

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control numbers for this information collection are 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.

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; 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:

____ Fold here

TAPE HERE

PLACE STAMP
HERE

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

____ Fold here