



VCS Customer Satisfaction Focus Groups

OMB No. 2900-0770

Estimated Burden: 20 minutes

Expiration Date: 9/30/2020

The Paperwork Reduction Act of 1995: This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Accordingly, we may not conduct or sponsor and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who complete this survey will average 20 minutes. This includes the time it will take to follow instructions, gather the necessary facts and respond to questions asked. Customer satisfaction is used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this telephone/mail survey will lead to improvements in the quality of service delivery by helping to achieve services. Participation in this survey is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

VCS FOCUS GROUP SURVEY

Location: _____

Date: _____

Group: VET (or) Employee (circle one)

1. How often do you visit the café, vending machines, retail store, or coffee shop?
2. What do you think about the quality of the products for the price that VCS offers?
3. How would you describe the options available from VCS?
 - a) Product selection
 - b) Healthy Options
4. What potential needs is VCS not meeting?
 - a) Retail
 - b) Café
 - c) Coffee
 - d) Vending
5. Based on your past visits, how can VCS improve upon the customer service experience?
6. What is your overall perception of the VCS?