

National DPP Customer  
Service Center

Surveys Along the Customer Journey

# Survey Structure

# Survey Structure

How satisfied are you with your experience using the Support Helpdesk?

Extremely Dissatisfied		Dissatisfied		Neutral		Satisfied		Extremely Satisfied	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	6	7	8	9	10

## Primary Question

The “what” of the survey; drives toward a customer’s overall sentiment

We want to know **if, and to what degree, the Support Helpdesk is satisfactory**

Please agree or disagree with the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
My issue has been fully resolved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The CSC agent was knowledgeable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My inquiry was resolved in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I will use the CSC again in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Secondary Questions

The “why” of the survey; provides additional detail to explain why a customer feels a certain way

We want to know **why a customer felt a certain level of satisfaction or dissatisfaction** with their experience

Do you have any recommendations to improve our service?

## Open-Ended Question

An optional field for providing additional comments

We want customers to **feel empowered to provide exact feedback they’re interested in sharing**

# Surveys

## Survey: Asking for Help (Technical Assistance/User Support)

### How satisfied are you with your experience using the Support Helpdesk?

Extremely Dissatisfied		Dissatisfied		Neutral		Satisfied		Extremely Satisfied	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	6	7	8	9	10

### Please agree or disagree with the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
My issue has been fully resolved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person I interacted with at the customer service center was knowledgeable. <i>(Note: if you interacted with more than one staff member, please rate the last person who contacted you.)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My inquiry was resolved in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I will use the customer service center again in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Do you have any recommendations to improve our service?

# Survey: Asking for Help (Technical Assistance Referral Outside of CSC)

Where were you referred to find the answer to your inquiry?

How satisfied are you with the referral process?

How satisfied are you with the referral process?									
Extremely Dissatisfied		Dissatisfied		Neutral		Satisfied		Extremely Satisfied	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	6	7	8	9	10

Please agree or disagree with the following statements:

Please agree or disagree with the following statements:	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
My issue has been fully resolved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The customer service center Support Helpdesk made a meaningful connection to an outside resource.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My inquiry was resolved in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I will use the customer service center again in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any recommendations to improve our process?

# Survey: Annual Feedback

## How likely are you to refer other organizations to the CSC?

Extremely Unlikely		Unlikely		Neutral		Likely		Extremely Likely	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	6	7	8	9	10

## Please agree or disagree with the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The customer service center is designed in a user-friendly way.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Through the customer service center, I am able to access resources I would not have otherwise known about.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The customer service center has helped answer all of my National DPP questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Once per year	Daily	Weekly	Monthly	Every 2-3 months	2-3 times per year	Never
How often do you use the customer service center?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Yes	No
Have you ever contacted the Support Helpdesk?	<input type="radio"/>	<input type="radio"/>

## Do you have any recommendations to improve our service?

# Survey: General Feedback

Do you have any recommendations to improve our service?

How likely are you to refer other organizations to the CSC?

Extremely Unlikely		Unlikely		Neutral		Likely		Extremely Likely	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	6	7	8	9	10

Please agree or disagree with the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The customer service center is designed in a user-friendly way.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Through the customer service center, I am able to access resources I would not have otherwise known about.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The customer service center has helped answer all of my National DPP questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Once per year	Daily	Weekly	Monthly	Every 2-3 months	2-3 times per year	Never
How often do you use the customer service center?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Yes	No
Have you ever contacted the Support Helpdesk?	<input type="radio"/>	<input type="radio"/>



# Survey: Attending a Webinar

## How satisfied were you with this webinar?

Extremely Dissatisfied		Dissatisfied		Neutral		Satisfied		Extremely Satisfied	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	6	7	8	9	10

## Please agree or disagree with the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The topics covered were what I signed up for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I learned new information by attending this webinar.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The webinar technology was easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Too Long	Too Short	Just Right
The length of the webinar was:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Do you have any thoughts on how we could improve for the next webinar?

# Survey: Downloading Resources

## How helpful has this resource been?

Extremely Unhelpful		Unhelpful		Neutral		Helpful		Extremely Helpful	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	6	7	8	9	10

## Please agree or disagree with the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The resource is easy to find within the customer service center.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The resource is informative.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The resource encouraged me to take action in some way.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## What other resources would you like to see in the Customer Service Center?