

Baseline 5/21/07

Customer Satisfaction Survey Questions

We would like to conduct a two-minute voluntary customer satisfaction survey. Your feedback will assist the U.S. Census Bureau in evaluating the customer service provided during the 2008 Dress Rehearsal.

(If caller doesn't want to participate or has hung up, end call)

You will be rating our customer service on a scale of one to five, where five is always the highest score and one is always the lowest score. You may also use any number in between to indicate your answers.

Questions

1. Rate whether the information we provided answered your question, with 5 being completely answered and 1 being not answered at all.
2. Thinking of the main reason you called today, rate how we did in handling your issue, with 5 being very effective and 1 being not effective at all.
3. Have you called this 2008 Dress Rehearsal Assistance Center before?
 - o Yes -- continue
 - o No -- go to Question 4
 - o Don't Know -- go to Question 4

Please indicate if the following options describe why you are calling back by saying yes or no:

- a) your previous call did not provide you with enough information?
 - b) your previous call was disconnected?
 - c) your previous call provided you with a recorded message?
 - d) you are calling with a different question?
 - e) you are calling again for some other reason?
4. Thinking of the information you received today, rate how much this will help you participate in the 2008 Dress Rehearsal, with 5 being very helpful and 1 being not helpful at all.
 5. Rate your overall satisfaction with your call today to the 2008 Dress Rehearsal Assistance Center, with 5 being very satisfied and 1 being not satisfied at all.