

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)).

| | |
|---|---|
| Overall Customer Experience Measure | |
| Satisfaction | |
| I am satisfied with the service I received from [Program/Service name]. | |
| Confidence/Trust | |
| 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]. | |
| Service-Related Customer Experience Measures | |
| Service | Quality My need was addressed. |
| Process | Ease/Simplicity It was easy to complete what I needed to do. Efficiency/Speed It took a reasonable amount of time to do what I needed to do. |
| | Equity/Transparency I was treated fairly |
| People | Employee Interaction Employees I interacted with were helpful |