

**U.S. Environmental Protection Agency, Las Vegas Finance Center (LVFC)
Customer Satisfaction Survey – (for External Customers)**

Provide your comments at <http://www.surveymonkey.com/xxx> (xxx will not be active until OMB approval is received)

The U.S. Environmental Protection Agency (EPA) Las Vegas Finance Center (LVFC) is soliciting your feedback in order to evaluate and improve the Center's services for cooperative agreement and/or grant awards, payments, as well as financial closeouts and cash management (i.e., SF272, SF269 forms). Please assist us by completing the short survey below which should not take more than 15 minutes of your time. Thank you!

*1. Please rate your level of satisfaction with the services LVFC provides:

Extremely Satisfied, Satisfied, Neither Satisfied nor Dissatisfied, Dissatisfied,
Extremely Dissatisfied, No Opinion

Timeliness of service delivered
Accuracy of service delivered
Responsiveness of staff
Knowledge of staff
Courtesy/professionalism shown
Helpfulness in providing direction or suggesting additional information
Effectiveness of communicating the status of my issues
Satisfaction with outcome or resolution

*2. What is your overall level of satisfaction with LVFC:

Extremely Satisfied
Satisfied
Neither Satisfied nor Dissatisfied
Dissatisfied
Extremely Dissatisfied

*3. How does the overall level of service provided by LVFC during the past 12 months compare with the past 3 years?

Greatly improved
Improved
Remained the same
Worsened
Greatly worsened
Can not answer - I have no previous experience with LVFC

4. How could LVFC improve its service to your organization? (user data entry)

5. Please use the box below to include any additional information or comments that you would like to tell us. (user data entry)

*6. Please select your State from the list below *(If located outside of the U.S., please select "other" and enter the name of the Country) (use drop down list of countries & Other w/data entry)*

*7. Which category best describes your organization's affiliation with the U.S. EPA?

- State and/or Local Government
- Fellowship student
- University
- Tribal Government
- Other Not for Profit Organization

*8. Which category best describes your position?

- Finance/Accounting Manager
- Finance/Accounting Financial Specialist
- Student
- Other (please describe)

9. If you would like to be contacted about any aspect of this survey, please provide your name and phone number or email address in the box below: (user data entry)

*Survey software cannot accept this survey if you provide no response to these questions.

Thank you for completing this survey! Your suggestions and comments are an important tool to assist us in meeting our customer's needs both now and in the future.

Burden Statement: Public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, gathering information, and completing and reviewing the collection of information. Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggestions for reducing the burden, including the use of automated collection techniques to the Director, OEI Collections Strategies Division, United States Environmental Protection Agency, Mail Code 2822, 1200 Pennsylvania Avenue, N.W., Washington, DC 20460-0001; and to the Office of Information and Regulatory Affairs, Office of Management & Budget, 725 17th Street NW, Washington, DC 20503. Attention: Desk Officer for EPA. Include the EPA ICR number (1711.05) and the OMB control number (2090-0019) in any correspondence.