

National Service Hotline

Phone Customer Satisfaction Survey Questions

How satisfied were you with the overall customer service experience you received today?

5 - Extremely satisfied

4

3

2

1 - Not satisfied at all

Did the Customer Service Representative resolve your question?

Yes

No

Unsure/Still waiting

How professional was the Customer Service Representative in handling your inquiry?

5 - Extremely satisfied

4

3

2

1 - Not satisfied at all

On a scale from (1-5) with 5 being the highest: Overall, how satisfied were you with the customer service representative's knowledge?

5 - Extremely satisfied

4

3

2

1 - Not satisfied at all

Overall, how responsive have we been to your questions or concerns?

5 - Extremely satisfied

4

3

2

1 - Not satisfied at all

What was your reason for contacting the National Service Hotline?

1- AmeriCorps Programs such as NCCC

2 - Segal AmeriCorps Education Award

3 - My AmeriCorps or eGrants

4 - Senior Corps Programs

5 – Learn and Serve America

6 – Vista Member Support

7 – Reporting of Prohibited Activity occurring at an AmeriCorps Program

8 - All Other inquiries

If you would like to provide any additional feedback, please do so by leaving a comment below in the comment box.

Email Survey Questions

How satisfied were you with the ease of contacting the National Service Hotline?

5 – Extremely satisfied
4
3
2
1 – Not satisfied at all

How satisfied were you with the length of time it took to receive your response from the National Service Hotline to your email/web-form?

5 – Extremely satisfied
4
3
2
1 – Not satisfied at all

How satisfied were you with the overall quality of the response that you received from the National Service Hotline?

5 – Extremely satisfied
4
3
2
1 – Not satisfied at all

How satisfied were you with the response that you received demonstrated an understanding of your issue or concern?

5 – Extremely satisfied
4
3
2
1 – Not satisfied at all

How satisfied were you with the clarity of the information provided in the response you received?

5 – Extremely satisfied
4
3
2
1 – Not satisfied at all

Did the response you received resolve your issue?

Yes

No

Unsure/Still waiting

If you would like to provide any additional feedback, please do so by leaving a comment below in the comment box.