Customer Questionnaire
Field Operations Center (FOC)

When the QA Monitor contacts the customer, he would use the following script:

Good morning/afternoon, my name is _____. I'm calling from the US Small Business Administration Disaster Assistance Customer Service Center. I understand that you recently visited the Field Operations Center. Do you have 5 minutes to answer a few questions regarding your experience? Your responses are voluntary; however, your responses would help us evaluate whether we are meeting the needs of the public. You also do not have to respond if this survey is not approved by the U.S. Office of Management and Budget (OMB). The OMB approval # of this survey is 3245-0370   , it expires on xx/xx/xxxx.

If No:

Thank you anyway, and please don't hesitate to call us again if you have any questions or concerns. Goodbye. (Wait for the customer to hang up)

If Yes:

Thank you. We have just 7 questions, so we shouldn't keep you long… (Pause for a second and then ask the first question).

	Answer Weight	Answer Type
1. Once you arrived at the SBA table, were you assisted promptly by an SBA representative?	1.0	Y/N
Using a scale of 1 - 5, with 5 being the highest, please rate the agent in the following areas:		
2. Was the SBA Representative professional and sympathetic to your situation?	1.0	1-5
3. Did the agent explain how SBA may be able to assist you in your disaster recovery?	1.0	1-5
4. Did the agent appear to be knowledgeable about the subject matter?	1.0	1-5
5. How would you rate your experience with the SBA staff at the center?	1.0	1-5
One open ended question giving our customer an opportunity to provide comments:		
6. Based on your experience with the SBA, do you have any suggestions for making the process easier?	Not rated	N/A
7. Is there anything else I can assist you with? (If necessary, the Survey administrator will assist the customer)		