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OMB Approved
0579-0360
Expiration Date:
XX/XX/XXXX

U.S. Department of Agriculture Animal and Plant Health Inspection Service Plant Protection and Quarantine	Stakeholder/Customer Satisfaction Written Survey
<p>Thank you for agreeing to take our brief survey. We need your valuable feedback to help us evaluate and improve our customer service. At the end of the survey, you will be given the opportunity to comment or fully explain a previous answer.</p>	
<p>1. Please check the types of communication you used to resolve a recent issue or obtain information.</p> <p> <input type="checkbox"/> Personal Contact <input type="checkbox"/> Internet <input type="checkbox"/> Fax <input type="checkbox"/> Telephone <input type="checkbox"/> E-mail <input type="checkbox"/> Regular mail </p>	
<p>2. How many times did you contact us before your issue was resolved or you obtained the information you needed?</p> <p> <input type="checkbox"/> Once <input type="checkbox"/> Twice <input type="checkbox"/> Three times <input type="checkbox"/> More than three times <input type="checkbox"/> The issue was not resolved, or I did not obtain the information I needed. </p>	
<p>3. If you used the phone to contact us, please tell us what you experienced?</p> <p> <input type="checkbox"/> Reached a Customer Service Representative <input type="checkbox"/> Reached an automated messaging service <input type="checkbox"/> Received an automated message saying "system full" <input type="checkbox"/> Had no success in getting through </p>	
<p>4. If you left a message, how long did it take for someone to respond?</p> <p> <input type="checkbox"/> Less than 1 business day <input type="checkbox"/> 1-3 business days <input type="checkbox"/> Over 3 business days <input type="checkbox"/> No one returned my call <input type="checkbox"/> Not applicable </p>	
<p>5. If you e-mailed us, how long did it take for a response?</p> <p> <input type="checkbox"/> Less than 1 business day <input type="checkbox"/> 1-3 business days <input type="checkbox"/> Over 3 business days <input type="checkbox"/> No one returned my call <input type="checkbox"/> Not applicable </p>	
<p>6. If you used our website, did you find the information you wanted?</p> <p> <input type="checkbox"/> Yes, all information <input type="checkbox"/> Some information <input type="checkbox"/> None of the information <input type="checkbox"/> Not applicable </p>	
<p>7. If you used our website, how did you hear about it?</p> <p> <input type="checkbox"/> Advertisement <input type="checkbox"/> Search engine <input type="checkbox"/> Fact sheet <input type="checkbox"/> Word-of-Mouth <input type="checkbox"/> Brochure <input type="checkbox"/> Other </p>	
<p>8. How would you describe your last contact with the PPQ Permit Unit?</p> <p> <input type="checkbox"/> My issue was completely resolved <input type="checkbox"/> My issue was partially resolved <input type="checkbox"/> My issue was not resolved <input type="checkbox"/> Not applicable </p>	

9. Please rate our customer support services by checking the appropriate box:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Length of time to respond to your needs					
Knowledge of our staff					
Courtesy of our staff					
Ability to resolve your issue					
Willingness to resolve your issue					
Helpfulness of website					
Overall, rate your experience with the PPQ Permit Unit					

Comments: