A scenic photograph of a mountain landscape in Rocky Mountain National Park. In the foreground, there are trees with vibrant yellow and orange autumn leaves. The middle ground shows a rocky mountain slope with patches of green evergreen trees. In the background, a large, flat-topped rocky peak rises against a clear blue sky.

**HRD
EMAIL BASED
SURVEY**

January 2019

INTERIOR BUSINESS CENTER
U.S. DEPARTMENT OF THE INTERIOR

HRD EMAIL BASED SURVEY

- Survey tool implemented January 2012
- Survey uses 10-point scale as of April 1, 2013
- Survey Redesign effective April 1, 2016
 - <https://www.surveymonkey.com/r/T5R98YM>
- Total Responses received – 18
- Average CSE score of – 9.4

January 2019

HRD EMAIL BASED SURVEY

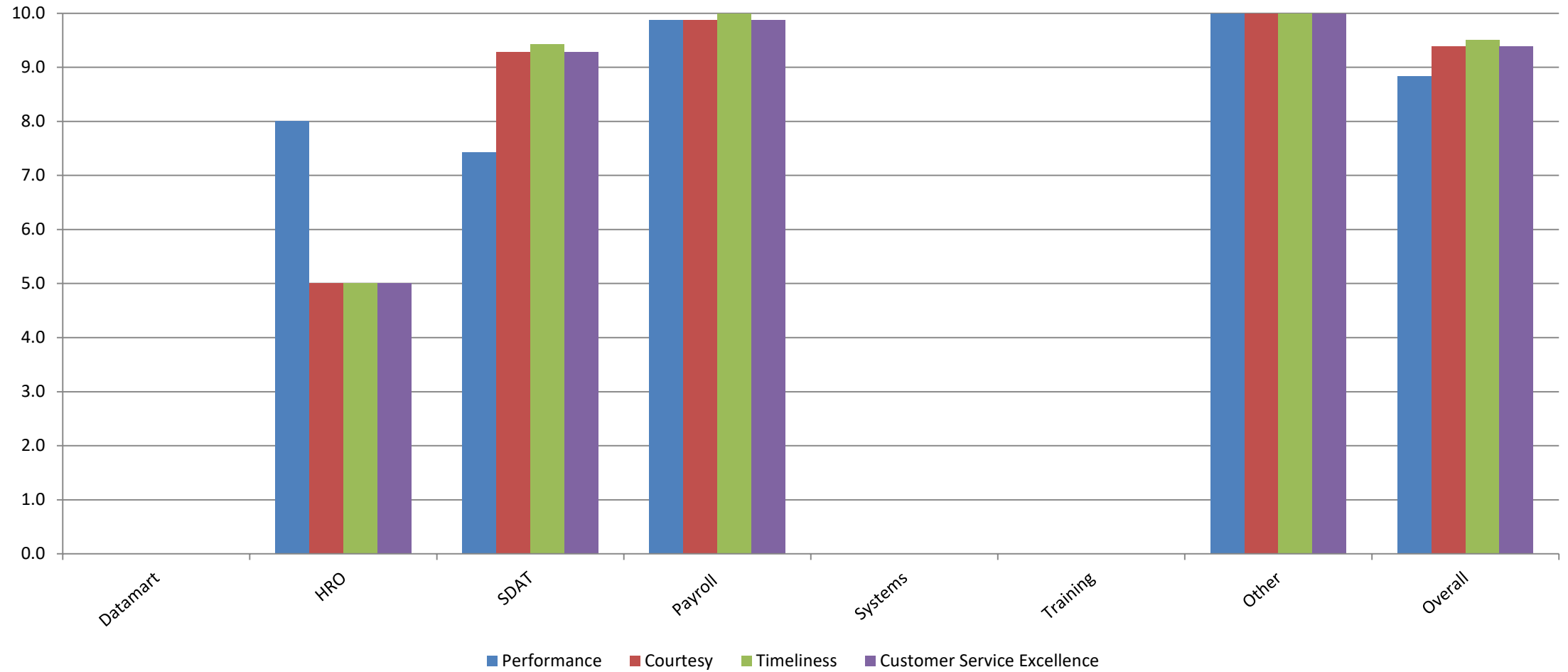
- **Question Ratings – “Please rate ...**
 - whether your inquiry was answered to your satisfaction.”
(Performance)
 - whether you received courteous and professional customer service.”
(Courtesy)
 - whether you received timely customer service.”
(Timeliness)
 - the overall quality of customer service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

Scale:

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

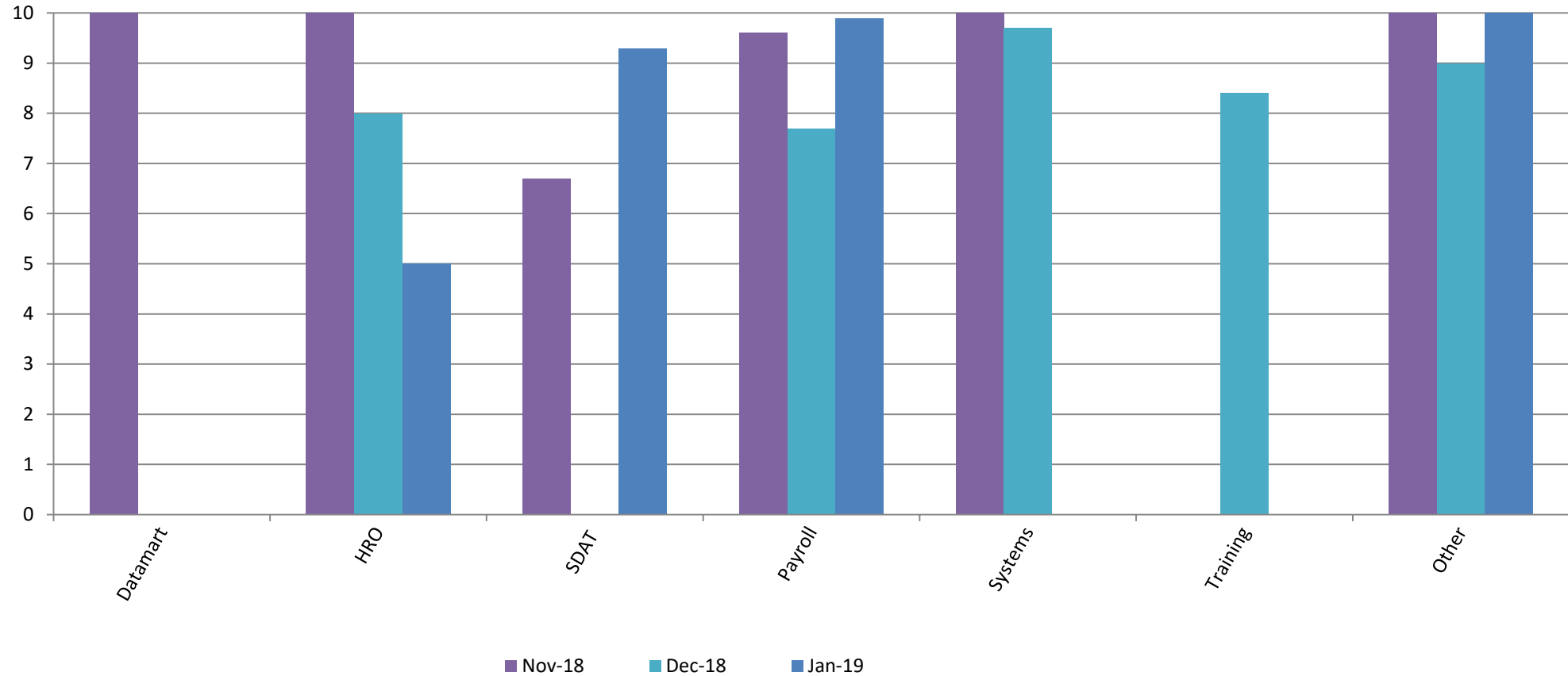
January 2019

QUESTION RATINGS – BY HRD SERVICE



January 2019

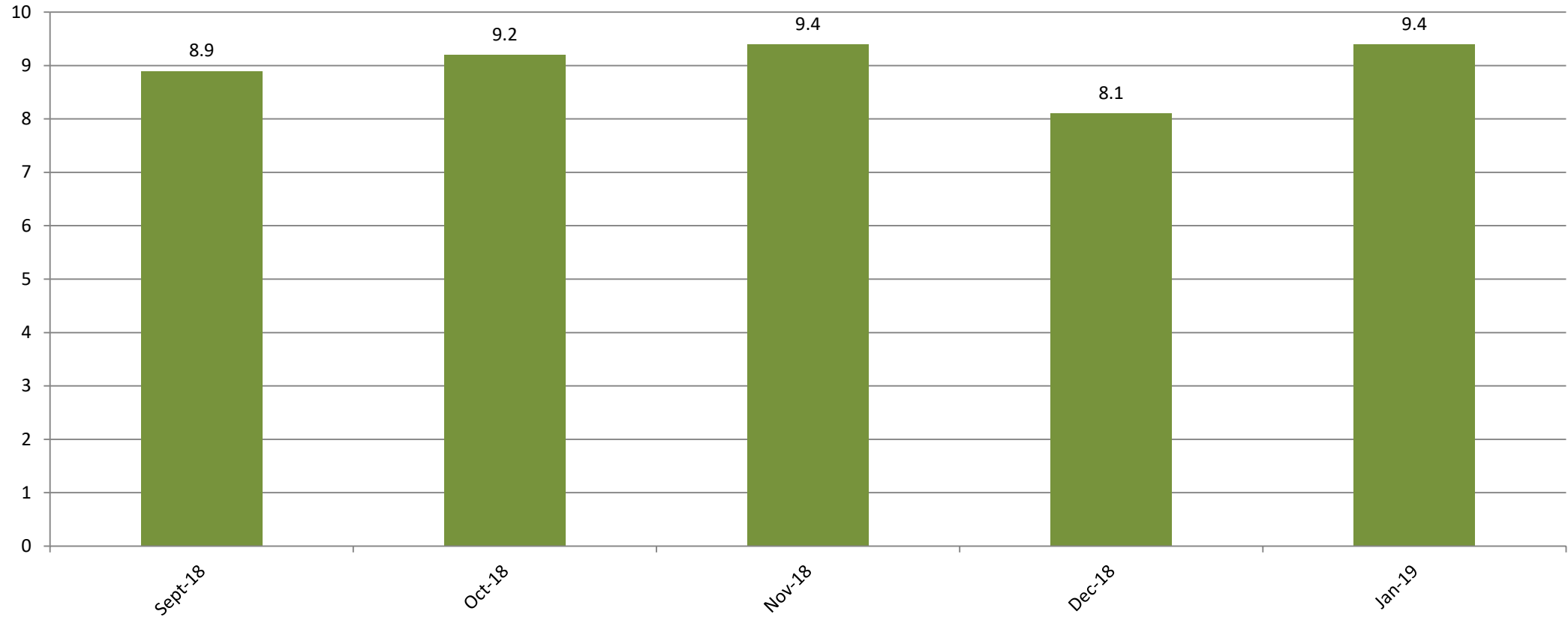
TREND-CUSTOMER SERVICE EXCELLENCE (BY FUNCTIONAL AREA)



January 2019

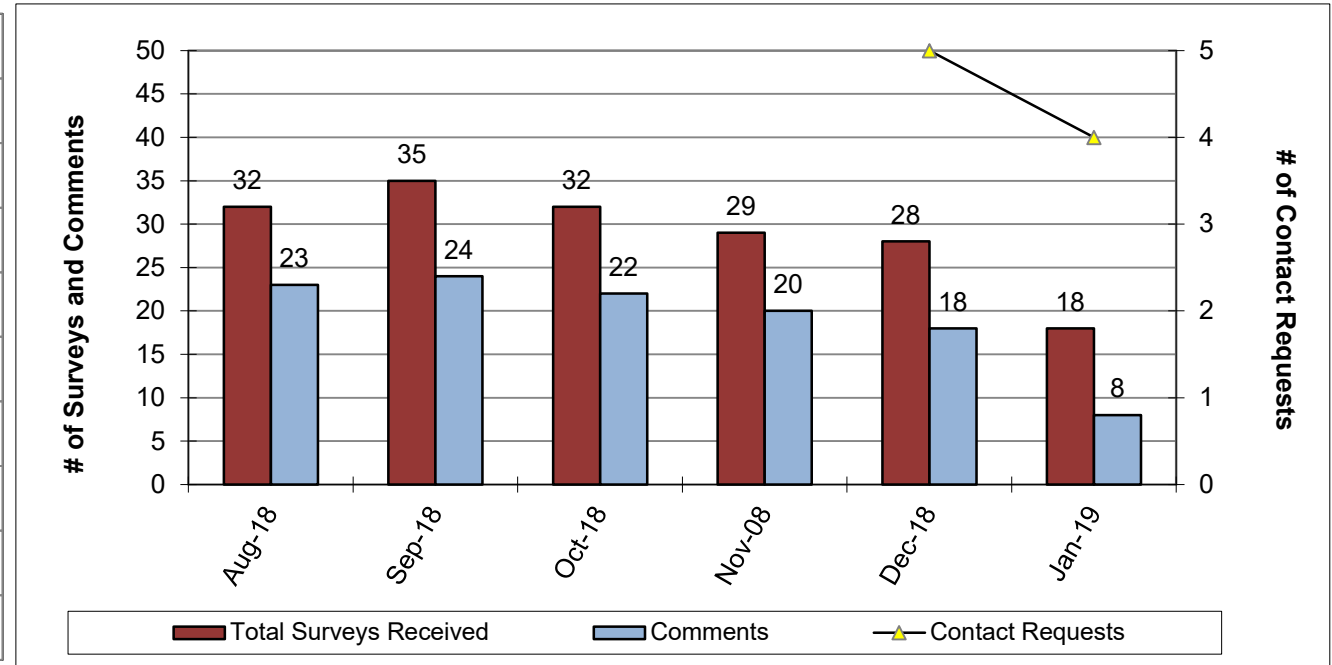
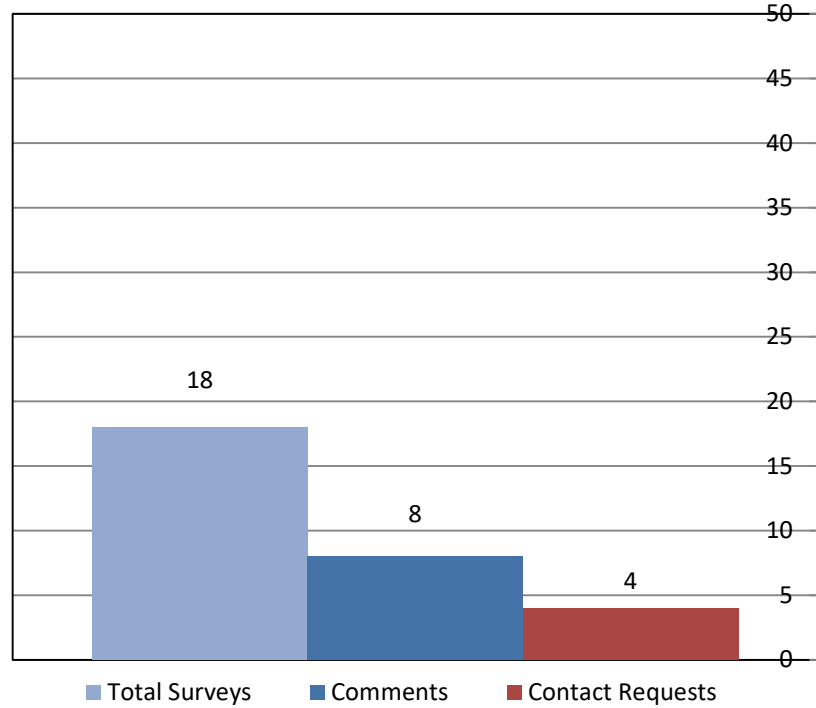
TREND-CUSTOMER SERVICE EXCELLENCE RATINGS

OVERALL



January 2019

SURVEYS, COMMENTS, CONTACT REQUESTS



January 2019