

**Finance Division
Financial Service Center
Customer Satisfaction Survey
February 2008**

The U.S. Census Bureau's Finance Division's Financial Service Center (FSC) provides customer service to a multitude of external Bureau of the Census customers. The Customer Assistance Line Liaison Team (CALL) considers you a valuable client. We are in the process of evaluating the services we provide you. The feedback you share will help us make informed decisions relative to service improvements.

Please take five minutes to tell us about your experience with the Customer Assistance Line Liaison Team and respective client services. Your responses are voluntary and we ensure your confidentiality under the provisions of Title 13 USC Section 9.

The Office of Management and Budget approval number for this survey is 0607-0760. Without this number we could not conduct this survey or ask for your participation. Approval expires November 30, 2010.

[Start](#)

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Completed 

1. What is your area of work?

- Accounting
- Budget
- Technical Support
- Administrative Support
- Program Area
- Other, please specify:

2. Before TODAY, how many times have you accessed and utilized services provided by the Customer Assistance Line Liaison (CALL) Team in the past 12 months?

- Never
- Once
- 2-5 times
- 6-9 times
- 10 or more times

3. When you call the CALL Team for assistance, how often does a customer representative answer the phone (i.e. versus an answering device)?

- All calls are answered by a service representative
- Most calls are answered by a service representative
- Some calls are answered by a service representative
- None of the calls are answered by a service representative

4. Please help us assess the TIMELINESS OF RESPONSES provided by the CALL Team representatives. Please indicate your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I always receive PROMPT REPLIES, even when my calls are initially routed to an answering machine	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My questions are always ANSWERED QUICKLY AND COMPLETELY	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Invoice payments are always PROCESSED IN A TIMELY MANNER (i.e. within 30 days)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am VERY SATISFIED with the response I receive to my e-mails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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5. On average, how long does it take to resolve inquiries submitted to a Customer Assistance Line Liaison (CALL) Team representative?

- 1-5 Business days
- 6-10 Business days
- 11-15 Business days
- 15-20 Business days
- Greater than 20 Business days

6. Please assess the LEVEL OF SERVICE you received from our CALL Team representatives by indicating your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I always receive COURTEOUS AND PROFESSIONAL SERVICE from a CALL Team representative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am treated with RESPECT AND FAIRNESS by CALL Team representatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The CALL Team representatives are PLEASANT, FRIENDLY, AND WILLING to help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Please communicate your LEVEL OF SATISFACTION with select areas of the CALL Team.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
How satisfied are you with the TIME REQUIRED TO PERFORM YOUR REQUESTED SERVICE AND RENDER A SOLUTION?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the RESOLUTION you received to your requests?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the EASE OF OBTAINING SERVICE from the customer service representatives?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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8. Has the level of customer service you received from the CALL Team improved in the past year?

Yes No

9. Would you recommend our services to others?

Yes No

10. What improvements would you like us to consider?

11. Please share comments relative to customer service practices you feel we execute well and thus to reinforce with our staff.

12. Overall, how satisfied are you with the Customer Assistance Line Liaison (CALL) Team?

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Again, your responses are important to us. If you would like to allow the Finance Division support staff to follow up with you regarding your responses, please provide us with the following information.

Name

Organization

Telephone Number

E-mail Address



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Your opinions are greatly appreciated. Thank you for participating.

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