

[SURVEY PREVIEW MODE] Customer Service Survey - FY2016 - Internet Explorer  
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Exit this survey

## Customer Service Survey - FY2016

### Introduction

Your answers are voluntary, confidential, and anonymous. They will be used by Veterinary Services to evaluate and improve customer service.

FORM APPROVED  
OMB NUMBER  
0579-0334

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

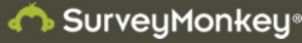
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CUSTOMER SERVICE SURVEY

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To answer survey questions, click in the box.

**\* In What capacity did you contact Veterinary Services**

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9:49 AM  
6/9/2016

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### CUSTOMER SERVICE SURVEY

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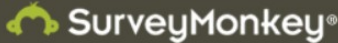
**\* In What capacity did you contact Veterinary Services**

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

Other (please specify)

**If you received this survey in person from one of our center, please indicate which one below:**

- Albany, NY
- Albuquerque, NM
- Anchorage, AK

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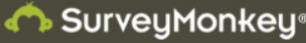
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If you received this survey in person from one of our center, please indicate which one below:

- Albany, NY
- Albuquerque, NM
- Anchorage, AK
- Austin, TX
- Boise, ID
- Burleson, TX
- Conyers, GA
- Des Plaines, IL
- Frankfort, KY
- Gainesville, FL
- Harrisburg, PA
- Honolulu, HI
- Houston, TX
- Jamaica, NY
- Jefferson City, MO
- Los Angeles, CA
- Madison, WI
- Miami, FL

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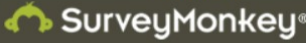
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- Houston, TX
- Jamaica, NY
- Jefferson City, MO
- Los Angeles, CA
- Madison, WI
- Miami, FL
- Newburg, NY
- Oklahoma City, OK
- Pinkerton, OH
- Puerto Rico
- Richmond, VA
- Rock Tavern, NY
- Sacramento, CA
- South San Francisco, CA
- Topeka, KS
- Tumwater, WA

**2. HOW SATISFIED WERE YOU WITH VETERINARY SERVICES IN THE FOLLOWING CATEGORIES?**

**COURTESY**

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## 2. HOW SATISFIED WERE YOU WITH VETERINARY SERVICES IN THE FOLLOWING CATEGORIES?

**COURTESY**

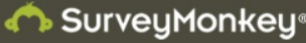
- Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Dissatisfied

**PROFESSIONALISM**

- Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Dissatisfied

**HELPFULNESS**

- Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied

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**HELPFULNESS**

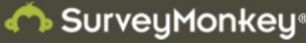
- Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Dissatisfied

**TIMELINESS**

- Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Dissatisfied

**KNOWLEDGE**

- Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Dissatisfied

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**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 OVERALL WERE YOU WITH YOUR EXPERIENCE IN OUR OFFICE?**

- Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Dissatisfied

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**IF YOU WOULD LIKE A RESPONSE FROM VETERINARY SERVICES, PLEASE PROVIDE YOUR NAME AND PHONE OR E-MAIL.**

**NAME:**

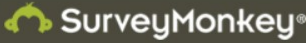
**PHONE NUMBER:**

**E-MAIL ADDRESS:**

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a persons is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0579-0334 and 0579-0377. The time required to complete this information collection is estimated to average .083 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed and completing and reviewing the collection of information.

VS 1-10  
(MAY 2016)

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

Satisfied

Somewhat Satisfied

Neither Satisfied nor Dissatisfied

Somewhat Dissatisfied

Dissatisfied

**WHAT WAS GOOD ABOUT OUR SERVICE?**

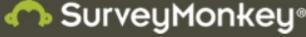
**WHAT COULD WE DO BETTER?**

**IF YOU WOULD LIKE A RESPONSE FROM VETERINARY SERVICES, PLEASE PROVIDE YOUR NAME AND PHONE OR E-MAIL.**

**NAME:**

**PHONE NUMBER:**

**E-MAIL ADDRESS:**

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