

**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 <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?

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

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