

**The U.S. Census Bureau's
Financial Services Center (FSC)
Customer Satisfaction Survey
2011**

The U.S. Census Bureau's Financial Services Center (FSC) provides customer service to a multitude of Census Bureau customers. The FSC Customer Assistance Line Liaison (CALL) Team consider you a valuable client. We are in the process of evaluating the services we provide you.

Your responses will be kept confidential to the extent provided by law. All answers will be pooled into aggregate measures for all reporting purposes, and no individual person or organization will be identified. Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Respondents are not required to respond to any information collection unless it displays a valid approval number from the Office of Management and Budget.

Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: Paperwork Project 0607-0760, U.S. Census Bureau, 4600 Silver Hill Road, Room 3K138, Washington, DC 20233. You may e-mail comments to: Paperwork@census.gov; use "Paperwork Project 0607-0760" as the subject.

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OMB Number: 0607-0760
Expiration Date: February 28, 2014

1. What is your area of work?

- Administrative Support
- Program Area
- Acquisitions
- Accounting
- Vendor
- Other, please specify:

2. What was your purpose for contacting FSC?

- Following-up on an Invoice Payment
- Following-up on a Relocation Travel Payment
- Following-up on a Temporary Duty Travel Payment
- Assistance with claim discrepancies
- Assistance with estimated accruals
- Assistance with Undelivered Orders/Obligations
- Other, please specify:

3. Did the FSC representative respond to your inquiry within 24 hours?

- Yes
- No

4. How long did it take to resolve your inquiry submitted to FSC?

- 1-5 Business Days
- 6-10 Business Days
- Over 10 Business Days
- Never

5. What is your level of agreement/disagreement with the following statement:

The FSC representative was pleasant, courteous, professional and respectful.

- Agree
- Neutral
- Disagree

6. How satisfied were you with the resolution you received on your inquiry?

- Satisfied
- Neutral
- Dissatisfied

7. If applicable, was your invoice paid timely?

- Yes (within 30 days)
- No (over 30 days)

8. If applicable, was your Travel (Relocation or Temporary Duty Travel) processed in a timely manner?

- Yes (within 5 days)
- Somewhat (within 30 days)
- No (over 30 days)

9. Overall, how would you rate the services provided to you?

- Outstanding
- Acceptable
- Unacceptable

10. Would you recommend our services to others?

- Yes
- No

11. Feel free to share any additional comments.



Send Answers

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Your opinions are greatly appreciated. Thank you for participating.

