

SAMPLE OF HUD's Federal Housing Administration's (FHA) FAQ Website Survey



HUD's Federal Housing Administration's (FHA) FAQ Website Survey

Thank you for visiting HUD's FHA FAQ website, we hope you found what you were looking for, and your need was met. Please help us improve our website by completing a brief (1-2 minute) survey.

Answering these questions is voluntary, and your responses are confidential and anonymous.

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*

1. I am satisfied with the service I received from the program area.

5 (Strongly Agree)

4 (Agree)

3 (Neutral)

2 (Disagree)

1 (Strongly Disagree)

*

2. My need was addressed.

5 (Strongly Agree)

4 (Agree)

3 (Neutral)

2 (Disagree)

1 (Strongly Disagree)

*

3. I am satisfied with the accuracy of information found on the FAQ site.

5 (Strongly Agree)

4 (Agree)

3 (Neutral)

2 (Disagree)

1 (Strongly Disagree)

*

4. I am satisfied with the ability to effectively search the FAQ site for policy or program information.

5 (Strongly Agree)

4 (Agree)

3 (Neutral)

2 (Disagree)

1 (Strongly Disagree)

*

5. Employees I interacted with were helpful.

5 (Strongly Agree)

4 (Agree)

3 (Neutral)

2 (Disagree)

1 (Strongly Disagree)

*

6. It was easy to complete what I needed to do.

5 (Strongly Agree)

4 (Agree)

3 (Neutral)

2 (Disagree)

1 (Strongly Disagree)

*

7. It took a reasonable amount of time to do what I needed to do.

5 (Strongly Agree)

4 (Agree)

3 (Neutral)

2 (Disagree)

1 (Strongly Disagree)

*

8. I was treated fairly.

5 (Strongly Agree)

4 (Agree)

3 (Neutral)

2 (Disagree)

1 (Strongly Disagree)

*

9. My experience increased my trust in HUD/FHA.

5 (Strongly Agree)

4 (Agree)

3 (Neutral)

2 (Disagree)

1 (Strongly Disagree)

10. How can we make your experience better?

Enter answer...

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Finish



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Thank you for taking the time to provide helpful feedback. Your responses are confidential and anonymous. We'll only use your feedback to improve your experience on HUD's FHA FAQ website. If you have any questions about the Survey, please contact the Survey Team at phasurvey@hud.gov.

An official form of the United States government.
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