HRD
EMAIL BASED SURVEY
April 2020

INTERIOR BUSINESS CENTER
U.S. DEPARTMENT OF THE INTERIOR
HRD EMAIL BASED SURVEY

- **Question Ratings** – “Please rate ...”
  - whether your inquiry was answered to your satisfaction.”
    (Performance)
  - whether you received courteous and professional customer service.”
    (Courtesy)
  - whether you received timely customer service.”
    (Timeliness)
  - the overall quality of customer service you received.”
    (Customer Service Excellence)

*Scale:*
*Poor (1) Somewhat Unsatisfactory (3) Satisfactory (5) Very Satisfactory (8) Superior (10)*

- **Total Responses received** – 29   Average CSE score of - 6.4

April 2020
QUESTION RATINGS – BY HRD SERVICE

April 2020
TREND–CUSTOMER SERVICE EXCELLENCE (BY FUNCTIONAL AREA)

April 2020
TREND - CUSTOMER SERVICE EXCELLENCE RATINGS

OVERALL

<table>
<thead>
<tr>
<th>Month</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feb 20</td>
<td>6.6</td>
</tr>
<tr>
<td>Mar 20</td>
<td>6.8</td>
</tr>
<tr>
<td>Apr 20</td>
<td>6.4</td>
</tr>
</tbody>
</table>

April 2020
SURVEYS, COMMENTS, CONTACT REQUESTS

April 2020