

[SURVEY PREVIEW MODE] Customer Service Survey - FY2016 - Internet Explorer
https://www.surveymonkey.com/r/Preview/?sm=Ph_2FC1pIC3TC2DBD6q7FXviz7d9sgop2dBGU1eA1DEYwlSqtAhJnyGGojKAYaxMf6 SurveyMonkey Inc. [US]

Exit this survey

Customer Service Survey - FY2016

Introduction

Your answers are voluntary, confidential, and anonymous. They will be used by Veterinary Services to evaluate and improve customer service.

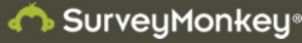
FORM APPROVED
OMB NUMBER
0579-0334

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

CUSTOMER SERVICE SURVEY

To answer survey questions, click in the box.

*** In What capacity did you contact Veterinary Services**

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125%

9:49 AM
6/9/2016

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CUSTOMER SERVICE SURVEY

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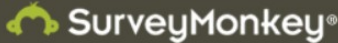
*** In What capacity did you contact Veterinary Services**

- Pet Animal Import/Export Farm
- Animal Import/Export
- Product Import/Export
- Organisms and Vectors
- Accredited Veterinarian
- Farm Animal Programs
- Other (please specify)

Other (please specify)

If you received this survey in person from one of our center, please indicate which one below:

- Albany, NY
- Albuquerque, NM
- Anchorage, AK

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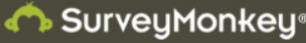
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If you received this survey in person from one of our center, please indicate which one below:

- Albany, NY
- Albuquerque, NM
- Anchorage, AK
- Austin, TX
- Boise, ID
- Burleson, TX
- Conyers, GA
- Des Plaines, IL
- Frankfort, KY
- Gainesville, FL
- Harrisburg, PA
- Honolulu, HI
- Houston, TX
- Jamaica, NY
- Jefferson City, MO
- Los Angeles, CA
- Madison, WI
- Miami, FL

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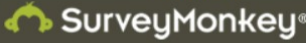
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- Houston, TX
- Jamaica, NY
- Jefferson City, MO
- Los Angeles, CA
- Madison, WI
- Miami, FL
- Newburg, NY
- Oklahoma City, OK
- Pinkerton, OH
- Puerto Rico
- Richmond, VA
- Rock Tavern, NY
- Sacramento, CA
- South San Francisco, CA
- Topeka, KS
- Tumwater, WA

2. HOW SATISFIED WERE YOU WITH VETERINARY SERVICES IN THE FOLLOWING CATEGORIES?

COURTESY

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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

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HELPFULNESS

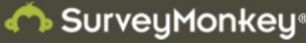
- Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Dissatisfied

TIMELINESS

- Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Dissatisfied

KNOWLEDGE

- Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Dissatisfied

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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 OVERALL WERE YOU WITH YOUR EXPERIENCE IN OUR OFFICE?

- Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Dissatisfied

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IF YOU WOULD LIKE A RESPONSE FROM VETERINARY SERVICES, PLEASE PROVIDE YOUR NAME AND PHONE OR E-MAIL.

NAME:

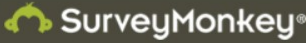
PHONE NUMBER:

E-MAIL ADDRESS:

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

VS 1-10
(MAY 2016)

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3. HOW SATISFIED OVERALL WERE YOU WITH YOUR EXPERIENCE IN OUR OFFICE?

Satisfied

Somewhat Satisfied

Neither Satisfied nor Dissatisfied

Somewhat Dissatisfied

Dissatisfied

WHAT WAS GOOD ABOUT OUR SERVICE?

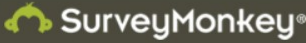
WHAT COULD WE DO BETTER?

IF YOU WOULD LIKE A RESPONSE FROM VETERINARY SERVICES, PLEASE PROVIDE YOUR NAME AND PHONE OR E-MAIL.

NAME:

PHONE NUMBER:

E-MAIL ADDRESS:

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