

### OMB Draft CX Feedback Button Survey

In an effort to develop comparable, government-wide scores that will enable cross-agency benchmarking (when relevant) and a general indication of an agency's overall customer satisfaction, all programs providing significant services directly to customers should measure their touchpoint/transactional performance in as a real-time manner as possible, with respect to satisfaction and confidence/trust using the following questions, without modification.

Responses should be assessed on a 5-point Likert scale (1 (strongly disagree) to 5 (strongly agree)).



<b>Overall Customer Experience Measure</b>	
<b>Satisfaction</b>	
I am satisfied with the service I received from [Program/Service name].	
<b>Confidence/Trust</b>	
This interaction increased my confidence in [Program/Service name]. OR (choose one) I trust [Agency/Program/Service name] to fulfill our country's commitment to [relevant population].	
<b>Service-Related Customer Experience Measures</b>	
<b>Service</b>	<b>Quality</b> My need was addressed.
<b>Process</b>	<b>Ease/Simplicity</b> It was easy to complete what I needed to do. <b>Efficiency/Speed</b> It took a reasonable amount of time to do what I needed to do.
	<b>Equity/Transparency</b> I was treated fairly
<b>People</b>	<b>Employee Interaction</b> Employees I interacted with were helpful