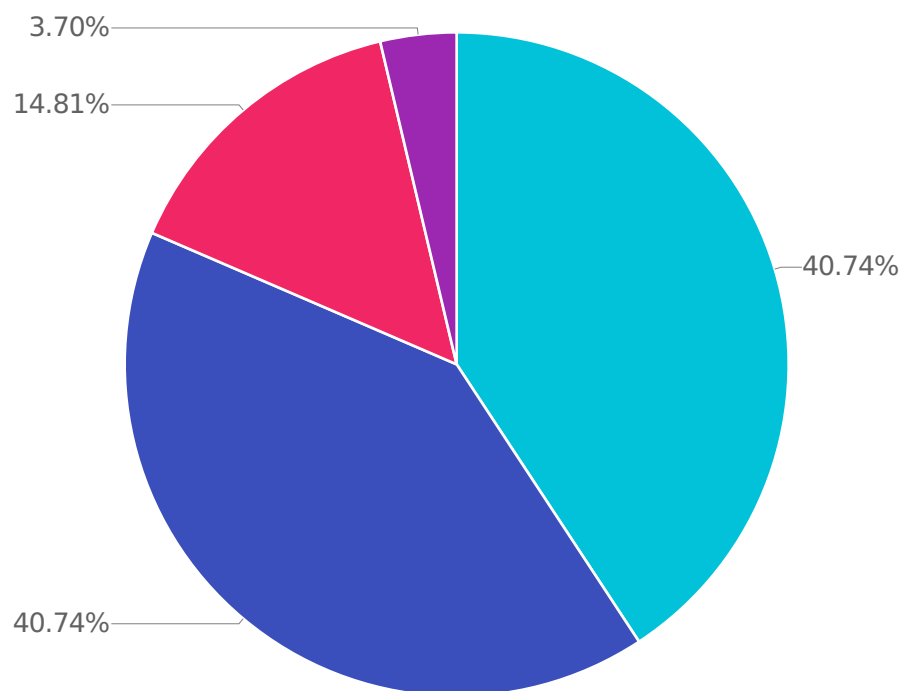


- Ottima - Excellent   ● Buona - Good   ● Sufficiente - Sufficient  
● Mediocre - Mediocre   ● Pessima - Terrible
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Q3

Quali sono stati i tempi complessivi di attesa per il servizio ricevuto? <br>What was the total waiting time for the service received?

Answered: 27 Skipped: 0



- Assistenza immediata - Immediate assistance
  - Entro 15 minuti - Within 15 minutes
  - Dai 15 ai 30 minuti - Between 15 and 30 minutes
  - Piu' di 30 minuti - More than 30 minutes
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Q4

La preghiamo di inserire commenti o possibili suggerimenti diretti al miglioramento dei servizi. <br>Please leave comments or recommendations aimed at bettering our services.

Answered: 13 Skipped: 14

1. Consegna di documenti per visti (UMass Siena program) . Tutto bene, tutti cordiali!
  2. Appointment reservation system is challenging - took me 6 or 7 months before I was fast enough to get an appt even if I logged on precisely when it opened
  3. Check-in staff was friendly, and Officer C.C. was patient and helpful. I appreciate all the work the consulate does - thank you!
  4. niente problemi continuate cosi grazie
  5. It would be nice if you proactively suggested the address of the closest public parking for online users making appointments to the consulate office.
  6. Personale cortese e molto efficiente.
  7. Speriamo che Il mio passaporto Sara pronto prima del giorno 15 NOVEMBRE Motivo dovrei partire per Il giorno 16
  8. Assolutamente eccezionale
  9. Soddisfatti del servizio notarile ricevuto
  10. Grxxxxx@gmxx. com
  11. Nothing to better. Everything was handled and completed in a positive and professional manner.
  12. Thank you so much for your help! I had made some mistakes with the process but was helped out very kindly
  13. Eccezionale assistenza, chiarezza e gentilezza
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