

Department of Education Call Center Questionnaire

Hello. The U.S. Department of Education would like to know about your recent experience with our 1-800-USA-LEARN hotline. We ask for your participation in our brief survey.

This survey will take approximately two minutes and is authorized under Office of Management and Budget Control Number 1090-0007, which expires March 31, 2015. Your participation in the survey is voluntary.

Purpose of call

1. Using the numbers on your telephone keypad please press the number that best describes the purpose of your most recent call to us. Press "1" for "Policy Information." Press "2" for "Contact or referral information." Press "3" for "Student Financial Aid." Press "4" for "Research Statistics." Press "5" for "Help for my Child." Press "6" for "Other." Press * to repeat this question.

Caller Type

2. Using the numbers on your telephone keypad, please press the number that best describes you. Press "1" for "Parent or Family Member." Press "2" for "Student." Press "3" for "School administrator." Press "4" for "Teacher." Press "5" for "Researcher or Analyst". Press * to repeat this question.

Customer Service Representative

The following questions are about the customer service representative who helped you during your most recent call to the Department of Education's 1-800-USA-LEARN.

3. Please rate the courtesy of the customer service representative who helped you. Use the numbers on your telephone keypad for a scale of "1" to "9," where "1" is "poor" and "9" is "excellent." Press * to repeat this question.
4. Please rate the communication skills of the customer service representative who helped you. Use the numbers on your telephone keypad for a scale of "1" to "9," where "1" is "poor" and "9" is "excellent." Press * to repeat this question.
5. Please rate the knowledge of the customer service representative who helped you. Use the numbers on your telephone keypad for a scale of "1" to "9," where "1" is "poor" and "9" is "excellent." Press * to repeat this question.

ACSI Benchmark Questions

6. Using a scale where "1" means "Very dissatisfied" and "9" means "Very satisfied," please rate your satisfaction with the service you received. Press * to repeat this question.
7. Using a scale where "1" means "Falls short of expectations" and "9" means "Exceeds expectations," please rate the service you received. Press * to repeat this question.
8. Now imagine an ideal customer service experience. How well did your experience compare with that ideal service experience? "1" means "Not very close to the ideal," and "9", means "Very close to the ideal." Press * to repeat this question.

Final

Outcome

9. Did you get the information you needed during your call? Select "1" for "Yes", "2" for "No." Press "0" for "Does Not Apply." Press * to repeat this question.

10. (IF 9 = 'NO' ASK) Did your issue require that the representative call you back? Select "1" for "Yes", "2" for "No." Press "0" for "Does Not Apply." Press * to repeat this question.

11. Would you recommend this resource to others? Select "1" for "Yes", "2" for "No." Press * to repeat this question.

- Q12. (If Q1=6). Earlier you selected "Other" for the purpose of your call. Please briefly describe the purpose for your call. Press pound when you are done.

Thank you for taking the Department of Education's 1-800-USA-LEARN Satisfaction Survey. Your feedback is very important to us. Goodbye.