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OMB APPROVED
0579-0377
Exp. 08/2015

**UNITED STATES DEPARTMENT OF AGRICULTURE
ANIMAL AND PLANT HEALTH INSPECTION SERVICE
AND
DEPARTMENT OF HEALTH AND HUMAN SERVICES**

CUSTOMER SERVICE SURVEY

1. IN WHAT CAPACITY DID YOU CONTACT THE FEDERAL SELECT AGENT PROGRAM?

- Responsible Official Biosafety Official Entity Senior Official
 Principal Investigator Entity Manager Other (*specify*)

2. HOW SATISFIED WERE YOU WITH THE FEDERAL SELECT AGENT PROGRAM IN THE FOLLOWING CATEGORIES?

COURTESY

- Satisfied Somewhat Satisfied Neither Satisfied nor Dissatisfied Somewhat Dissatisfied Dissatisfied

PROFESSIONALISM

- Satisfied Somewhat Satisfied Neither Satisfied nor Dissatisfied Somewhat Dissatisfied Dissatisfied

HELPFULNESS

- Satisfied Somewhat Satisfied Neither Satisfied nor Dissatisfied Somewhat Dissatisfied Dissatisfied

TIMELINESS

- Satisfied Somewhat Satisfied Neither Satisfied nor Dissatisfied Somewhat Dissatisfied Dissatisfied

KNOWLEDGE

- Satisfied Somewhat Satisfied Neither Satisfied nor Dissatisfied Somewhat Dissatisfied Dissatisfied

COMMUNICATION

- Satisfied Somewhat Satisfied Neither Satisfied nor Dissatisfied Somewhat Dissatisfied Dissatisfied

TREATING YOU AS A VALUED CUSTOMER

- Satisfied Somewhat Satisfied Neither Satisfied nor Dissatisfied Somewhat Dissatisfied Dissatisfied

3. HOW SATISFIED WERE YOU WITH YOUR OVERALL EXPERIENCE IN OUR OFFICE?

- Satisfied Somewhat Satisfied Neither Satisfied nor Dissatisfied Somewhat Dissatisfied Dissatisfied

4. WHAT WAS GOOD ABOUT OUR SERVICE?

5. WHAT COULD WE DO BETTER?

IF YOU WOULD LIKE A RESPONSE FROM THE FEDERAL SELECT AGENT PROGRAM, PLEASE PROVIDE YOUR NAME AND PHONE NUMBER OR EMAIL.

NAME:

PHONE NUMBER :

EMAIL ADDRESS:

Your answers are voluntary, confidential, and anonymous. They will be used by the Federal Select Agent Program to evaluate and improve customer service. Please fold this survey and return it by mail or in-person to the office you visited.

____ Fold here

TAPE HERE

PLACE STAMP
HERE

**Animal and Plant Health Inspection Service
Agriculture Select Agent Services
4700 River Rd., Unit 2
Riverdale, MD 20737**

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