
OFCCP's Help Desk Telephone Survey Questions

Before connecting to a live person or voicemail, the customer will hear a welcome greeting and the choice to continue in English or Spanish. Then, the recording will state the following:

If you would be willing to help us improve the level of our customer service, please stay on the line at the end of this call for a short, two minute survey.

At end of the call and after the OFCCP staff member has hung up, the recording will say:
Thank you for participating in this anonymous and voluntary customer service survey authorized under OMB control number 1225-0088.

1. How was your first call answered?

Press 1 if you spoke with a person

Press 2 if you reached our voicemail

Press 3 to repeat the selections

(If the respondent pressed 1, then the caller will skip to question 3)

2. If you left a voicemail message, how long did it take for us to return your call?

Press 1 for same day

Press 2 for within 1 to 2 days

Press 3 for within 3 to 4 days

Press 4 for five days or more

Press 5 to repeat the selections

3. Was the staff person responsive to your question?

Press 1 for Yes

Press 2 for No

Press 3 to repeat the selections

4. Would you call this number again for assistance?

Press 1 for Yes
Press 2 for No
Press 3 to repeat the selections

5. If we couldn't answer your question, do you believe that the OFCCP staff person referred you to the right agency or person?

Press 1 for Yes
Press 2 for No
Press 3 to repeat the selections

6. Was the OFCCP staff person professional, knowledgeable and courteous?

Press 1 for Yes
Press 2 for No
Press 3 to repeat the selections

7. How would you identify yourself?

Press 1 for employer
Press 2 for employee
Press 3 for consultant
Press 4 to repeat the selections

8. How did you learn about OFCCP?

Press 1 for the Internet
Press 2 for a community based organization
Press 3 for word of mouth
Press 4 for other sources
Press 5 to repeat the selections

Thank you for participating in OFCCP's customer service survey. Goodbye.