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 0579-0334. The time required to complete this information collection is estimated to average .089 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.

OMB APPROVED 0579-0334

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

CUSTOMER SERVICE SURVEY

Your answers are voluntary, confidential, and anonymous and will be used by Veterinary Services to evaluate and improve customer service. This survey can be completed/returned using any of the following methods: (1) submit a scanned copy by email to VS.Customer.Service.Survey@usda.gov or (2) fold this form and return it by mail using the address on the reverse side.

1. IN WHAT CAPACIT	Y DID YOU CONTACT VETERINAF	RY SERVICES?						
Pet Animal Import								
Farm Animal Import Farm Animal Export Type of farm animal (Specify):								
Animal Product Import Animal Product Export Type of animal product (Specify):								
☐ Organisms and Vectors Type of organism or vector (Specify):								
☐ Diagnostic Testing ☐ National Veterinary Accreditation Program ☐ Farm Animal Programs								
Other (Specify):								
WHICH VETERINARY SERVICES OFFICE DID YOU CONTACT:								
Riverdale, MD Fort Collins, CO Raleigh, NC Ames, IA Port Office (Specify):								
Federal Animal Quarantine Facility (Specify):								
Area, Field, or Endorsement Office (Specify):								
Other (Specify):								
WHICH FORM OF CONTACT DID YOU USE:								
Email	Phone Fax	Direct (face-to-face)						
2. IN THE PAST 12 MONTHS APPROXIATELY HOW MANY TIMES HAVE YOU CONTACTED VETERINARY SERVICES?								
<u> </u>	<u> </u>	<u> </u>	<u>21+30</u>	31 or More				
3. 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	Dissatisfied				
TIMELINESS								
Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Dissatisfied				
KNOWLEDGE								
Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Dissatisfied				
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				

4. HOW SATISFIED WERE YOU WITH YOUR OVERALL EXPERIENCE IN OUR OFFICE?							
Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Dissatisfied			
5. WHAT WAS GOOD ABOUT OUR SERVICE?							
6. WHAT COULD WE DO BETTER?							

PLACE STAMP HERE

USDA, APHIS, VS, Strategy and Policy Office of the Associate Deputy Administrator 4700 River Road, Unit 41 Riverdale, MD 20737

Fold here