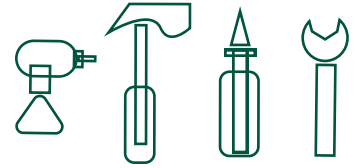


Surveys

Standardized Questions (Customer Service Centers)



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: Satisfaction

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