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**OMB APPROVED**  
0579-0377  
Exp. 08/2015

**UNITED STATES DEPARTMENT OF AGRICULTURE  
ANIMAL AND PLANT HEALTH INSPECTION SERVICE  
AND  
DEPARTMENT OF HEALTH AND HUMAN  
SERVICES**

**CUSTOMER SERVICE SURVEY**

**1. IN WHAT CAPACITY DID YOU CONTACT THE FEDERAL SELECT AGENT PROGRAM?**

- Responsible Official                       Biosafety Official                       Entity Senior Official  
 Principal Investigator                       Entity Manager                       Other (*specify*)

**2. HOW SATISFIED WERE YOU WITH THE FEDERAL SELECT AGENT PROGRAM IN THE FOLLOWING CATEGORIES?**

**COURTESY**

- Satisfied                       Somewhat Satisfied                       Neither Satisfied nor Dissatisfied                       Somewhat Dissatisfied                       Dissatisfied

**PROFESSIONALISM**

- Satisfied                       Somewhat Satisfied                       Neither Satisfied nor Dissatisfied                       Somewhat Dissatisfied                       Dissatisfied

**HELPFULNESS**

- Satisfied                       Somewhat Satisfied                       Neither Satisfied nor Dissatisfied                       Somewhat Dissatisfied                       Dissatisfied

**TIMELINESS**

- Satisfied                       Somewhat Satisfied                       Neither Satisfied nor Dissatisfied                       Somewhat Dissatisfied                       Dissatisfied

**KNOWLEDGE**

- Satisfied                       Somewhat Satisfied                       Neither Satisfied nor Dissatisfied                       Somewhat Dissatisfied                       Dissatisfied

**COMMUNICATION**

- Satisfied                       Somewhat Satisfied                       Neither Satisfied nor Dissatisfied                       Somewhat Dissatisfied                       Dissatisfied

**TREATING YOU AS A VALUED CUSTOMER**

- Satisfied                       Somewhat Satisfied                       Neither Satisfied nor Dissatisfied                       Somewhat Dissatisfied                       Dissatisfied

**3. HOW SATISFIED WERE YOU WITH YOUR OVERALL EXPERIENCE IN OUR OFFICE?**

- Satisfied                       Somewhat Satisfied                       Neither Satisfied nor Dissatisfied                       Somewhat Dissatisfied                       Dissatisfied

**4. WHAT WAS GOOD ABOUT OUR SERVICE?**

**5. WHAT COULD WE DO BETTER?**

**IF YOU WOULD LIKE A RESPONSE FROM THE FEDERAL SELECT AGENT PROGRAM, PLEASE PROVIDE YOUR NAME AND PHONE NUMBER OR EMAIL.**

NAME:

PHONE NUMBER :

EMAIL ADDRESS:

Your answers are voluntary, confidential, and anonymous. They will be used by the Federal Select Agent Program to evaluate and improve customer service. Please fold this survey and return it by mail or in-person to the office you visited.

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TAPE HERE

PLACE STAMP  
HERE

**Animal and Plant Health Inspection Service  
Agriculture Select Agent Services  
4700 River Rd., Unit 2  
Riverdale, MD 20737**

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