

Welcome and Thank You Text

Welcome Text

Thank you for contacting the USDA. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions regarding **your most recent resolved inquiry** with a USDA FNS Regional office. Your opinions are essential in helping us provide the best customer experience possible.

Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.



Customer Satisfaction Survey

Thank you for contacting [CLIENT CONTACT CENTER]. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Cancel

Submit

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Model Name USDA FNS Customer Service Standards
 Model ID (MID)
 Partitioned NO. Model is not partitioned.
 Date 5/20/2015

Red & Strike-Through: Delete
 Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Reword



USDA FNS Customer Service Standards - Model Questions

Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Accessibility (1=Poor, 10=Excellent, Don't Know)		Satisfaction		
1 Accessibility - Convenience	Please rate the FNS Regional Office on the following: The convenience for your needs	16 Satisfaction - Overall	What is your overall satisfaction with your FNS Regional Office customer service experience? (1=Very Dissatisfied, 10=Very Satisfied)		
2 Accessibility - Efficiency	The number of steps needed to connect with a representative	17 Satisfaction - Expectations	How well did your FNS Regional Office customer service experience meet your expectations? (1=Fell Short, 10=Exceeded)		
3 Accessibility - Performance	How well the regional office connects you with the appropriate representative	18 Satisfaction - Ideal	How well did your FNS Regional Office customer service experience compare to your idea of an ideal customer experience? (1=Not Very Close, 10=Very Close)		
	Knowledge (1=Poor, 10=Excellent, Don't Know)				
4 Knowledge - Understanding	Please rate the knowledge of the representative who resolved your inquiry in the following areas: Quick understanding of your request or concern				
5 Knowledge - Directness	Ability to directly answer your questions				
6 Knowledge - Accuracy	Accuracy of information provided				
	Response Speed (1=Poor, 10=Excellent, Don't Know)				
7 Response Speed - Time	Please rate the speed to resolve your inquiry: Length of time needed to resolve your inquiry				
8 Response Speed - Efficiency	Number of steps taken to complete the process				
9 Response Speed - Fixed First Time	Degree to which your inquiry was resolved the first time				
	Professionalism (1=Poor, 10=Excellent, Don't Know)				
10 Professionalism - Understandable	Please rate the professionalism of the representative who resolved your inquiry in the following areas: Use of understandable terms during your communications				
11 Professionalism - Responsiveness	Responsiveness to your questions or concerns				
12 Professionalism - Courtesy	Courtesy shown to you				
	Resolution (1=Poor, 10=Excellent, Don't Know)				
13 Resolution - Detail	Please rate the answer provided to your inquiry in the following areas: Level of detail provided				
14 Resolution - Usefulness	Usefulness to your needs				
15 Resolution - Clarity	Clarity of reasoning and logic				



USDA FNS Customer Service Standards - Custom Questions

QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
		Are you aware of the USDA FNS Standards for times to resolve inquiries?	Yes, and I know the standards for specific times Yes, but I do not know the standards for specific times No, I am not aware of these standards	S	Y	Drop down, select one		Aware Standards
		In the past 6 months, approximately how many inquiries have you made with USDA FNS?	This was my first inquiry 10 or fewer previous inquiries 11-30 previous inquiries More than 30 previous inquiries Not sure/Do not remember	S	Y	Drop down, select one		Previous Inquiries
		Thinking of your most recent resolved inquiry with USDA FNS, how would you best describe the type of inquiry?	Routine Novel Complex Other	A	Y	Radio button, one-up vertical	Mutually exclusive Skip Logic Group	Inquiry Type
	A	Please specify your reason for contacting USDA.			N	Text area, no char limit	Skip Logic Group	OE_Inquiry Type
		For your most recent resolved inquiry , how did you initially contact USDA FNS?	Email Telephone Postal mail Other	A	Y	Drop down, select one	Skip Logic Group	Contact Method
	A	What other method did you use to initially contact USDA FNS?			N	Text area, no char limit	Skip Logic Group	OE_Contact Method
		How long did you wait for your inquiry to be acknowledged ?	Same day 1 business day 2-3 business days 4-5 business days More than 5 business days My inquiry was never acknowledged before it was resolved		Y	Drop down, select one		Time Acknowledged
		Approximately how long did you wait for your inquiry to be resolved ?	0-10 business days 11-20 business days 21-30 business days 31-40 business days 41-50 business days 51-60 business days 61-100 business days More than 100 business days		Y	Drop down, select one		Time Resolved
		Did your inquiry ultimately receive the particular outcome or answer you were seeking (e.g., your inquiry was resolved with a favorable outcome, your waiver was granted, etc.)?	Yes Partially No Not sure		Y	Drop down, select one		Desired Outcome
		Which of the following best describes you?	State program director Staff of state program director Other	B	Y	Radio button, one-up vertical	Skip Logic Group	Role
	B	Please specify the role that best describes you.			N	Text area, no char limit	Skip Logic Group	OE_Role
		What was the most positive aspect of your experience with USDA FNS?			N	Text area, no char limit		OE_Most Positive
		If you could suggest one improvement to the USDA FNS customer service experience, what would it be?			N	Text area, no char limit		OE_Suggestions

Andrea Fuhrel-Forbis:
 For anyone with these responses we could direct them (upon survey completion) to a URL with the standards.