



Santa Rosa County Sheriff's Office

Sheriff Wendell Hall
Detention Division

Video Visitation Survey

Thank you for taking the time to give us some feedback about the video visitation program. There are no right or wrong answers. Please be honest and open in your responses, as these surveys will be helpful during our evaluation of the video visitation process. Please do not put your name on the form.

Date of your video visit: _____ Time: _____

1. Was this the first time you participated in a video visit? Yes ☐ No ☐

2. Where were you for this video visit?

- ☐ At the correctional facility?
☐ At home
☐ At a community organization, i.e. library, internet café, etc.?
☐ Somewhere else

| Please check only one box | Not at all satisfied | Not very satisfied | Somewhat satisfied | Very satisfied |
|--|----------------------|--------------------|--------------------|----------------|
| Ease of scheduling a video visit | | | | |
| Instructions on how to use the video visiting equipment | | | | |
| Quality of sound and video connection | | | | |
| Comfort of video visit location | | | | |
| Privacy of video visit location | | | | |
| Convenience of video visit location | | | | |
| Satisfaction with video visit as compared to in-person visit | | | | |
| Support provided through visit counseling | | | | |
| Experience with online payment system | | | | |
| OVERALL, how satisfied were you with your video visit? | | | | |

3. Did any children participate in the video visit with you? Yes ☐ No ☐

a. If yes, did you find the video visits to be child friendly? Yes ☐ No ☐

i. Why or why not?

4. Please indicate to the extent in which you agree or disagree with the following statements:

| Please check only one box | Strongly disagree | Disagree | Agree | Strongly Agree |
|---|-------------------|----------|-------|----------------|
| I would recommend video visit to other people who want to visit with someone who is incarcerated. | | | | |
| I plan to do another video visit in the future. | | | | |

5. What would make you more likely to participate in more video visits? (check all that apply)

- ☐ Lower cost per video visit
- ☐ More convenient location
- ☐ More flexible scheduling
- ☐ Other: _____

6. Please tell us what you like BEST about your video visiting experience.

7. Please tell us what you would change about video visiting that would make it BETTER.

8. Is there anything else about your video visiting experience that you would like to tell us: _____

If you have any additional comments/concerns that were not addressed, please contact Sgt. Snellgrove at 850-983-2313 or Lt. Gehringer at 850-983-1117. If no one is available, please leave a message and one of us will return your call as soon as possible.

Thank you for your feedback. This is very important to us as we attempt to make your video visiting experience the best it can be.

To submit this survey, Please use the following methods:

Fax: 850-983-1172

Email: tsnellgrove@srsso.net

**Mail: Santa Rosa County Sheriff's Office
Attn: T. Snellgrove
5755 East Milton Rd
Milton, Florida
32583**

You can also drop off the survey at the Sheriff's Office front desk.