**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, survey respondent shall be allowed to decline to answer a question by choosing “decline to answer” as a response option. If a customer declines to answer a question, the jurisdictional entities shall report the number of respondents who declined to answer each question.

(Source: Amended at 46 Ill. Reg. 5653, effective March 22, 2022)