Welcome and Thank You Text

Welcome Text

Thank you for being a valuable PSC partner. Please take a few minutes to tell us how we are doing and where we can improve, to ensure you have the best experience possible.

Welcome Text - Tablet / Phone

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

Thank You Text

Thank You Text - Tablet / Phone

Example Desktop

Customer Satisfaction Survey

Thank you for visiting our site. 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.

*Required questions are denoted by an ***

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

Example Mobile

Thank you for visiting our site. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.

Required questions are denoted by an *

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

Cancel   Submit

ForeSee
ForeSee Privacy Policy

Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
			CUSTOMER SATISFACTION		
		MQ Label			
		Satisfaction - Overall	What is your **overall satisfaction** with this service experience? (1=Very Dissatisfied, 10=Very Satisfied)		
		Satisfaction - Expectations	How well did this service experience **meet your expectations**? (1=Falls Short, 10=Exceeds)		
		Satisfaction - Ideal	How does this experience **compare to an ideal** service experience? (1=Not Very Close, 10=Close)		

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
			Where did you receive your enrollment services?	City	A	Y	Radio button, one-up vertical	Skip Logic Group*	Enrollment services
				State	B				
		A	In which City did you receive your enrollment services?			N	Text area, no char limit	Skip Logic Group*	OE_City Enrollment
		B	In which State did you receive your enrollment services?	Alabama		Y	Drop down, select one	Skip Logic Group*	Enrollment services_State
				American Samoa					
				Arizona					
				Arkansas					
				California					
				Colorado					
				Connecticut					
				Delaware					
				District of Columbia					
				Florida					
				Georgia					
				Guam					
				Hawaii					
				Idaho					
				Illinois					
				Indiana					
				Iowa					
				Kansas					
				Kentucky					
				Louisiana					
				Maine					
				Maryland					
				Massachusetts					
				Michigan					
				Minnesota					
				Mississippi					
				Missouri					
				Montana					
				Nebraska					
				Nevada					
				New Hampshire					
				New Jersey					
				New Mexico					
				New York					
				North Carolina					
				North Dakota					
				Northern Mariana Islands					
				Ohio					
				Oklahoma					
				Oregon					
				Pennsylvania					
				Puerto Rico					
				Rhode Island					
				South Carolina					
				South Dakota					
				Tennessee					
				Texas					
				US Virgin Islands					
				Utah					
				Vermont					
				Virginia					
				Washington					
				West Virginia					
				Wisconsin					
				Wyoming					
			What type of appointment did you receive at your Badging Office **on this visit**?	PIV Card Insurance		Y	Radio button, one-up vertical		Type of appointment
				Enrollment					
				External Card Binding					
				ALT Card Issuance					
				Certificate Update/Pin Reset					
				Troubleshooting PIV Card					
				Other					

Thinking only about **today's** specific visit, please rate your satisfaction of the following: Ability of staff to handle problem	Poor = 1		Y	Radio button, scale, no don't know		Handle problem
	2					
	3					
	4					
	5					
	6					
	7					
	8					
	9					
	Excellent = 10					
Clarity of information sent/emailed to you prior to your visit	Poor = 1		Y	Radio button, scale, no don't know		Clarity of info
	2					
	3					
	4					
	5					
	6					
	7					
	8					
	9					
	Excellent = 10					
Courtesy of staff	Poor = 1		Y	Radio button, scale, no don't know		Courtesy
	2					
	3					
	4					
	5					
	6					
	7					
	8					
	9					
	Excellent = 10					
Responsiveness of staff	Poor = 1		Y	Radio button, scale, no don't know		Responsiveness
	2					
	3					
	4					
	5					
	6					
	7					
	8					
	9					
	Excellent = 10					
Timeliness of service provided	Poor = 1		Y	Radio button, scale, no don't know		Timeliness
	2					
	3					
	4					
	5					
	6					
	7					
	8					
	9					
	Excellent = 10					
Environment friendliness	Poor = 1		Y	Radio button, scale, no don't know		Environment_friendliness
	2					
	3					
	4					
	5					
	6					
	7					
	8					
	9					
	Excellent = 10					
Environment tidiness	Poor = 1		Y	Radio button, scale, no don't know		Environment_tidiness

				2					
				3					
				4					
				5					
				6					
				7					
				8					
				9					
				Excellent = 10					
			Did this visit take care of all your enrollment needs?	Yes, I received everything I needed		Y	Radio button, one-up vertical	Skip Logic Group*	Met needs
				No, there are/were outstanding issues that still need(ed) to be resolved	A				
		A	If not resolved today, were you given instructions/advised on next steps in the process?	Yes		Y	Radio button, one-up vertical	Skip Logic Group*	Met needs_NO
				No					
				Not applicable					
				Do not remember					
			How long was **today's** enrollment visit?	Shorter than 15 minutes		Y	Radio button, one-up vertical		Enrollment length
				Between 15-30 minutes					
				Longer than 30 minutes					
				Do not remember					
			What can we do to make the next customer's experience better?			N	Text field, <100 char		OE_Improvement