

Short Customer Satisfaction Survey

1. Survey Date:
2. On a scale of 1-5, was our service accessible?
3. On a scale of 1-5, were the representatives knowledgeable?
4. On a scale of 1-5, was your case resolved in a timely manner?
5. On a scale of 1-5, was your case resolved satisfactorily?
5. On a scale of 1-5, what would be the overall rating that you would give the handling of your case?
6. Additional Comments:

Customer Feedback Script

“Hello, Mr./Ms. _____. This is _____ from the Ombudsman’s Office with the U.S. Department of Education. I’m calling to follow up on the service you received from our office.”

“In an effort to improve customer service, we hope that you will assist us in assessing our service to you so that we can better serve future customers. Be assured that all your responses will be kept confidential and will be used strictly by the U.S. Department of Education Ombudsman Office. This survey should take less than three minutes of your time. The feedback will involve your rating of each aspect of our service on a scale of 1 to 5 with 1 being very unsatisfied, 3 neutral, and 5 highly satisfied.”

Resolution:

“Was the case resolved to your satisfaction? That is, was the final outcome of your case better than what it was before you called us? On the scale of 1 – 5, please rate your satisfaction with the resolution of your case.” _____ (score)

Kept Informed:

“Were our contacts to you frequent enough to keep you updated on your case? On the scale of 1 – 5, how would you rate our contacts with you?” _____

Respect:

“On the 1 – 5 scale, how did you feel about the level of respect your Ombudsman Specialist accorded you?” _____

Knowledge:

“How would you rate the level of knowledge and information your Ombudsman Specialist provided you?” _____

Effective Listening:

“Did you feel your specialist really ‘heard’ your problem? How would you rate the effectiveness of your specialist’s listening skills?” _____

Total Score (Possible 25) _____

“Thank you for your participation in our survey. Again, your responses will be kept confidential. We are always looking for new ways to better serve our customers’ needs and your answers will be very helpful.”