Agency Logo

CUSTOMER SERVICE SURVEY

We want to serve you better and appreciate your time in completing this survey.

MARKING INSTRUCTIONS

- Use a No. 2 pencil only.
- Do not use ink, ballpoint, or felt tip pens.
- Make solid marks that fill the response completely.
- Erase cleanly any marks you wish to change.
- Make no stray marks on this form.

Home Zip Code

0 1 2 3 4 5 6 7 8 9
0 1 2 3 4 5 6 7 8 9
0 1 2 3 4 5 6 7 8 9
0 1 2 3 4 5 6 7 8 9
0 1 2 3 4 5 6 7 8 9

I am a:

◯ Male ◯ Female

I have lived in Texas for:

◯ 1 year or less
◯ 2-5 years
◯ 6 years or more

My age:

◯ Under 20
◯ 20-29
◯ 30-39
◯ 40-49
◯ 50-65
◯ 65+

My race/ethnic identification is:

◯ Black/African American
◯ Hispanic/Latino
◯ White Anglo
◯ Asian/Pacific Islander
◯ Native American
◯ Other

Custom Category

1 Category 1
2 Category 2
3 Category 3
4 Category 4
5 Category 5
6 Category 6
7 Category 7

Please indicate how long you have been receiving services from this agency:

◯ less than 1 yr ◯ 1-5 years ◯ 6-10 years ◯ More than 10 years

Over the past 12 months, the number of visits or contacts I have had with this agency?

◯ 1 ◯ 2-5 ◯ 5+

Custom Category

1
2
3
4
5
6

Please use the scale on the right to rate the following items.

	Strongly Agree	Agree	Disagree	Strongly Disagree	NA
1. The facility was clean.	◯	◯	◯	◯	◯
2. This facility was orderly and easy to find your way around in.	◯	◯	◯	◯	◯
3. The facility was accessible.	◯	◯	◯	◯	◯
4. Staff members were knowledgeable and demonstrated a willingness to assist.	◯	◯	◯	◯	◯
5. Staff members interacted in a personal and professional manner.	◯	◯	◯	◯	◯
6. Staff members identified themselves or wore a name tag.	◯	◯	◯	◯	◯
7. The quality of service I received is superior to comparable services.	◯	◯	◯	◯	◯
8. Overall, I am satisfied with my experience.	◯	◯	◯	◯	◯
9. The web site was easy to use and well organized.	◯	◯	◯	◯	◯
10. The web site contained clear and accurate event, service and contact information.	◯	◯	◯	◯	◯
11. My telephone call, e-mail, or letter was routed to the proper person.	◯	◯	◯	◯	◯
12. My telephone call, letter or e-mail was answered in a reasonable amount of time.	◯	◯	◯	◯	◯
13. Printed brochures or written material provided thorough and accurate information.	◯	◯	◯	◯	◯
14. If I complained, I believe my complaint would be addressed in a reasonable manner.	◯	◯	◯	◯	◯
15. This organization makes it easy to give suggestions or to make a complaint.	◯	◯	◯	◯	◯
16. Customized question	◯	◯	◯	◯	◯
17. Customized question	◯	◯	◯	◯	◯
18. Customized question	◯	◯	◯	◯	◯
19. Customized question	◯	◯	◯	◯	◯
20. Customized question	◯	◯	◯	◯	◯

PLEASE DO NOT WRITE IN THIS AREA

[SERIAL]