

Customer Satisfaction Survey

USAJOBS Customer Satisfaction Survey with OMB CX Questions

The follow additional questions were added to the existing USAJOBS Foresee surveys for desktop and mobile users in March 2019.

USAJOBS Surveys: **OMB # 1090-0008**

Please rate your level of agreement with the following statements about your experience on the website today.

1. **I am satisfied with the service I received from USAJOBS.**

- A. Strongly disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly agree

2. **This interaction increased my confidence in USAJOBS.**

- A. Strongly disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly agree

3. **My need was addressed.**

- A. Strongly Disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly agree

4. **It was easy to complete what I needed to do.**

- A. Strongly Disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly Agree

5. **It took a reasonable amount of time to do what I needed to do.**

- A. Strongly disagree
- B. Disagree
- C. Neutral
- D. Agree
- E. Strongly agree

6. **I was easily able to access the website on my desktop (device).**

A. Strongly Disagree

B. Disagree

C. Neutral

D. Agree

E. Strongly Agree

7. **The website helped me do what I needed to do.**

A. Strongly Agree

B. Disagree

C. Neutral

D. Agree

E. Strongly Agree