

Public / Internal Relations

1. List the things that you have been doing in your office to improve relations with the public.
2. Did they achieve the effect that was anticipated?
3. How does telephone etiquette affect public relations?
4. What process is used to notify the public about changes (fee, legislation, etc) that affect how you deal requests for service?
5. What method(s) do you, or your supervisor, employ to maintain a positive morale in the office?
 1. What else could you, or your supervisor, do to employ or maintain a positive morale?
6. How have you responded to or resolved conflict among employees?
7. In what ways do you, or your supervisor, recognize employees?
 1. What else could you, or your supervisor, do to recognize employees?
8. What opportunities are provided for professional development or advancement?

Processing Time

1. Has processing time decreased or increased in the past few years?
2. If it has decreased:
 1. What changes were made to improve processing time?
 2. What lessons did you learn that could help other offices?
3. Does your office charge a fee for expedite service? What is the average fee for the group?
4. What can you do to improve processing time?
5. How do expedited services affect public relations?
6. How does turnaround time affect public relations?
7. Can the public request vital record services over the web? What risks does this entail?