

## **USDA Animal and Plant Health Inspection Service (APHIS) - Customer Experience Survey**

The purpose of this survey is to gain insight into how to enhance USDA-APHIS's online presence and service to our Nation. Survey insights will be used to inform improvements to the APHIS website.

Participation is voluntary and all responses are confidential. This survey will take around 4 minutes to complete.

I am satisfied with the service I received from this website.

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

Today's web experience increased my trust in Animal and Plant Health Inspection Service (APHIS).

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

I was able to find the information I needed on this website.

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

The information on this website was easy to understand.

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

It took a reasonable amount of time to complete what I needed to do on this website.

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

I understand the purpose of the information presented to me on this website.

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

If I contacted a USDA employee using information on this website, the employee I interacted with was helpful.

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

Are there any other comments or feedback you'd like to leave about your web experience today?

2500 characters allowed

How do you describe your race? (Choose all that apply)

- American Indian or Alaskan Native
- Asian
- Black or African American
- Native Hawaiian or other Pacific Islander
- White
- Not listed

Do you describe yourself as Hispanic or Latino?

- Yes
- No

How do you describe your gender identity?

- Woman
- Man
- Trans Woman
- Trans Man
- Non-Binary
- Another term
- I prefer not to answer

Are you a USDA Employee?

Yes

No

Did any of the following impact your ability to use the website today? (Choose all that apply)

Visual difficulty

Hearing difficulty

Motor difficulty

Sensory difficulty

Cognitive difficulty

A disability or difficulty not listed above

Prefer not to answer

None of the above

What is your age?

Under 18

18-24

25-34

35-44

45-54

55-64

65 and older

Do you receive USDA benefits to help care for a dependent?

- Yes
- No

Which of the following do you identify with? (Choose all that apply)

- Parent
- Academic
- US Public
- Foreign Public
- USDA Facility Owner
- Community Leader
- Farmer
- Rancher
- US Government Official
- Foreign Government Official
- USDA Affiliate Scientist
- User of National Forests and Grasslands (hiking, fishing, etc.)

Where are you located? (Zip Code)

What is your highest level of education?

- High school
- Some college
- College degree
- Graduate degree (Master's)
- Advanced degree (PhD, JD, MD, etc.)
- Prefer not to respond
- Option not listed

**Submit**

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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. The time required to complete this information collection is estimated to average 4 minutes per response, including the time for reviewing instructions and completing the collection of information.

**PRIVACY ACT STATEMENT (5 U.S.C. 552A)**

The Privacy Act of 1974 (5 U.S.C. 552A) regulates the collection, maintenance, use, and dissemination of records about individuals that are retrieved by a personal identifier. The information collected will be used to inform strategic priorities and help USDA improve the customer experience. To ensure compliance with the Federal Fair Information Practice Principles requirements, USDA will continue to provide safeguards against invasions of privacy by limiting the collection of personal data. The data collection must be relevant for the purposes for which it is collected and shall not be used for any other purpose.