

UNIVERSITY OF WASHINGTON AERONAUTICAL LABORATORY
U W A L
Post-Test Customer Survey

This questionnaire lets us know the quality of service we are providing and what we can do to improve. Please complete the survey as soon as possible and return it to UWAL, Box 352400, Seattle WA 98195-2400. If you have any questions concerning this survey, please call us at (206) 543-0337. Thank you.

Customer Name: _____ Test Number: _____

Company Name: _____ Test Dates: _____

Is there anything that could be done in the future to make your testing run more efficiently?

What additional services or capabilities would you like to see provided?

Why did you chose UWAL for your aeronautical testing? How did you hear about UWAL?

Overall, how did this test compare with other testing at different wind tunnels (e.g. price, professionalism, capabilities, service, timeliness, other)?

Did you have any logistics problems, such as with transportation or lodging? Please explain.

Did the staff treat you in a courteous and professional manner? Please explain.

Will you come back to UWAL for future testing? If not, why?

Do you have any other comments, criticism, compliments, or ideas?