

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.