AskFSIS Customer Satisfaction Survey

askFSIS is an knowledge based system that allows customers to pose inspection related questions about meat, poultry, and egg production. In an effort to improve the quality of *askFSIS*, we are asking that you take approximately 15 minutes to answer questions about your experience with *askFSIS*. Your responses are voluntary and will remain confidential. If you have any questions or concerns, please contact the survey administrator at 202-690-3642 or at Brittini.Brown@fsis.usda.gov.

1. I am an askFSIS customer affiliated with a:
   - Consulting Firm
   - Consumer/Consumer Group
   - Federal/State Government Agency other than USDA FSIS
   - Legal Organization/Law Firm
   - Meat/Poultry/Egg Product Establishment
   - Trade Group/Association
   - Newspaper/Magazine/Publication
   - Other: _____ (limited character response)

2. I use askFSIS:
   - More than 8 times per month
   - 5-8 times per month
   - 1-4 times per month
   - Less than once per month

3. When performing a search, I find the answer to my question:
   - Always
   - Very Often

- Usually
- Rarely
- Never

4. When I am not able to find information using the search function, I:
    - Submit a Question via askFSIS (If yes, question 5 applies)
    - Utilize other FSIS Resources (Small Plant HelpDesk, Meat and Poultry Hotline, Business and Industry Hotline at 1-800-233-3935)
    - Contact a colleague
    - Use Industry Resources/Information
    - Contact a FSIS Headquarters Staff Officer
    - Stop Searching
    - Other_____(limited character response)

5. When submitting questions via askFSIS, the responses are useful.
    - Always
    - Very Often
    - Usually
    - Rarely (If selected, an open-ended response box will be available.)
    - Never (If selected, an open-ended response box will be available.)

6. When submitting questions via askFSIS, the responses are timely.
    - Always
    - Very Often
    - Usually
    - Rarely (If selected, an open-ended response box will be available.)
    - Never (If selected, an open-ended response box will be available.)

7. Overall, I am satisfied with customer support provided by askFSIS.
    - Strongly Agree
    - Agree
    - Undecided
    - Disagree (If selected, an open-ended response box will be available.)
    - Strongly Disagree (If selected, an open-ended response box will be available.)

8. Do you have any suggestions for improving the askFSIS knowledge-based system or our customer service?
    - An open-ended response box will be available