<u>Rural Health Care Program Customer Satisfaction Survey</u>

The goal of this survey is to learn about your experience with the Rural Health Care (RHC) Program, a program by which eligible health care providers receive funding from the universal service fund for telecommunications and broadband services necessary for the provision of health care, which is administered by the Universal Service Administrative Company (USAC). This survey is voluntary and consists of 10 questions. It should take approximately 20 minutes to complete.

1a. I am a(n): *This question is required.** [MULTIPLE CHOICE - allow people to select more than one response]
- Individual Health Care Provider (HCP)
- Consortium
- Service Provider/Vendor
- Consultant (for an Individual Health Care Provider)
- Consultant (for a Consortium)
- Other - Please enter an 'other' value for this selection.

1b. [If participant answers Individual Health Care Provider or Consortium] **Do you use a consultant to submit your RHC Program forms?** [YES/NO]
- Yes
- No

2. In which RHC Program(s) do you participate? *This question is required.** [MULTIPLE CHOICE]
- Telecommunications Program
  - [Available on rollover or "more information": The Telecommunications Program (formerly known as the Primary Program) provides discounts based on the difference between urban and rural rates for telecommunications services for eligible health care providers (HCPs).]
- Healthcare Connect Fund (HCF) Program
  - [Available on rollover or "more information": The HCF Program is the newest component of the Rural Health Care Program. The HCF Program provides a 65% discount on eligible expenses related to broadband connectivity to both individual rural HCPs and consortia, which can include non-rural HCPs (if the consortium has a majority of rural sites).]
- Both

3. How long have you been involved with the RHC Program? *This question is required.** [MULTIPLE CHOICE]
- Less than one year
- 1 to 2 years
- 2 to 3 years
- 3 to 4 years
- 4+ years

4. On a scale of 0 to 5, how difficult is it for you to complete the entire RHC Program application process? [SCALE]
- 0 (not at all difficult)
- 1
- 2
- 3
- 4
- 5 (very difficult)

5. How satisfied are you with the experience of submitting your RHC Program application? [SCALE]
- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied
- Don't Know/No Opinion

6. How, if at all, would you improve the RHC Program application process? [OPEN FIELD]

7. What (if anything) do you like about the RHC Program application process? [OPEN FIELD]

8. How do you most frequently interact with the RHC Program at USAC? [MULTIPLE CHOICE]
- Email
- Phone
- Website
- Mail
- Other - [OPEN FIELD FOR WRITE IN]
- N/A – I have never needed to contact the RHC Program

9. What are the most common reasons you contact the RHC Program's Help Desk? [MULTIPLE SELECTION]
- Change information on one of my forms or my account
- Ask a question about a decision relating to my form
- Check on the status of my form
- Report an issue with My Portal or my password
- Seek clarification about a program rule
- Find out general program information
- Other - [OPEN FIELD FOR WRITE IN]
- N/A – I have never needed to contact the Help Desk

10a. Do you have any specific feedback or changes (e.g., layout, wording, information required, etc.) that you would like to see on RHC Program forms?
- **Yes**
- **No**

10b. [If participant answers Yes] **Please select the form for which you would like to give feedback. You may select multiple options.** [MULTIPLE SELECTION]

- Form 460 (If user selects open field shows "Please write your feedback here" [OPEN FIELD])
- Form 461 [If user selects open field shows "Please write your feedback here"]
- Form 462 [If user selects open field shows "Please write your feedback here"]
- Form 463 [If user selects open field shows "Please write your feedback here"]
- Form 465 [If user selects open field shows "Please write your feedback here"]
- Form 466 [If user selects open field shows "Please write your feedback here"]
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