

CUSTOMER SERVICE SURVEY

(Personal Interview)

OMB 0710-0001

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Customer Service Survey

Attitude

1. How satisfied are you with the Corps of Engineers record in demonstrating an enthusiastic commitment to ensuring customer satisfaction?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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2. How satisfied are you that the Corps of Engineers always demonstrates a sincere desire to listen to your needs?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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3. Are you satisfied that your service expectations are consistently met?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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4. Are you satisfied that the Corps of Engineers is reliable and follows through on its commitments?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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5. How satisfied are you that the Corps of Engineers displays flexibility in responding to your needs?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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Product & Services

6. Are you satisfied that the Corps of Engineers delivers quality products and services?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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7. Are you satisfied that your requirements are integrated into the Corps of Engineers products and services?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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8. How satisfied are you that your priorities are integrated into the Corps of Engineers products and services?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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9. How satisfied are you that your expectations are integrated into the Corps of Engineers products and services?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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Project Management

10. Are you satisfied that the Corps of Engineers is knowledgeable?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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11. Are you satisfied that people who work for the Corps are well trained?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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12. Are you satisfied that the Corps effectively manages programs in a timely manner?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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13. How satisfied are you that the Corps constantly meets schedules?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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14. Are you satisfied that the Corps is diligent in providing you with follow-up information?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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15. Are you satisfied you satisfied that the Corps provides easy access to information?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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16. Are you satisfied that you are contacted if a problem occurs?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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17. Are you satisfied if a problem occurs that you know who to contact?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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Cost & Affordability

18. How confident are you in the quality of information you receive from the Corps regarding financial commitments?

Very Unconfident	Somewhat Unconfident	Neither Confident Nor Unconfident	Somewhat Confident	Very Confident
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19. Are you satisfied that the Corps of Engineers products and services are always reasonably priced?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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20. How satisfied are you that the Corps of Engineers is sensitive to your budget constraints?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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Communication

21. Are you satisfied the Corps of Engineers publications are informative and useful?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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22. Are you satisfied that the correspondence from the Corps of Engineers is clear and concise?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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23. Are you satisfied that The Corps of Engineers offers sound advice?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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Customer Input

24. How satisfied are you that Corps of Engineer employees seek your feedback regarding the products and services that you use?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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25. How satisfied are you that Corps of Engineer employees treat you as an important member of the team?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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26. Overall how satisfied of a customer of the Corps are you?

Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
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27. Would you recommend the Corps of Engineers to other potential customers of their services?

Definitely Would Not Recommend the Corps	Probably Not Recommend the Corps	Neither Recommend Nor Not Recommend the Corps	Probably Would Recommend the Corps	Definitely Would Recommend the Corps
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28. How likely would Corps of Engineers be as your choice for future projects and services?

Not At All Likely	Probably Not Likely	Neither Likely Nor Unlikely	Somewhat Likely	Very Likely
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