

National Contact Center Web-based Customer Satisfaction Survey

This survey is offered to email and web chat customers of the National Contact Center.

PRA text will be included and updated as necessary:

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 3090-0278. We estimate that it will take 3 minutes to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat (MVCB), IC 3090-0278. 1275 First Street, NE., 7th Floor, Washington, DC 20417.

[SURVEY PREVIEW MODE] - Windows Internet Explorer provided by General Services Administration
onkey.com/s.aspx?PREVIEW_MODE=DO_NOT_USE_THIS_LINK_FOR_COLLECTION&sm=pANSYb300KzY%2b1r%2b9219Wd5z138Utu%2bewEstmKook%3d

File Edit View Favorites Tools Help

Cancel this survey >>

OMB Number: 3090-0278
Expires: 04/30/2013
Public reporting burden of this collection of information is estimated to average 4 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. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Federal Citizen Information Center, General Services Administration, 1800 F Street, NW Rm. G142, Washington, DC 20405

We're committed to monitoring and improving the quality of the services we provide. We would appreciate your feedback on our performance. All submissions are anonymous.

1. How did you submit your question to us?

E-Mail
 Web Chat

2. Rate our service. Please tell us how well we did:

	Excellent	Very Good	OK	Poor	Unacceptable	N/A
Understanding your question?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answering your question or providing a referral?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing a clear and understandable answer or referral?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answering you promptly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you courteously?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Did you search our Frequently Asked Questions (answers.usa.gov) before asking your question?

Yes
 No
 Didn't know there was an FAQ section.

4. Overall, how do you rate the quality of the services we provide?

Excellent Very Good OK Poor Unacceptable

5. How likely is it that you would use us again in the future?

Certain Very likely Somewhat likely Unlikely Very unlikely

Done Internet 100%

[SURVEY PREVIEW MODE] - Windows Internet Explorer provided by General Services Administration

http://www.surveymonkey.com/js.aspx?PREVIEW_MODE=DO_NOT_USE_THIS_LINK_FOR_COLLECTION&sm=pANSYb300KzY%2b1r%2b9Zi9Nwd5Zt3BUtu%2bewEstmKxxk%3d

File Edit View Favorites Tools Help

3. Did you search our Frequently Asked Questions (answers.usa.gov) before asking your question?

Yes

No

Didn't know there was an FAQ section.

4. Overall, how do you rate the quality of the services we provide?

Excellent Very Good OK Poor Unacceptable

5. How likely is it that you would use us again in the future?

Certain Very likely Somewhat likely Unlikely Very unlikely

6. To help us better understand the audience we're reaching, will you give us your age group?

Under 21

21 - 30

31 - 40

41 - 50

51 - 65

Over 65

7. To help us better understand the audience we're reaching, in what country do you currently reside?

United States

Other (please specify)

8. Comments/suggestions regarding your experience or how we could improve the service we provide.

Submit your survey >>

Done Internet 100%