

Test Customizable Fields Survey - Windows Internet Explorer

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SurveyMonkey, Inc [US]

Bing

Test Customizable Fields Survey

## Test Customizable Fields Survey

### Customer Satisfaction

The Department of Labor National Contact Center wants to hear from you because we appreciate your feedback. You recently contacted the Department of Labor National Contact Center regarding a workplace or labor related inquiry. In an ongoing effort to provide you with the best possible service, we would like to ask you 7 short questions about your experience.

*This information collection is authorized under control number 1225-0088 (expires 06/30/2014). According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 3 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Responding to this collection is voluntary. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor-OASAM, Office of the Chief Information Officer, Attention: Information Management Program, 200 Constitution Avenue, N.W., Room N1301, Washington, DC 20210 or email [DOL\\_PRA\\_PUBLIC@dol.gov](mailto:DOL_PRA_PUBLIC@dol.gov) and reference the OMB Control Number 1225-0088.*

*The Privacy Act of 1974 as amended (5 U.S.C. 552a) and 5 U.S.C. 301 authorize collection of this information. The purpose of this information is to obtain basic information used to assess the level of a customer's satisfaction with the service they received. Completion of this form is voluntary; however, failure to provide the information may result in the Government's inability to measure customer satisfaction levels for services received and limit the Government's ability to implement continuous customer service delivery improvements. Additional disclosures of this information may be to internal DOL agencies only.*

**\* 1. Did you receive the information or referral you needed in this email response?**

Received the needed information

Received some information or referral

Received no useful information

**\* 2. How would you rate the email response you received in terms of being professional and well written?**

Very pleasant and courteous

Somewhat pleasant and courteous

Not at all pleasant and courteous

**\* 3. How would you rate the email response you received in terms of being knowledgeable and helpful?**

Very knowledgeable and/or helpful

Somewhat knowledgeable and/or helpful

Not at all knowledgeable and/or helpful

**\* 4. How satisfied are you with how your email response was handled?**

Very satisfied

Somewhat satisfied

Not at all satisfied

**\* 5. Would you use the email service again?**

Yes

No

Unsure

**\* 6. What type of customer are you?**

Employee

Employer

Other

**7. If available, please enter the Service Request (SR) number you were provided. This number can be found in the initial automatic response received from the Department of Labor National Contact Center. The format for this number is 1-1111111**

Done

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Done

Internet | Protected Mode: On

100%

\*Please note that the indication for the US DOL office/agency changes depending on which agency the customer contacted.