

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 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

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

☐ Satisfied ☐ Somewhat Satisfied ☐ Neither Satisfied nor Dissatisfied ☐ Somewhat Dissatisfied ☐ Dissatisfied

5. WHAT WAS GOOD ABOUT OUR SERVICE?

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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