

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: DOI OST HISP Call Center Survey
IA#: 20908 A0
Date: 5/13/2019

SURVEY TYPE: Call_Contact Center (Tab 3)

Survey Q#	Type#	Type Topic
CALLS	Custom	Demographic
SATIS	Custom	HISP OMB Question
CONF	Custom	HISP OMB Question
SERV	Custom	HISP OMB Question
PRC_EASE	Custom	HISP OMB Question
PRC_EFF	Custom	HISP OMB Question
PRC_TRN	Custom	HISP OMB Question
PEOPLE	Custom	HISP OMB Question
EFFECT	Custom	HISP OMB Question
OVERALL	5	Satisfaciton (ACSI Index)
EXPECT	5	Satisfaciton (ACSI Index)
IDEAL	5	Satisfaciton (ACSI Index)
RECOM	6	Future Behaviors