

Customer Satisfaction Survey Questions
EEOC NATIONAL CONTACT CENTER

(to be used with persons who call, email, fax, or write the Contact Center)

Question 1: Overall, I was satisfied with the quality of service that I received.

- A. Strongly Agree
- B. Agree
- C. Neutral
- D. Disagree
- E. Strongly Disagree

Question 2: The Customer Service Representative who assisted me was helpful.

- A. Strongly Agree
- B. Agree
- C. Neutral
- D. Disagree
- E. Strongly Disagree

Question 3: I would use the EEOC National Contact Center again.

- A. Strongly Agree
- B. Agree
- C. Neutral
- D. Disagree
- E. Strongly Disagree