

Individual Information Collection Request

Under GSA's Generic Clearance: Improving Customer Experience - Implementation of Section 280 of
OMB Circular A-11

OMB Control No. 3090-002

SCREENSHOTS:



Field Customer Service

Please help HUD by providing information about your interaction with us.

1. I am satisfied with the service I received from HUD.

- Strongly Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

2. I trust HUD to fulfill our country's commitment to decent, safe and affordable housing.

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

3. Anything you want to tell us about your scores above?

Chars remaining: 1000

Would you like to take two more minutes to answer more questions to help us improve our services?

5. It was easy to understand what I needed to do.

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

6. It took a reasonable amount of time to get the information I needed.

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

7. I was treated fairly.

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

8. Employees I interacted with were helpful.

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

9. What program did you inquire about today?

10. Anything else you'd like to share with us?

Chars remaining: 2500

ADMINISTRATION DETAILS:

The following will be displayed on this Touchpoints survey:

OMB Control No. 0690-0030, Expiration Date: XX/XX/XXXX