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OMB APPROVED  
0579-0334

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

**CUSTOMER SERVICE SURVEY**

AIC1

Your answers are voluntary, confidential, and anonymous and will be used by Veterinary Services to evaluate and improve customer service. This survey can be completed/returned using any of the following methods: (1) online at <https://www.surveymonkey.com/r/VSSurvey2016>; (2) return this form to the office you visited; (3) submit a scanned copy by email to [NIES.Customer.Service.Survey@aphis.usda.gov](mailto:NIES.Customer.Service.Survey@aphis.usda.gov); or (4) fold this form and return it by mail using the address on the reverse side.

**1. IN WHAT CAPACITY DID YOU CONTACT VETERINARY SERVICES?**

- Pet Animal Import/Export     Farm Animal Import/Export     Product Import/Export     Organisms and Vectors  
 Accredited Veterinarian     Farm Animal Programs     Other (*Specify*)

**2. HOW SATISFIED WERE YOU WITH VETERINARY SERVICES 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 VETERINARY SERVICES, PLEASE PROVIDE YOUR NAME, PHONE NUMBER, AND/OR EMAIL.**

NAME:

PHONE NUMBER:

EMAIL ADDRESS:

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**USDA, APHIS, VS, National Import Export Services  
Office of the Associate Deputy Administrator  
4700 River Road, Unit 41  
Riverdale, MD 20737**

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