

## Questionnaire

### Account Manager Customer Service Assessment

The Census Bureau's is conducting the account manager (AM) survey to understand the customer service delivered by account managers from your perspective. The feedback from this survey will help us decide if changes in the design and execution of this program are needed. In addition, this survey will provide input for reporting on results, allocating resources, and presenting the AM program to external audiences.

Your responses will not be shared with anyone in a way that could personally identify you. Your participation in this study is voluntary. The legal authority under which this information is being collected is Title 13 U.S.C. Chapter 5 Sections 141 and 193. This data collection is approved under OMB No. 0607-0760 and the approval expires 07/31/2017.

This data collection uses a third-party web site to collect data. This survey does not collect personally identifiable information. The results from this survey will be used to conduct primary research to enhance planning efforts for current and future surveys and censuses.

Public reporting burden for this collection of information is estimated to be 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintain the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collections of information, including suggestions for reducing this burden, to: Paperwork Project 0607-0760, U.S. Census Bureau, 4600 Silver Hill Road, Room 3K138, Washington, DC 20233. You may e-mail comment to: [Paperwork@census.gov](mailto:Paperwork@census.gov), use Paperwork Project 0607-0760; as the subject.

**OMB Number: 0607-0760**  
**Expiration Date: July 31, 2017**

1. Do you recall getting a phone call from your account manager?
  - Yes (Proceed to question 2)
  - No (Go to question 10)
2. How often did you hear from your account manager?
  - 1 time
  - 2-3 times
  - 4 or more
3. Overall, how would you rate the quality of the customer service experience from your account manager?
  - Very positive
  - Somewhat positive
  - Neutral
  - Somewhat negative
  - Very negative
4. How well did your account manager understand your questions and concerns?
  - Extremely well

- Very well
  - Somewhat well
  - Not so well
  - Not at all well
5. How much time did it take your account manager to address your questions and concerns?
- Shorter than expected
  - About what I expected
  - Longer than expected
  - Did not receive a response
6. Which of the following words would you use to describe your account manager? Select all that apply.
- Courteous
  - Professional
  - Knowledgeable
  - Considerate
  - Experienced
7. My account manager is making a positive contribution to supporting my interactions with the U.S. Census Bureau.
- Strongly Disagree
  - Disagree
  - Neutral
  - Agree
  - Strongly Agree
8. Overall, how satisfied are you with the Census Bureau account manager that assisted you?
- Very satisfied
  - Somewhat satisfied
  - Neither satisfied nor dissatisfied
  - Somewhat dissatisfied
  - Very dissatisfied
9. Do you have any suggestions for improving the service provided by account managers?
10. Do you have any further comments, questions, or concerns?