

# National Service Hotline Customer Satisfaction

## Webform 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.**