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 DMB control number. The valid DMB control number for this information collection is 0579-0334. 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 Exp.: XX/XXXX

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

## **CUSTOMER SERVICE SURVEY**

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 <a href="https://www.surveymonkey.com/r/VSSurvey2016">https://www.surveymonkey.com/r/VSSurvey2016</a>; (2) return this form to the office you visited; (3) submit a scanned copy by email to <a href="https://www.surveymonkey.com/r/VSSurvey2016">NIES.Customer.Service.Survey@aphis.usda.gov</a>; 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 Im   |                    | nport/Export           | Product Import | /Export Organisms and Vectors |              |
| Accredited Veterinarian Farm Animal Pr  |                    | rograms Other (Specify |                | )                             |              |
| 2. HOW SATISFIED WERE YOU WITH VETERINARY SERVICES IN THE FOLLOWING CATEGORIES? |                    |                        |                |                               |              |
| COURTESY  |                    |                        |                |                               |              |
| Satisfied   | Somewhat Satisfied | Neither Satisfied nor  | r Dissatisfied | Somewhat Dissatisfied         | Dissatisfied |
| PROFESSIONALISM   |                    |                        |                |                               |              |
| Satisfied   | Somewhat Satisfied | Neither Satisfied nor  | r Dissatisfied | Somewhat Dissatisfied         | Dissatisfied |
| HELPFULNESS   |                    |                        |                |                               |              |
| Satisfied   | Somewhat Satisfied | Neither Satisfied nor  | r Dissatisfied | Somewhat Dissatisfied         | Dissatisfied |
| TIMELINESS  |                    |                        |                |                               |              |
| Satisfied   | Somewhat Satisfied | Neither Satisfied nor  | r Dissatisfied | Somewhat Dissatisfied         | Dissatisfied |
| KNOWLEDGE   |                    |                        |                |                               |              |
| Satisfied   | Somewhat Satisfied | Neither Satisfied nor  | r Dissatisfied | Somewhat Dissatisfied         | Dissatisfied |
| COMMUNICATION   |                    |                        |                |                               |              |
| Satisfied   | Somewhat Satisfied | Neither Satisfied nor  | r Dissatisfied | Somewhat Dissatisfied         | Dissatisfied |
| TREATING YOU AS A VALUED CUSTOMER   |                    |                        |                |                               |              |
| Satisfied   | Somewhat Satisfied | Neither Satisfied nor  | r Dissatisfied | Somewhat Dissatisfied         | Dissatisfied |
| 3. HOW SATISFIED WERE YOU WITH YOUR OVERALL EXPERIENCE IN OUR OFFICE?           |                    |                        |                |                               |              |
| Satisfied   | Somewhat Satisfied | Neither Satisfied nor  | r Dissatisfied | Somewhat Dissatisfied         | Dissatisfied |
| 4. WHAT WAS GOOD ABOUT OUR SERVICE?   |                    |                        |                |                               |              |
|   |                    |                        |                |                               |              |
|   |                    |                        |                |                               |              |
|   |                    |                        |                |                               |              |

5. WHAT COULD WE DO BETTER?

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