

**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](mailto: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 CAPACITY DID YOU CONTACT VETERINARY SERVICES?**

- Pet Animal Import       Pet Animal Export      Type of pet (*Specify*):
- 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 APPROXIMATELY HOW MANY TIMES HAVE YOU CONTACTED VETERINARY SERVICES?**

- 1-5       6-10       11-20       21+30       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

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**4. HOW SATISFIED WERE YOU WITH YOUR OVERALL EXPERIENCE IN OUR OFFICE?**

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Satisfied

Somewhat Satisfied

Neither Satisfied nor Dissatisfied

Somewhat Dissatisfied

Dissatisfied

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**5. WHAT WAS GOOD ABOUT OUR SERVICE?**

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**6. WHAT COULD WE DO BETTER?**

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

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