

## NPDB Customer Survey Questions

Open ended questions allow for more users to give more detailed information, including their true feelings about a service received and even offer suggestions which allows the CSC staff the opportunity to get a clearer understanding on ratings.

The customer service representative was courteous and professional.

1. Agree
2. Neutral
3. Disagree

The customer service representative understood my issue/question.

1. Agree
2. Neutral
3. Disagree

The customer service representative was knowledgeable (about my issue/question).

1. Agree
2. Neutral
3. Disagree

My issue/question was resolved during the interaction.

1. Agree
2. Neutral
3. Disagree

Based on your most recent interaction with us, overall, how would you rate your experience with our Customer Service Representative?

1. Excellent
2. Average
3. Poor

Public Burden Statement: The expected impact on the need for using the survey results is to help improve the training of the customer service representatives, which in turn will help improve the overall customer service experience for callers. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this information collection is 0915-0212 and it is valid until 07/31/2021. This information collection is voluntary; this information collection does not include confidential information. Public reporting burden for this collection of information is estimated to average .25 hours per response, including the time for reviewing instructions, searching existing data sources, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Officer, 5600 Fishers Lane, Room 14N136B, Rockville, Maryland, 20857 or [paperwork@hrsa.gov](mailto:paperwork@hrsa.gov).