**Section 411.330 Categories of Responses for Survey Questions**

a) There are three categories of responses for the questions on the customer satisfaction survey:

1) Rating questions;

2) Yes/no questions; and

3) Categorical questions.

b) The survey instrument shall indicate whether the question is a rating question, a yes/no question, or a categorical question.

c) The survey respondents shall not be given "N/A" (which shall be taken to mean "No Answer") or "Don't Know" as a response option. However, the person administering the survey shall have the option of recording these types of responses if applicable. The jurisdictional entities shall report the number of respondents who declined to answer each question.

(Source: Added at 24 Ill. Reg. 12914, effective September 1, 2000)