

Recreation.Gov Survey - Customer Support Team Submit Save Cancel

Thank you for participating in this important survey about your experience with the Recreation.gov Customer Support Team! Your feedback will help us continually improve customer service.

The survey will take 1-2 minutes to complete. Please indicate your level of agreement with the questions, based on your experience with the Customer Support Team.

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*OMB Control Number: 0596-0226 Expiration Date: 7/31/2021*

## Q1: Satisfaction

\* I am satisfied with the service I received from the Recreation.gov Customer Support Team.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

\* I was able to accomplish what I wanted to do, with the help of the Customer Support Team.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

### Q3: Ease of Use

\* It was easy to complete what I wanted to do, with the help of the Customer Support Team.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

## Q4: Confidence

\* My interaction with the Customer Support Team increased my confidence in Recreation.gov.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

## Q5: Feeling Valued as a Customer

\* The service I received from the Customer Support Team made me feel valued as a customer of Recreation.gov.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Q6a: Use of Website (where customer selects "Yes")

\* Did you visit the website before you contacted the Recreation.gov Customer Support Team?

Yes

No

\* Did you access the online Help Center?

Yes

No

Q6b: Use of Website (where customer selects "No")

\* Did you visit the website before you contacted the Recreation.gov Customer Support Team?

Yes

No

\* What prompted you to contact the Recreation.gov Customer Support Team instead of using the website?

I prefer talking to a person.

I could not access the Recreation.gov website.

The website is too slow.

The website lacks the information I need.

Other (please specify below)

Additional Information



*Q7: Comments (open-ended and optional)*

What else would you like us to know about your experience with Recreation.gov's Customer Support Team?

① You have completed this survey



Thank you for your feedback! Your input provides valuable information about your experience and helps us improve the service offered by the Recreation.gov Customer Support Team.

Recreation.gov empowers people to dream, plan, experience and share our National treasures, as well as share their memorable experiences to inspire others. We provide tools and tips to discover new adventures through a one-stop shop for inspiration and ideation, trip planning, information sharing, and reservations. Find incredible places and experiences that help you bring home a story through Recreation.gov!

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