

## USDA APHIS Veterinary Services Customer Feedback Survey

**Email Subject:** USDA APHIS Veterinary Services Customer Feedback Survey

**Email Text:**

USDA APHIS Veterinary Services' commitment to exceptional customer service is echoed throughout our agency and is the cornerstone to USDA's promise to the people we serve. In order to improve our service to our citizens, we have to start from the perspective of the person most impacted by our service: you. Thus, we are seeking your feedback, so we can develop better ways to serve you and our Nation.

This survey is not intended for submission of comments related to the three topics below:

- civil rights and discrimination complaints;
- rulemaking; or
- violations of laws and regulations.

If you have comments related to one of these three topics, please review our comment guidance below.

Otherwise, please go to <<INSERT SURVEY LINK>> to fill out the survey.

Thank you for your time in sharing your responses with us.

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### Comment Guidance

*Please note that providing feedback on this survey does not constitute the filing of a civil rights complaint, a complaint alleging a violation of other laws, or a comment on rulemaking:*

*- To file a discrimination complaint, follow the instructions on the USDA Office of the Assistant Secretary for Civil Rights' website: <https://www.ascr.usda.gov/complaint-resolution>.*

*-To report violations of laws and regulations relating to USDA programs (including bribery, smuggling, theft, fraud, or endangerment of public health and safety), file a complaint online at: <https://www.usda.gov/oig/hotline.htm> or call 1-800-424-9121 for more information.*

*-To comment on specific proposed rules, use the federal eRulemaking portal at <https://www.regulations.gov/>.*

USDA is unable to comment on any inquiries concerning pending litigation or any matters that are part of an ongoing complaint or grievance process.

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## USDA APHIS Veterinary Services Customer Feedback Survey

	Very satisfied	Somewhat satisfied	Neither satisfied or dissatisfied	Somewhat dissatisfied	Very dissatisfied
<b>1) How satisfied or dissatisfied are you with USDA APHIS Veterinary Services?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	A lot of trust	Some trust	Neither trust or distrust	Some distrust	A lot of distrust
<b>2) How much trust or distrust do you have in USDA APHIS Veterinary Services?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	All of the time	Most of the time	Half of the time	Rarely	Never
<b>3) When you interact with USDA APHIS Veterinary Services, on average, how frequently are your goals met?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### POSITIVE RESPONSES:

*After all 3 questions are answered and only if positive views are selected (some trust/a lot of trust and/or somewhat satisfied/very satisfied and/or always/most of the time) a text box with the following question will appear (pop-up).*

**Please comment below on where we can improve our services.**



\* Any information you provide on this survey is voluntary. Please do not include any confidential information such as social security numbers or birth dates in your comments. If you choose to provide us with any personal information, USDA will follow its Privacy Policy found at: <https://www.usda.gov/privacy-policy>.

### NEGATIVE RESPONSES:

After all 3 questions are answered and only if all negative views are selected (some distrust/a lot of distrust and/or somewhat dissatisfied/very dissatisfied and/or rarely/never) a text box with the following question will appear (pop-up).

**Please comment below on where we can improve our services.**

\* Any information you provide on this survey is voluntary. Please do not include any confidential information such as social security numbers or birth dates in your comments. If you choose to provide us with any personal information, USDA will follow its Privacy Policy found at: <https://www.usda.gov/privacy-policy>.

**3) Please let us know who you are** (you may select multiple):

<input type="checkbox"/> Broker/Shipping Agent	<input type="checkbox"/> Quarantine Operator	<input type="checkbox"/> Importer	<input type="checkbox"/> Exporter
<input type="checkbox"/> Animal Handler/Hauler	<input type="checkbox"/> Farmer/rancher	<input type="checkbox"/> Researcher/educator	<input type="checkbox"/> Other Agricultural Industry. Please specify: _____
<input type="checkbox"/> State Animal Health Official	<input type="checkbox"/> Other Please specify: _____	<input type="checkbox"/> Prefer not to answer	

**4) If your business is located in the United States, please enter your zip code:** [open text box, 5 characters]

**CAPTCHA** This question helps us prevent automated spam submissions. Answering will ensure your survey answers are submitted.

**Legal Disclaimer:** This form is not intended for submission of official, case-related or legal documents, or for processing comments related to civil rights and discrimination complaints, rule-making, or violations of laws and regulations. If you have comments related to one of these three topics, [please review our comment guidance](#).

**Public Burden Statement:** 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 OMB control number. The valid OMB control number for this information collection is 0503-0024. Answering these questions is voluntary, and the time required to complete this information collection is estimated to average 5 minutes per response, including the time for reviewing instructions and completing and reviewing the collection of information.