Surveys Standardized Questions (Customer Service Centers)



The following survey questions are standard for all customer experience surveys for Customer Service Centers created under USDA sand are created in compliance with Office of Management and Budget's Circular A-11, Section 280 for High Impact Service Providers (HISPs). All HISPs should use these questions, but non-HISPs are also welcome to use the same, approved questions for measuring customer experience metrics.

<u>Question #1</u>

Based on my [interaction/service], I trust [Program/Agency/etc.]

Measurement Type: Thumbs Up/Thumbs Down Metric Gathered: Trust

<u>Question #2</u>

What could have been better? (Tap/Select all that apply)

- (1) My need was not addressed
- (2) It was difficult to complete what I needed to do
- (3) It took too long to do what I needed to do
- (4) I did not understand what was being asked of me throughout the process
- (5) I was not treated fairly
- (6) Employees I interacted with were not helpful
- (7) Something else

Measurement Type: Multiselect (or Text Response if "Something else" is selected **Metric Gathered (Based on option selected by customer):** (1) Effectiveness; (2) Ease; (3) Efficiency; (4) Transparency; (5) Equity/Humanity; (6) Employee Interaction; (7) Other

Question #3

What could have been better? (Tap/Select all that apply)

(1) My need was addressed

(2) It was easy to complete what I needed to do

- (3) It took a reasonable amount of time to do what I needed to do
- (4) I understood what was being asked of me throughout the process
- (5) I was treated fairly
- (6) Employees I interacted with were helpful
- (7) Something else

Measurement Type: Multiselect (or Text Response if "Something else" is selected **Metric Gathered (Based on option selected by customer):** (1) Effectiveness; (2) Ease; (3) Efficiency; (4) Transparency; (5) Equity/Humanity; (6) Employee Interaction; (7) Other









Question #4



I am satisfied with [interaction/service] from/with [Program/Agency/etc.].

Measurement Type: 5-Point Likert Scale (Strongly Agree - Strongly Disagree) **Metric Gathered:** Satisfation



Question #5

Are there any other comments or feedback you'd like to leave about your web experience today?

Measurement Type: Text Comment Metric Gathered: N/A

