

EEOC (Equal Employment Opportunity Commission) National Contact Center and Field Office Customer Satisfaction Survey 2008

Questionnaire Notes:

- **Survey to be administered both via phone and the web.**
 - o **Field Offices (500 total, including 100 for each of the 5 regional clusters)**
 - o **Of these 75 will be with respondents who completed an online form**

 - o **An additional 75 surveys will be collected via e-mail**

- **Items in BOLD will not be seen by the respondents.**
- **Section headers and question numbers will not appear in the web survey.**

Survey Introduction

The EEOC (Equal Employment Opportunity Commission) would like to ask you about your recent experience with their Intake Information Group (IIG).

The purpose of this research is to help the EEOC continually improve the quality of service it provides customers like you. Thank you for agreeing to participate in this survey, which will take approximately 5 minutes to complete. CFI Group, an independent research and consulting firm, is conducting this study. Your responses will remain strictly confidential and anonymous.

This survey is authorized by Office of Management and Budget Control No. 1505-0191.

Note: Text will be tailored for the web and phone versions.

Introduction Questions

INTRO1. Our records show that you called/emailed (**programming note: match to appropriate survey version**) the EEOC in the past few days for assistance. Is this correct?

- a. Yes (**continue**)
- b. No (**terminate and thank**)

INTRO3. Since contacting the EEOC for assistance, have you spoken to an EEOC Representative?

- a. Yes
- b. No
- c. Don't know

INTRO4. Please select one of the following items that best describes the nature of your request for assistance from the EEOC. (**Select only one**)

- a. To learn about my rights as an employee
- b. To inquire about laws enforced by the EEOC
- c. To gain an understanding of whether my current situation could be classified as discrimination
- d. To learn how to file a discrimination charge
- e. Inquire about the status of my charge
- f. To get in touch with my investigator
- g. To complain about the handling of my charge

- h. Other (please specify)

INTRO 5. (If INTRO4e selected)

Was the EEOC Representative able to access your charge or inquiry?)

- a. Yes
- b. No

INTRO 6. Is your understanding that you have filed a charge as a result of your phone conversation (**programming note: 'communication' if web version**) with the EEOC?

- a. Yes (**continue**)
- b. No (**skip to INTRO 8**)

INTRO 7. Please note that the purpose of the EEOC is to provide information, including information on how to file a charge. The EEOC does not accept charges over the phone or web. Would you like someone from the EEOC to contact you to provide further information on how to file a charge?

- a. Yes
- b. No

INTRO 8. (If the answer to INTRO 6 is No.)

Do you believe you initiated the process to file a charge as a result of your phone contact with the EEOC?

- a. Yes
- b. No

Customer Service Representative (Phone)

Note: Only individuals contacting EEOC via phone will receive this section.

Please think about your experience with the EEOC representative who last assisted you. On a scale from 1 to 10 where 1 is Poor and 10 is Excellent, please rate their:

- Q1_1. Courtesy
- Q1_2. Communication skills
- Q1_3. Effort to understand issue
- Q1_4. Knowledge of the relevant subject matter
- Q1_5. Ability to satisfactorily answer your questions
- Q1_6. Timeliness in answering your questions

On the same scale, please rate the following:

Q1_7. Waiting time to speak with an EEOC representative

Q1_8. Were the questions satisfactorily answered during your first call to the EEOC?

- a. Yes (**skip to Q1_10**)
- b. No (**continue**)

Q1_9. How many additional calls did it take to get a satisfactory response to your questions?

- a. 1
- b. 2
- c. 3
- d. 4
- e. 5 or more

f. Other (please explain)

Q1_10. (If a response to Q1_1-Q1_7 is less than 6, respondent will receive following question) Please provide any suggestions you may have for improved interactions with the EEOC.

Customer Service Experience via Email

Note: Only individuals contacting EEOC via email will receive this section.

Please think about your experience contacting the EEOC through email for your most recent inquiry.

Q2_1. Did you receive an automated response to your email indicating that you would receive follow-up within 5 business days?

- a. Yes (**continue**)
- b. No (**skip to Q2_3**)

Q2_2. How many business days (not counting holidays, Saturdays and Sundays) did it take for you to get a follow-up response to your email?

- a. 5 business days or less
- b. 6 business days or more
- c. Still have not received a response (**skip to Q4_1**)

On a scale from 1 to 10 where 1 is Poor and 10 is Excellent, please rate the email response on:

Q2_3. Time it took to respond to your question

Q2_4. Professionalism

Q2_5. Providing a satisfactory response to your question

Q2_6. (If a response to Q2_3-Q2_5 is less than 6, respondent will receive following question) Please provide any suggestions you may have for improved interactions with the EEOC via email.

Intake Questionnaire

Q3_1_1. As part of your communication with the EEOC, did you receive an intake questionnaire to begin the charge-filing process?

- a. Yes
- b. No (**skip to Q4_1**)
- c. Don't know (**skip to Q4_1**)

Q3_1_2. How did you obtain the intake questionnaire?

- a. EEOC website
- b. Visited EEOC office
- c. EEOC mailed questionnaire
- d. Other (Specify)

(IF Q3_1_2 = c (EEOC mailed questionnaire ask Q3_2 else skip to Q3_3)

Q3_2. How many business days did it take to receive the questionnaire?

- a. 7 or fewer business days
- b. 8 business days

Final Version

- c. 9 business days
- d. Still have not received the questionnaire

Q3_3_1. Did you or will you complete and return the questionnaire to EEOC?
a. Yes
b. No

(IF Q3_3_1 = a (Yes) and Q3_1_2= a (EEOC website) ask Q3_3_2 else skip to Q3_4)
Q3_3_2. How did you submit your questionnaire to EEOC
a. Printed form and either faxed or mailed to EEOC
b. Submitted electronically
c. Personally delivered to the EEOC office

Please think about the process of filling out the intake questionnaire. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, please rate the following:

- Q3_4. Ease of filling out the intake questionnaire
- Q3_5. The clarity of the instructions
- Q3_6. The helpfulness of the instructions
- Q3_7. The convenience of using the questionnaire process

Website

Q7_1 Have you visited the EEOC website (www.eeoc.gov)?
a. Yes
b. No
c. Don't Know

If Q7_1 = a (Yes) ask Q7_2 through Q7_4
Please think about the EEOC website. On a scale from 1 to 10 where 1 means Poor and 10 means Excellent, please rate the following:

- Q7_2 Ability to find what you were looking for
- Q7_3 Ease of navigating the website
- Q7_4 Usefulness of information
- Q7_5 Layout of site being easy to read
- Q7_6 Overall impression of the website

ACSI Benchmark

Now, please think about your overall satisfaction with the EEOC.

Q4_1. Using a 10-point scale, where 1 means Very Dissatisfied and 10 means Very Satisfied, please rate your satisfaction with the EEOC service you received.

Q4_2. Using a 10-point scale where 1 means Falls Short of Expectations and 10 means Exceeds Expectations, please rate the service you received from the EEOC.

Q4_3. Now, imagine an ideal customer service experience. How well did your experience with the EEOC compare with that ideal service experience? Please use a 10-point scale on which 1 means *Not Very Close to Ideal*, and 10 means *Very Close to Ideal*.

Outcome Measures

Q5_1. Please indicate the status of your most recent query to the EEOC.

- a. Got the information I requested (or needed)
- b. The representative took my contact information and told me that the field office would get back to me
- c. Need to follow up with the field office
- d. Referred to another agency for a response to my question
- e. I did not understand what I needed to do next
- f. Other (please specify)

Q5_2. On a scale from 1 to 10 where 1 means *Not at all Willing* and 10 means *Very Willing*, how willing are you to recommend the EEOC to others with similar issues?

Q5_3. On a 10 point scale, where 1 means Not at all Likely and 10 means Very Likely, how likely are you to contact the EEOC if you have other questions in the future?

Conclusion

Q6_1. Please provide any additional comments you would like to share with the EEOC regarding your recent customer service experience. **(Open-ended comment)**

Thank you for your time. The EEOC sincerely appreciates your input. Please click on the "Finish" button below to submit your answers.