



United States
Department of
Agriculture

Rural Development



RD Business Center Employee Customer Service Survey

Help us improve our service to you. Please complete the following short survey.

OMB No. 0503-0021
Expires 03/31/2021

1. Which Business Center office did you contact for service?

- Civil Rights
- Employee Engagement
- Emergency Preparedness
- Human Resources
- Procurement and Administrative Services
- Office of the Chief Operating Officer

2. How convenient is our service to use?

- Extremely convenient
- Very convenient
- Moderately convenient
- Slightly convenient
- Not at all convenient

3. How well did we answer your question or solve your problem?

- Extremely well
- Very well
- Moderately well
- Slightly well
- Not at all well

4. How well did the Business Center employee:

	Very well	Well	Neutral	Poorly	Very poorly	N/A
Maintain a friendly and professional manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understand your needs or issue?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Give you their full attention?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on solving your problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respond clearly and understandably?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. How much time did it take us to address your questions and concerns?

- Much shorter than expected
- Shorter than expected
- About what I expected
- Longer than expected
- Much longer than expected
- Did not receive a response

6. What customer service areas could we improve?

- Accessibility
- Responsiveness
- Communication
- Respectfulness
- Work product quality
- Other (please specify in comments)
- None

Comments _100 Character Limit

7. How would you rate the quality of our service overall?

- Very high quality
- High quality
- Neither high nor low quality
- Low quality
- Very low quality

8. Any Additional Comments

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 of this information collection is 0503-0021. The time required to complete this information collection is estimated to average 3 minutes 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.