



EEOC Contact Center Customer Satisfaction Survey

Equal Employment Opportunity Commission

Final Report
May 2006



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Introduction

Introduction & Methodology

How This Report is Organized

This report is divided into the following sections:

- **Introduction:** discusses the organization of the report, how the information in this report can be used, and provides definitions of key words needed to understand the findings
- **Executive Summary:** includes a brief summary of key findings and recommendations
- **Detail Report:** includes a discussion of the project background, results, the satisfaction model, drivers of satisfaction, and other survey findings.
- **Score Detail:** presents a full summary of all component and attribute scores, including segments, and responses to all non-rated questions
- **Verbatim Comments:** provides the complete text of all responses to open-ended questions
- **Questionnaire:** complete copy of questions asked in this survey
- **Frequencies and Means:** included for all survey questions

Introduction continued

How to Interpret and Use the Results

All scores and ratings presented in this report are calculated using the methodology of the American Customer Satisfaction Index (ACSI). The American Customer Satisfaction Index (ACSI) is the national indicator of customer evaluations of the quality of goods and services available to U.S. residents. It is the only uniform, cross-industry/government measure of customer satisfaction. Since 1994, the ACSI has measured satisfaction, its causes, and its effects, for seven economic sectors, 41 industries and more than 200 private sector companies. ACSI has measured more than 100 programs of federal government agencies since 1999. This allows benchmarking between the public and private sectors and provides information unique to each agency on how its activities that interface with the public affect the satisfaction of customers. The effects of satisfaction are estimated, in turn, on specific objectives.

In general, the results presented in this report serve as a decision tool for use in conjunction with other customer and management information available to the EEOC. Use the results to assist with:

- Determining those areas on which to focus quality improvements
- Monitoring changes in customer perceptions, attitudes, and behavior over time
- Evaluating the success of ongoing quality improvement efforts (long-term)

The Detail Report section provides the results of the EEOC overall performance, identifies high-leverage areas where improvements will have significant impact on satisfaction, and provides specific areas where customers would like to see improvements. It also contains a review of the components and additional analysis relevant toward understanding the results.

Introduction continued

Key Words You Will Want to Understand in Reading this Report

Results from this analysis are presented through various discussions, charts, and tables provided in this report. To understand these clearly, the following definitions are necessary:

Attribute (a survey question) – Attributes reflect different aspects or qualities of a component experienced by customers, which may contribute to satisfaction. Each attribute is captured by a specific scaled question from the questionnaire.

Attribute Rating – An attribute rating is the average of all responses to each question. Each rating has been converted to a 0-100 scale. In general, it indicates how negatively (low ratings) or positively (high ratings) customers perceive specific issues.

Component (or “Driver of Satisfaction”) – Each component is defined by a set of attributes (questions) that are conceptually and empirically related to each other.

Component Score – A component score represents that component’s “performance”. They tell how negatively (low scores) or positively (high scores) customers feel about the organization’s performance in general areas. Quantitatively, the score is the weighted average of the attributes that define the component in the CFI Group model. These scores are standardized on a 0-100 scale.

Component Impact (or simply “impact”) – The impact of a component represents its ability to affect customers’ satisfaction and future behavior. Components with higher impacts have greater leverage on measures of satisfaction and behavior than those with lower impacts. Quantitatively, a component’s impact represents the amount of change in Satisfaction that would occur if that component’s score were to increase by 5 points.

Executive Summary

Executive Summary

The 2006 Overall Customer Satisfaction Score (CSI) for the EEOC Contact Center is 77, which is 6 points higher than the Federal Government average ACSI (71). This is a very strong score from which to continue building. The overall CSI score of 77 is a weighted average of phone, email and web FAQ responses (93% phone, 6% email and 1% web FAQ) based on the approximate inquiry volume for each area. The scores for the individual methods of contact are: 80 for phone, 48 for email and 50 for web FAQ.

Key Findings/Recommendations

Phone CSI is the highest among the three contact methods measured. A score of 84 for customer service representative, along with verbatim comments suggest that customers are receiving a high level of service via phone. Representatives are courteous and knowledgeable and customers are receiving satisfactory answers to their questions. Customer service via the phone is clearly a core strength for the EEOC Call Center.

Web FAQ (50) and email respondents (48) are considerably less satisfied than phone respondents. While professionalism and timeliness of response contribute to a positive customer service experience, feedback for inquiries made via email and web FAQ indicates that customers are not receiving a satisfactory response. Verbatim comments suggest that the responses are too automated, and are not directly addressing the questions asked.

Depending on what the EEOC Call Center organizational goals are, the EEOC can take the results from the customer satisfaction survey in a couple different broader directions.

The first would be to continue building on its core strength, customer service via the phone. Given that approximately 93% of inquiries received at the Contact Center are via the phone, it may make sense to add an additional resource in this area versus email/web FAQ. According to the results of the survey, customers clearly respond well to the live interaction. Given the sensitive nature of the topics discussed, it may take the live interaction to successfully respond to customer's needs. However, if the Call Center wishes to improve upon the level of service it provides via email and web FAQ, there are clearly areas to begin focusing.

Detail Report

Detail Report

Background

The 2006 customer satisfaction study was the initial measure of the Equal Employment Opportunity Commission's Contact Center. Utilizing the American Customer Satisfaction Index (ACSI), satisfaction was assessed for three different segments: respondents who contacted EEOC by phone, email and web FAQ. The focus of this measure was on the customer service provided by the contact center to each of the three segments listed above.

Project Timetable

The project adhered to the following measurement timetable:

Finalized questionnaire	December 30
Data collection via web Data collection via phone	February 10 – 28 February 7 – 13
Web topline results	March 3
Presentation available	March 21

Data Collection

The survey data was collected simultaneously via the web and phone, February 7 - 28, 2006. Web invitations were sent to 124 web FAQ customers and 410 email customers three days after their initial contact with the EEOC Contact Center. Individuals who had contacted the EEOC Contact Center by phone were called to complete the survey by phone one day after their initial contact with the EEOC Contact Centre.

Thirty web FAQ responses were collected out of 124, for a 24% response rate. One hundred and three email responses were collected out of 410, for a 25% response rate. Note that 95 surveys completed by email customers were used for analysis; 8 surveys were completed by non-unique respondents and therefore excluded from analysis.

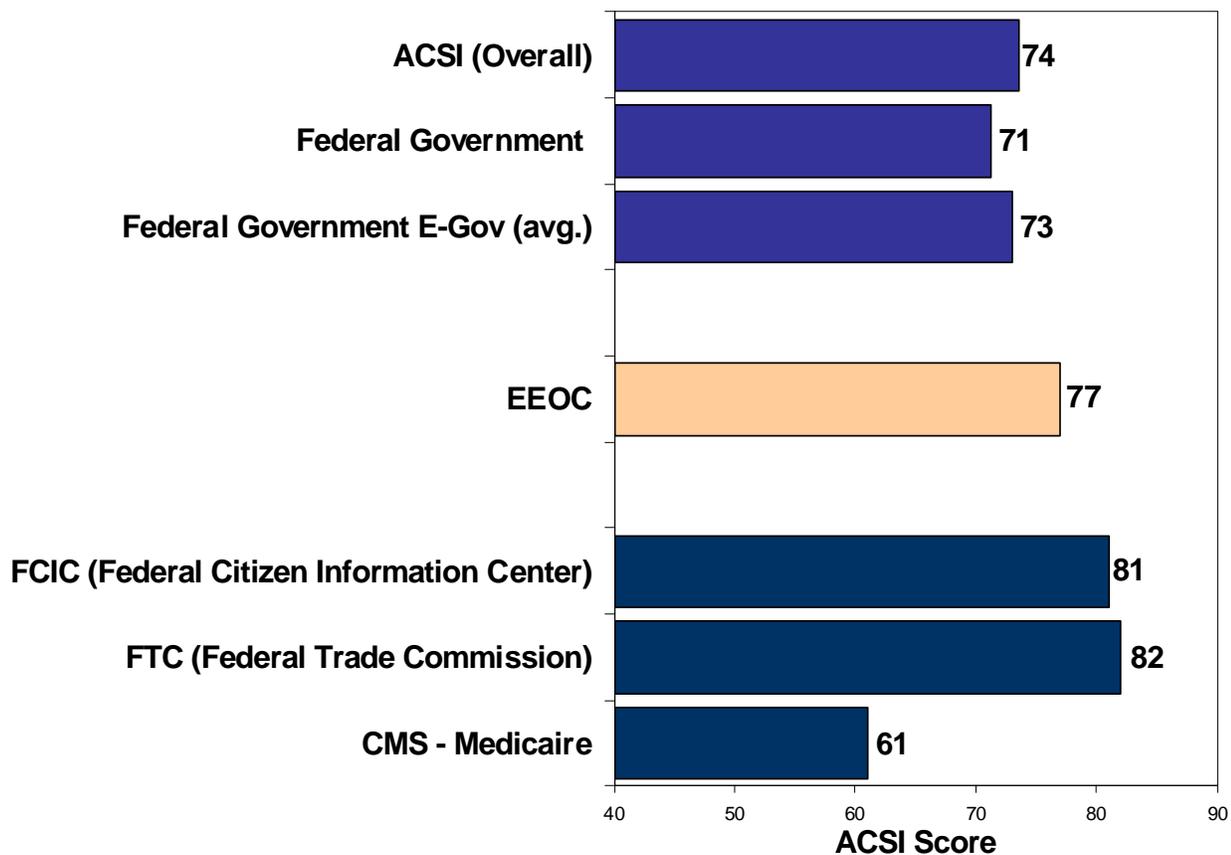
One hundred and fifty phone interviews were conducted. Five surveys were excluded from analysis due to insufficient survey responses (less than 67% of questions).

Detail Report continued

2006 Results

The below chart provides ACSI benchmarks and illustrates that the EEOC is well positioned for its baseline measurement. The EEOC Call Center is 6 points higher than the Federal Government average of 71 and scores well when compared to other call center measures (FCIC, FTC and CMS).

2006 ACSI and Federal Government Benchmarks



Detail Report continued

The EEOC 2006 Customer Satisfaction Model

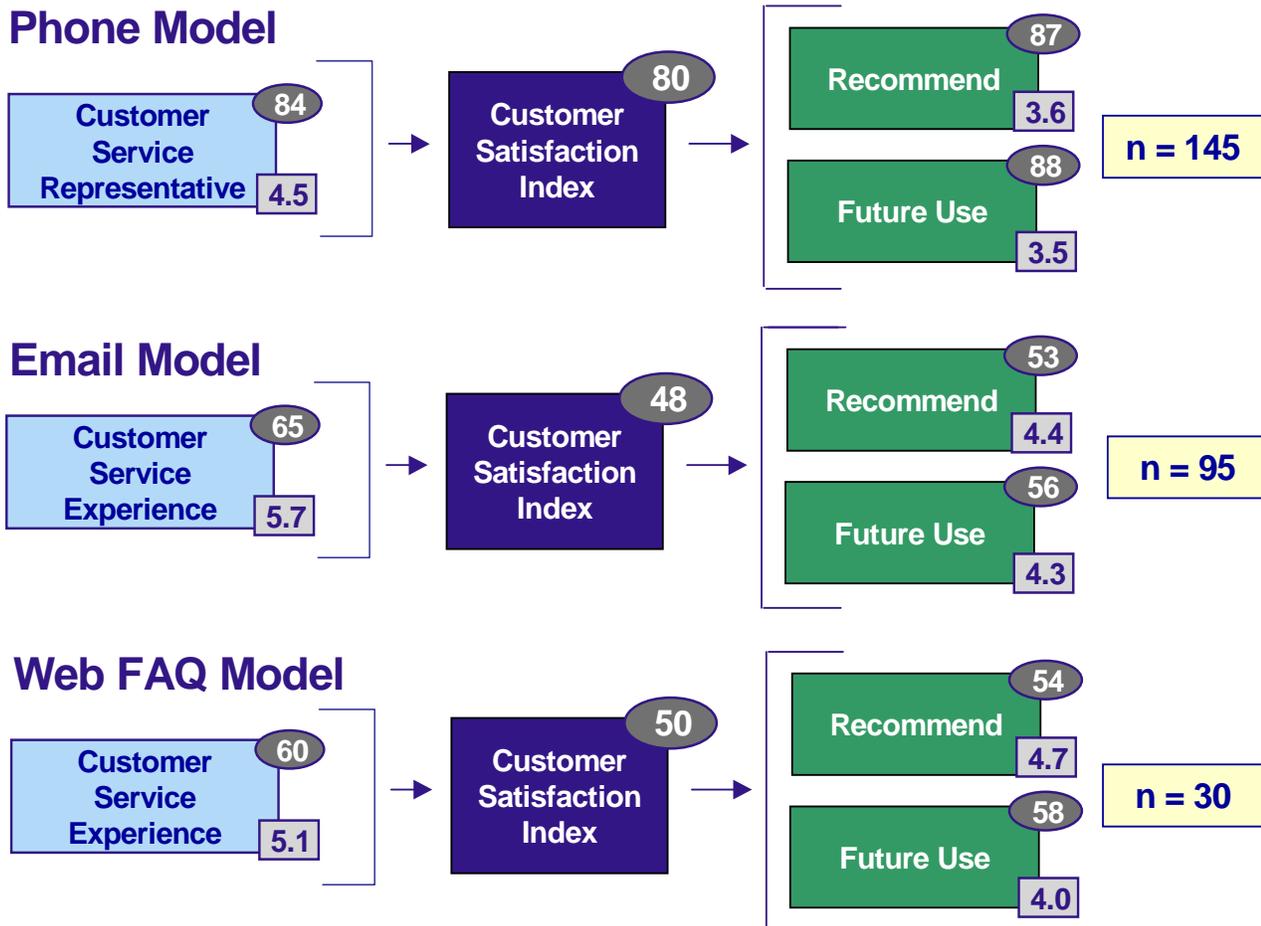
The EEOC customer satisfaction models appear on the following page. There is a model for each method of contact with the EEOC Call Center: phone, email and web FAQ. The models flow from left to right in a chain of cause-and-effect. On the far left side are components (drivers of satisfaction) – customer service experiences in dealing with the EEOC Call Center. Each component is made up of various questions specific to each area (typically corresponding to sections on the questionnaire). These components influence the Customer Satisfaction Index (CSI), which consists of three questions – customers' overall satisfaction, their satisfaction compared to expectations, and their satisfaction compared to an "ideal" experience. The CSI in turn is a driver of outcomes such as customers' likelihood to use the EEOC Center services again and to recommend the EEOC Call Center to others.

The ACSI methodology used to analyze the survey responses produces two types of quantitative results: "scores" and "impacts." A component score (shown in the circles on the model picture) is a weighted average of the ratings respondents gave to the various questions that make up the component. Component scores can range anywhere between 0 and 100, with 0 representing the worst possible performance and 100 the best possible performance. Scores are not percentages (i.e., a score of 70 does not mean "70% satisfied"). Rather, the score is best thought of as a relative scale, where a 72 is higher than 68, which is higher than 62, and so on.

Impacts (shown in the rectangles in the bottom corner of the drivers on the model picture) represent the model's predictions about how much changes in component scores will change the CSI or how much changes in CSI will impact the outcome measures. The value of the impact is the change in a target variable score (such as the CSI) that would result from a 5-point increase in one of the "predictor" components. For example, if the score of 84 for Phone Customer Service Representative were to increase by 5-points to 89, the Phone CSI would increase by the amount of the Customer Service Representative impact, 4.5 points. Likewise, if the Phone CSI were to improve by 5-points, Likelihood to Use EEOC Call Center Again would improve by 3.5 points to 91.5. In each of the three cases (phone, web FAQ and email), the driver of satisfaction represents nearly a one to one relationship with customer satisfaction.

Detail Report continued

EEOC Customer Satisfaction Models 2006



Overall EEOC Contact Center CSI: 77*

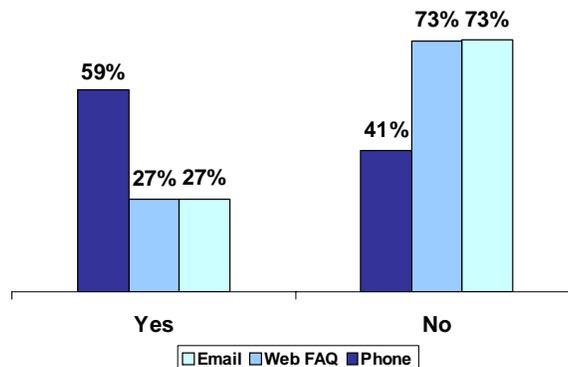
*Overall CSI is the weighted average of phone (93%), email (6%) and web FAQ (1%)

Detail Report continued

EEOC Respondents

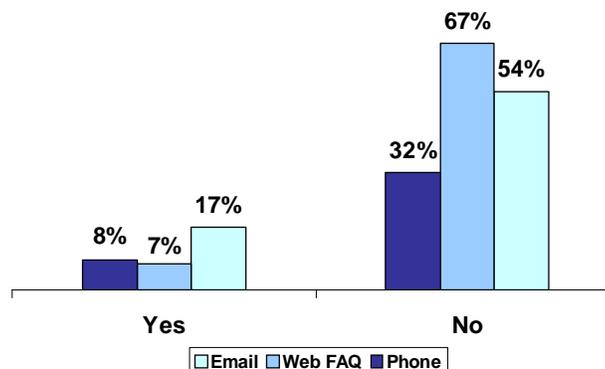
All respondents were asked if the EEOC Contact Center referred them to another group for further assistance. Of the 145 phone respondents, 59% indicated they had been referred to another group. Of the 95 email respondents, 27% indicated they had been referred to another group. Of the 30 web FAQ respondents, 27% indicated they had been referred to another group.

Referred to another group for assistance



If respondents were referred to another group for assistance, they were then asked if they had since spoke to an EEOC representative in a field office. The below chart shows that 8% of phone respondents, 7% of web FAQ respondents and 17% of email respondents indicated they had spoke to an EEOC representative in a field office since contacting EEOC for assistance.

Spoke to an EEOC representative in field office

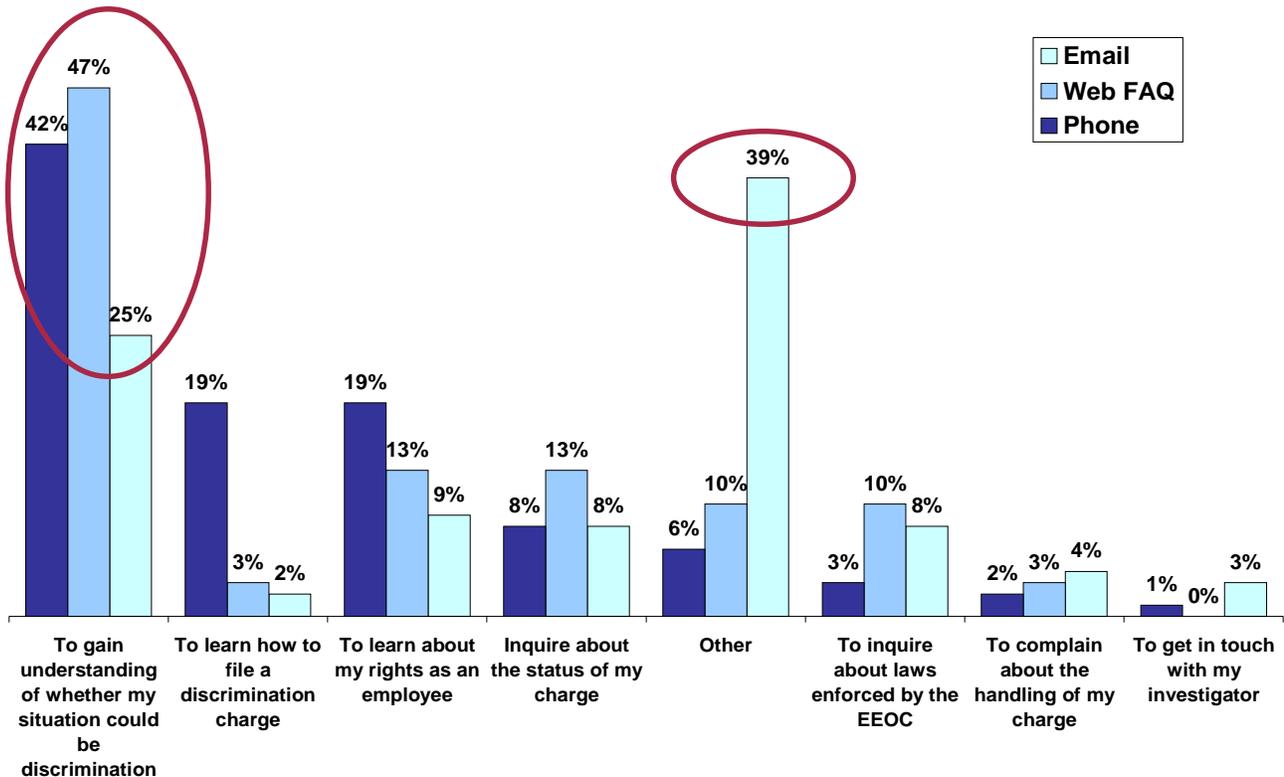


Detail Report continued

EEOC Respondents

Respondents were asked to select from a list the nature of their request for assistance from the EEOC. Below is a chart showing the results of that question. The majority of respondents contacted EEOC to gain an understanding of whether their current situation could be classified as discrimination. A large percent (39%) of email respondents choose “other” as the nature of their request for assistance. Those respondents were then asked to specify the nature of their request. See the verbatim comments beginning on pag 47 for the verbatim responses specifying “other” nature of request as shown below.

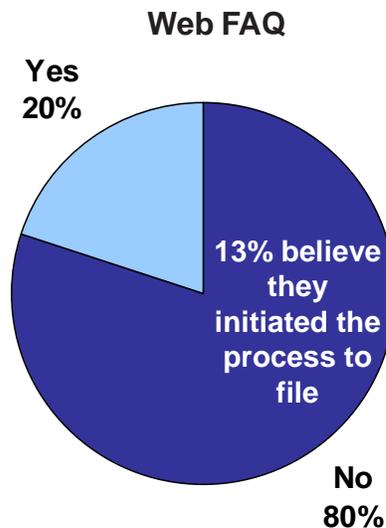
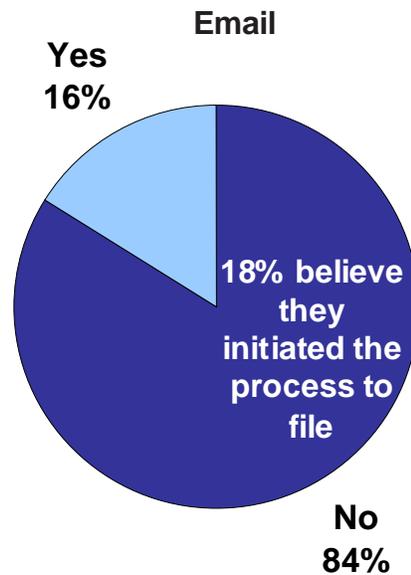
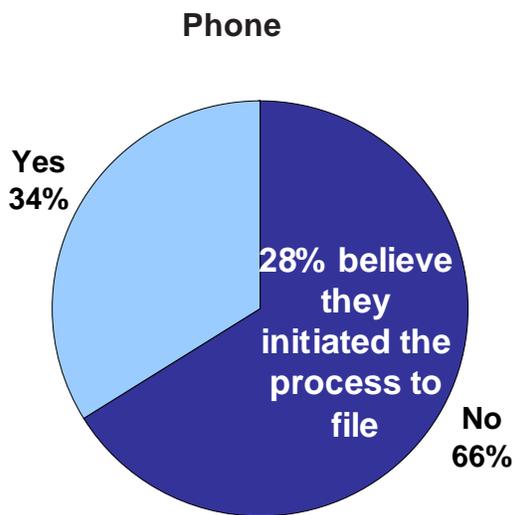
Nature of your request for assistance from the EEOC



Detail Report continued

EEOC Respondents

All respondents were asked if it is their understanding that they have filed a charge as a result of their communication with the EEOC Contact Center. Results are shown in the pie charts below. Thirty-four percent of phone respondents, 16% of email respondents and 20% of web FAQ respondents indicated that they did believe they had filed a charge as a result of their communications with the EEOC Contact Center. Of the respondents who indicated that they did not believe they had filed a charge, 28% of phone respondents, 18% of email respondents and 13% of web FAQ respondents believe they initiated the process to file a change as a result of their communication with the EEOC Contact Center.



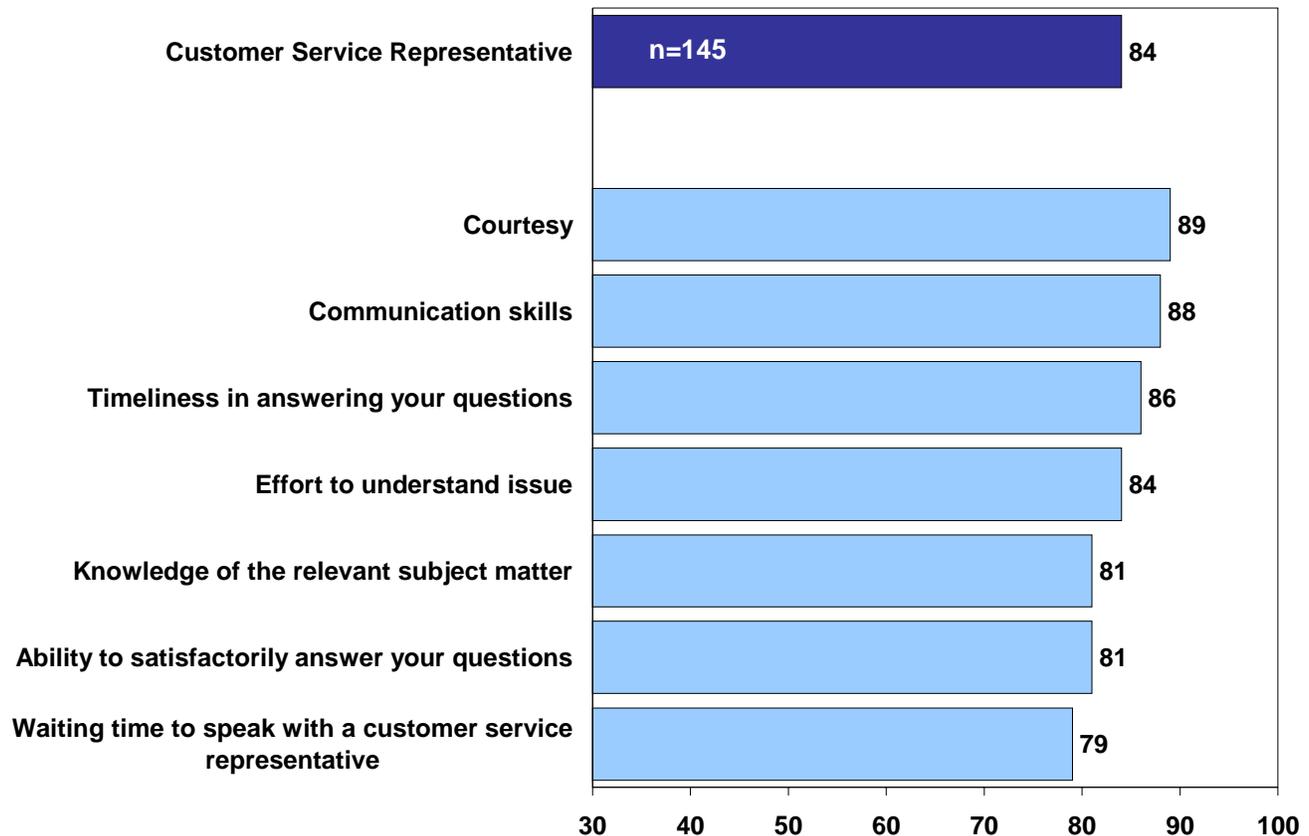
Detail Report continued

Drivers of Satisfaction (Components)

Customer Service Representative - Phone

Respondents who indicated that they had contacted EEOC via phone were asked to rate their experience with the EEOC customer representative on a 1 to 10 scale where 1 is Poor and 10 is Excellent. The questions are listed below in the chart. The scores range from 79 to 89 for all of the questions asked, which are all strong scores. With a score of 84, the phone customer service representative is a core strength for the EEOC Contact Center. The Contact Center should encourage interaction with customers via the phone wherever resources will allow. Due to the sensitive nature of the information being questioned, it seems that the EEOC has the most success communicating with its customers via the phone.

Customer Service Representative Scores - Phone



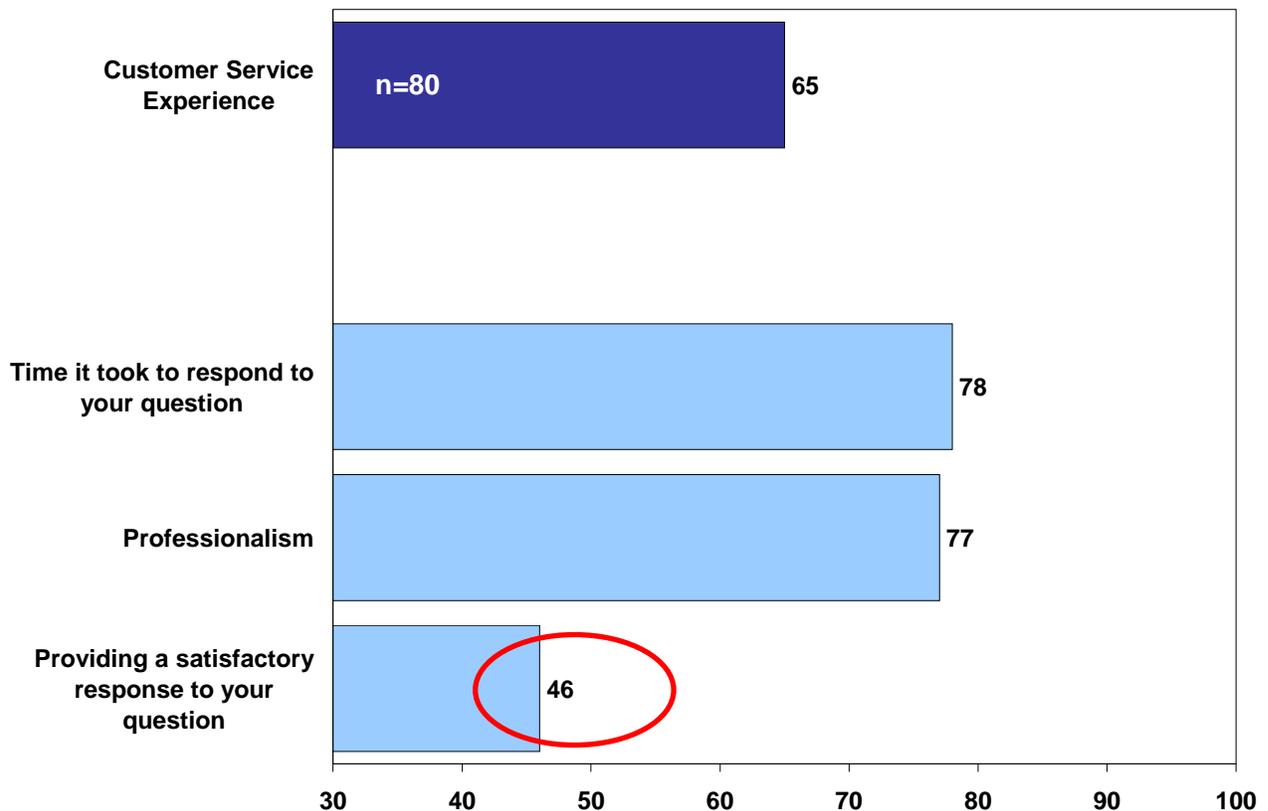
Detail Report continued

Drivers of Satisfaction (Components)

Customer Service Experience - Email

Respondents who contacted EEOC via email were asked to rate their EEOC customer service experience on a 1 to 10 scale where 1 is Poor and 10 is Excellent. The questions are listed below in the table. Email respondents are considerably less satisfied with customer service than are phone respondents. 'Providing a satisfactory response to your question' is the lowest scoring attribute with a score of 46. Verbatim comments indicate that response are "automated" and do not provide direct answers to questions. Efforts to improve customer service experience via email should be focused on addressing questions directly and providing less automated responses. Ensure that those responding to questions via email have the proper training to handle the variety of inquiries they receive. The complex nature of the inquiries may require interaction via phone. All email communications should leave the option to contact via the phone for further assistance.

Customer Service Experience Scores - Email



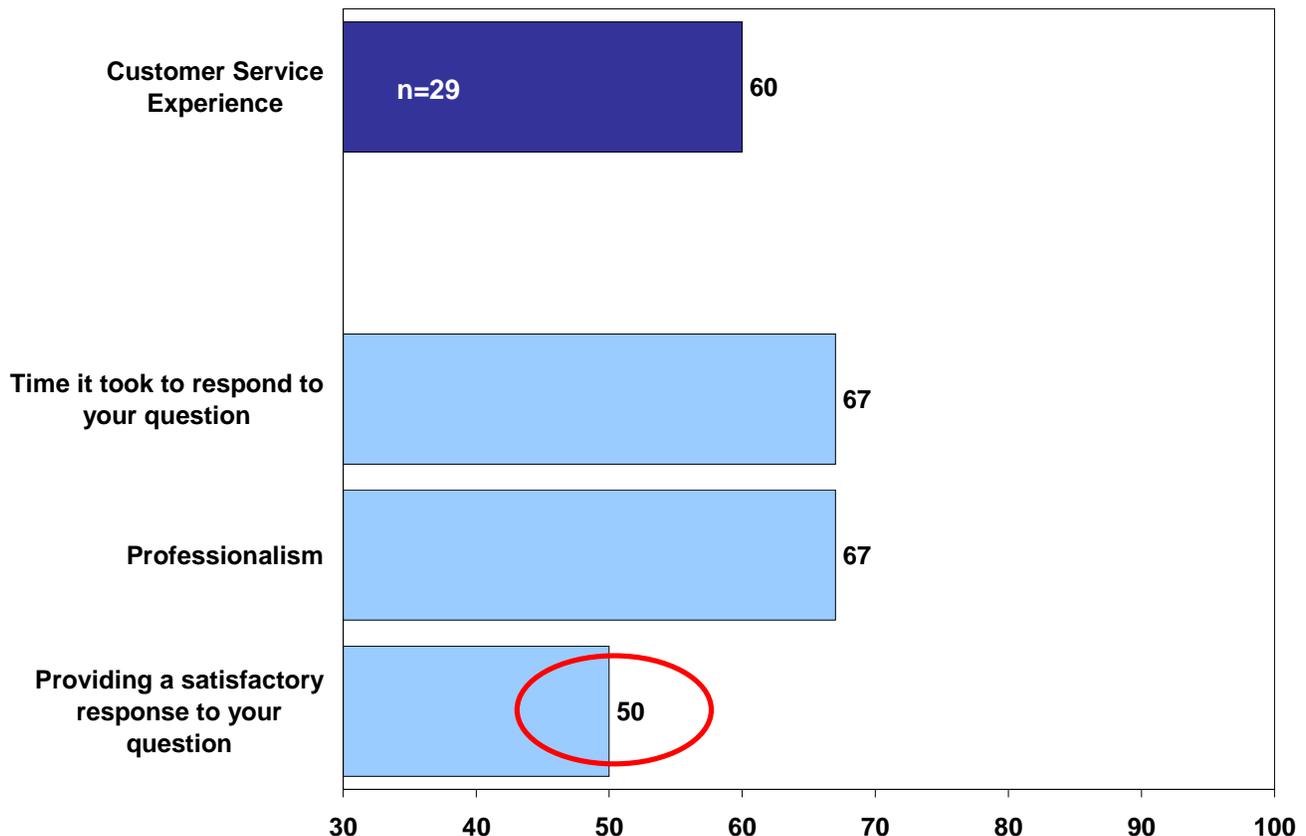
Detail Report continued

Drivers of Satisfaction (Components)

Customer Service Experience - Web FAQ

Respondents who contacted EEOC via web FAQ were also asked to rate their EEOC customer service experience on a 1 to 10 scale where 1 is Poor and 10 is Excellent. The questions are listed below in the table. Respondents who contacted the EEOC by web FAQ were the least satisfied of all EEOC respondents (60). As with email respondents, 'providing a satisfactory response to your question' is a weak point (50). Efforts made to provide direct answers to web FAQ inquires would improve the customer service experience for those respondents. As was the recommendation via email, encourage respondents to contact the EEOC by phone wherever appropriate.

Customer Service Experience Scores - Web FAQ

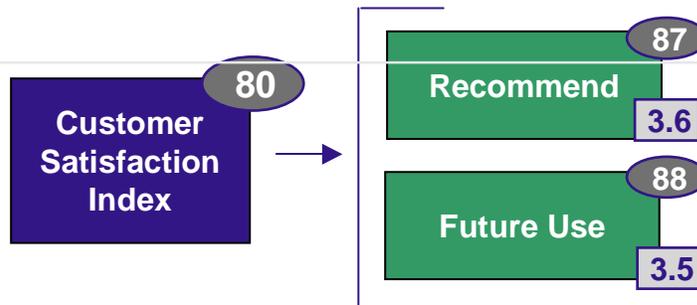


Detail Report continued

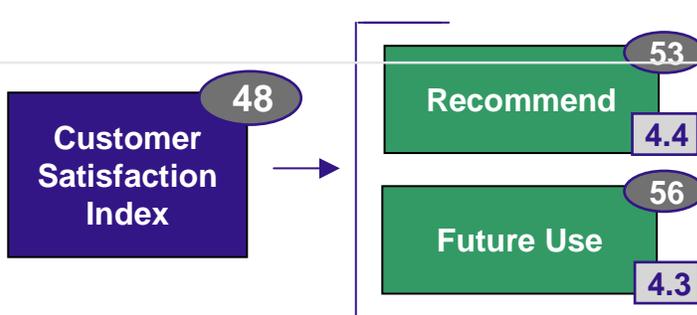
Outcomes of Customer Satisfaction

Performance Outcomes are the behaviors that the EEOC Contact Center wishes to affect in customers based on improved customer satisfaction. Respondents rate their willingness to recommend the EEOC and their likelihood to contact the EEOC Contact Center in the future. While the scores are fairly high for phone respondents, email and web FAQ respondents are much less likely to recommend or use EEOC Call Center in the future. Again, if the organization would like to provide better service via email and web FAQ, representatives will likely need additional training in order to communicate effectively via these modes.

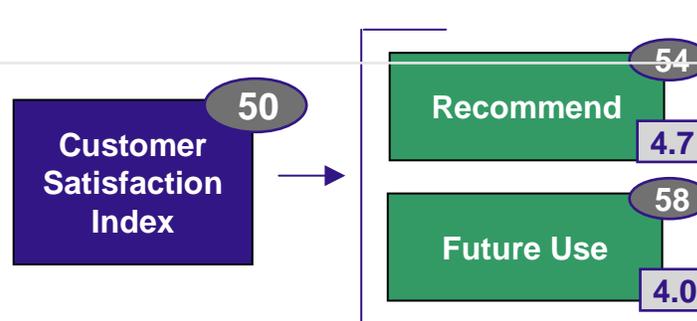
Phone



Email



Web FAQ



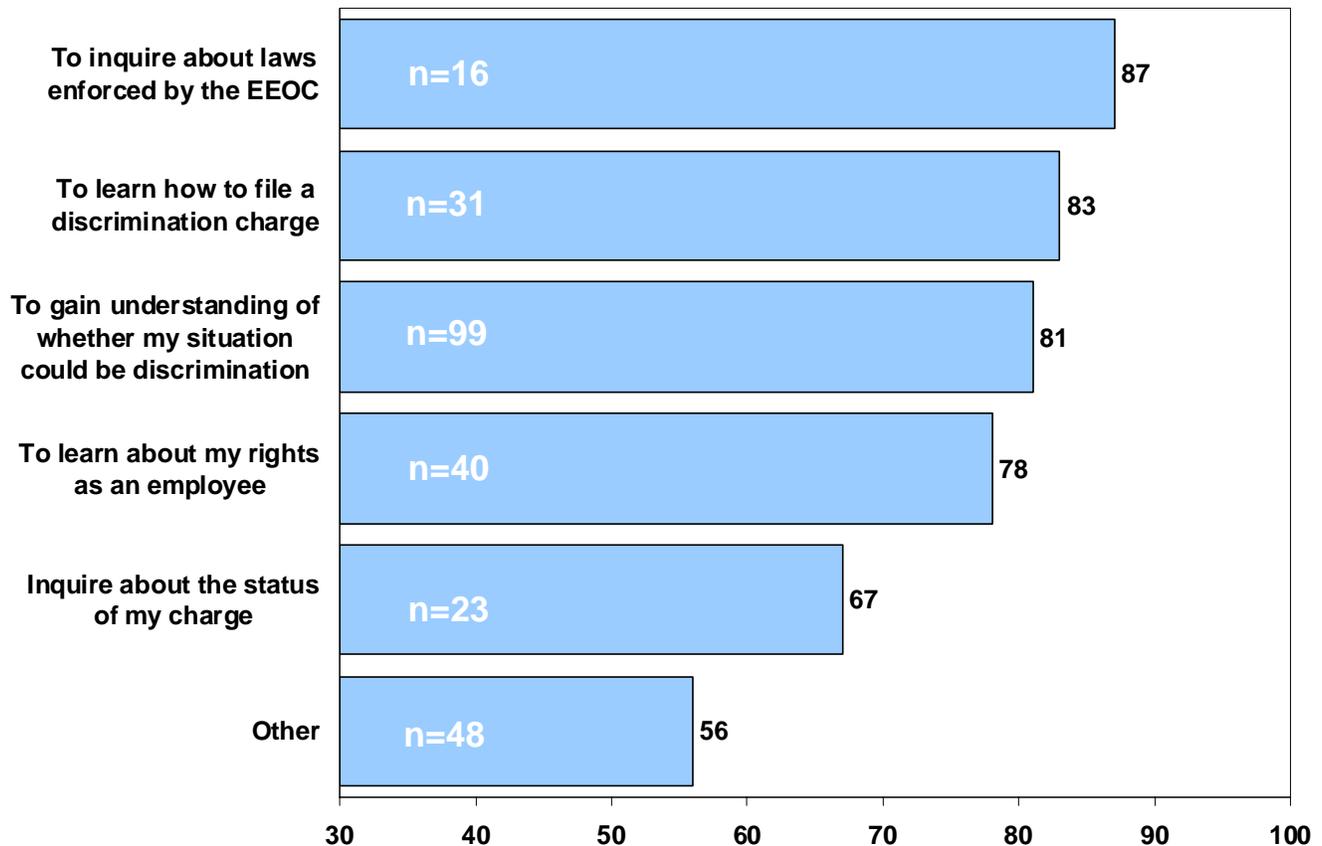
Detail Report continued

Segment Analysis

CSI by Nature of Request

The below table includes aggregate customer satisfaction scores by the nature of request. Most sample sizes are too low to make reliable projections, but respondents who contacted the EEOC Call Center to gain an understanding of whether their situation could be discrimination report a high level of satisfaction (81). This shows that representatives have a good understanding of discrimination nuances.

CSI by Nature of Request



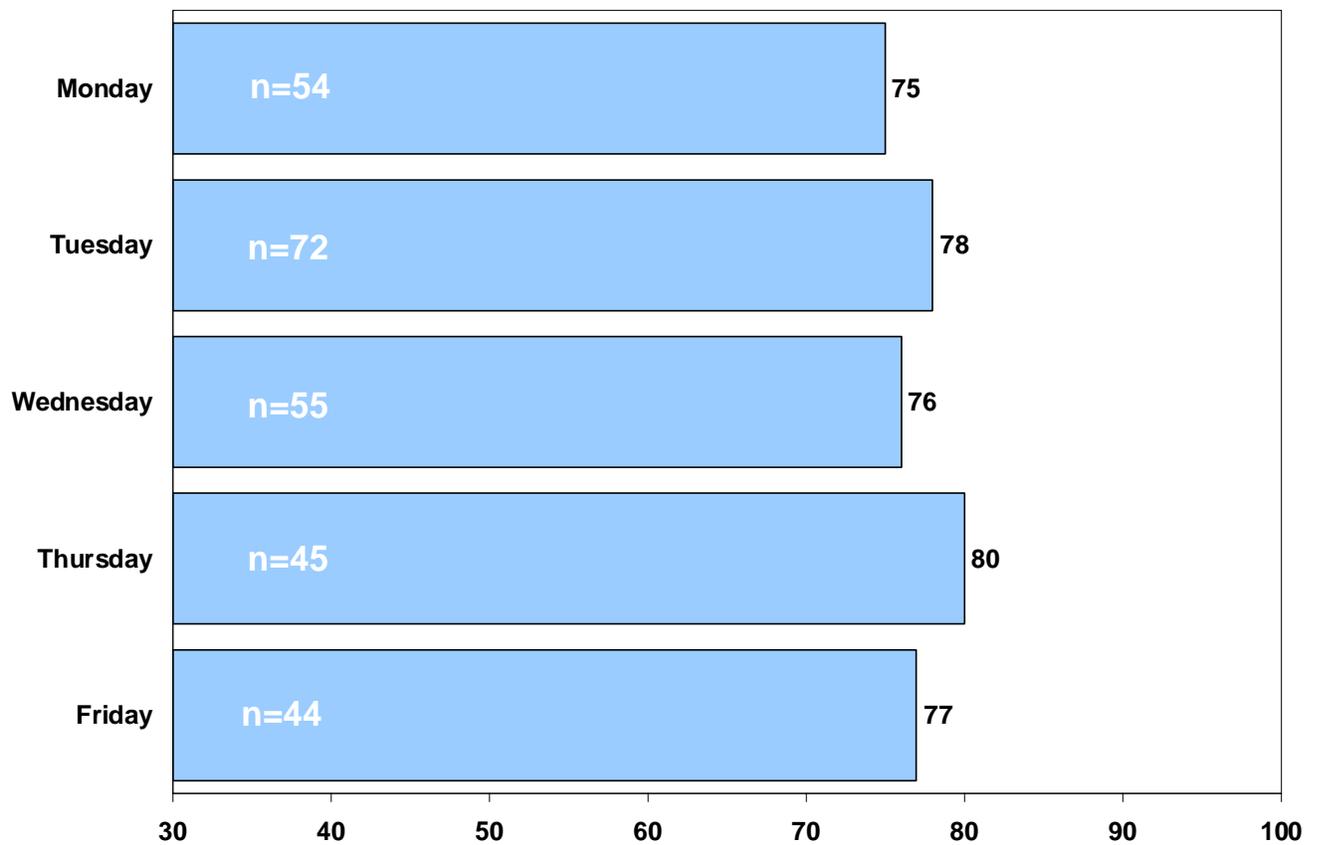
Note: Based on aggregate results

Detail Report continued

CSI by Day of Week

The below chart shows CSI scores by the day of the week EEOC was contacted. Given the sample sizes, there is very little differentiation in satisfaction by day of the week.

CSI by Day of Week



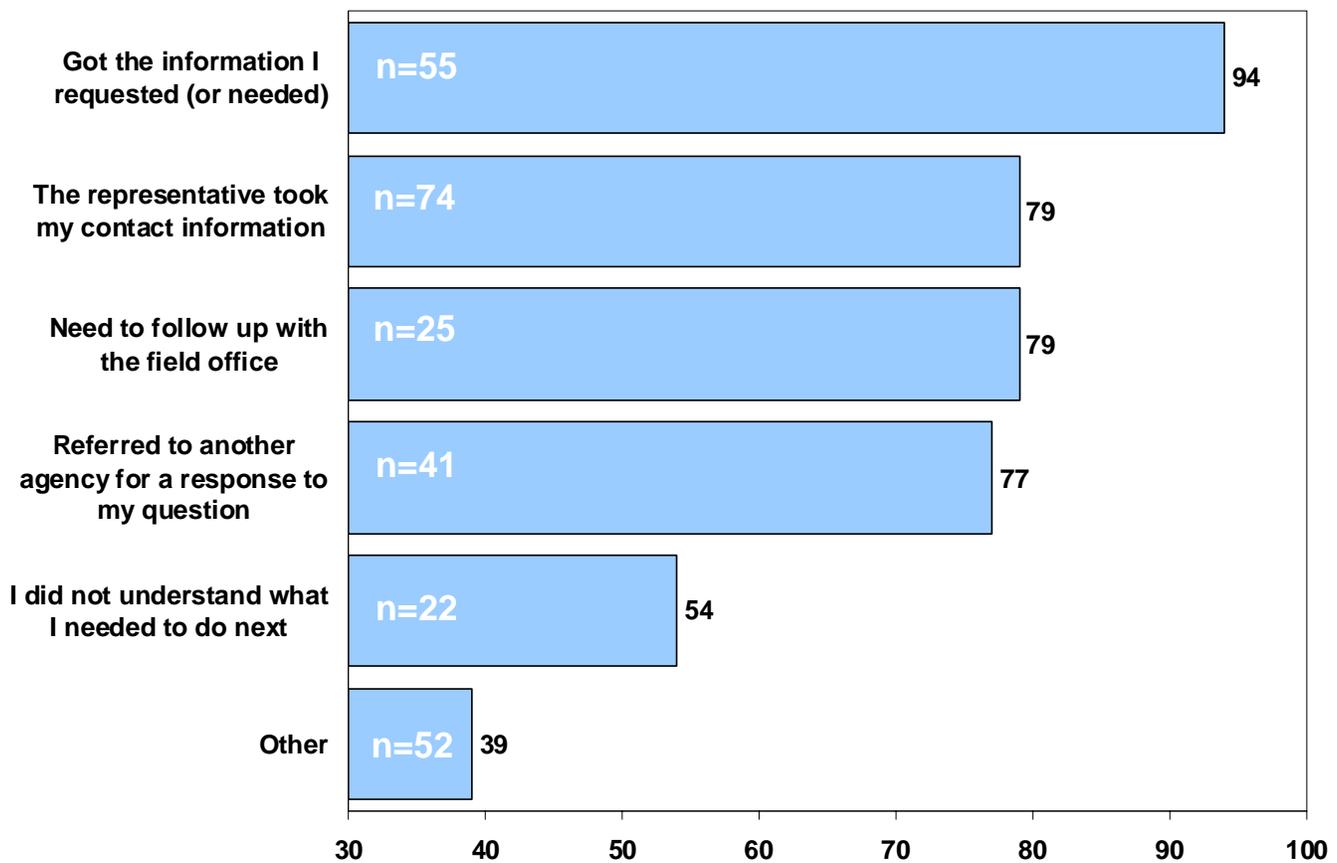
Note: Based on aggregate results

Detail Report continued

CSI by Status of Most Recent Query

This bar chart shows CSI by the status of most recent query at the aggregate level. As would be expected, respondents who got the information they requested are most satisfied. The farther away from resolution the query is, the less satisfied the respondent is. To the extent it is possible to make a resolution during the first interaction, it is recommended.

CSI by Status of Most Recent Query



Note: Based on aggregate results

Score Detail

Aggregate Scores

	Aggregate Score/Percent**	Phone Score/Percent	Email Score/Percent	Web FAQ Score/Percent
Customer Satisfaction Index	77	79	48	50
Overall Satisfaction	79	81	50	51
Expectations	75	78	45	52
Ideal	77	80	50	48
INTRO2 Referred to another group for further assistance				
Yes	44%	59%	27%	27%
No	56%	41%	73%	73%
INTRO3 Spoken to an EEOC representative in a field office*				
Yes	11%	8%	17%	7%
No	44%	32%	54%	67%
Don't know	1%	1%	2%	0%
INTRO4 Nature of request for assistance				
To learn about my rights as an employee	15%	19%	9%	13%
To inquire about laws enforced by the EEOC	6%	3%	8%	10%
To gain an understanding of whether my current situation could be classified as discrimination	37%	42%	25%	47%
To learn how to file a discrimination charge	11%	19%	2%	3%
Inquire about the status of my charge	9%	8%	8%	13%
To get in touch with my investigator	2%	1%	3%	0%
To complain about the handling of my charge	3%	2%	4%	3%
Other	18%	6%	39%	10%
INTRO5 Contact Center Representative able to access charge*				
Yes	2%	3%	1%	0%
No	7%	5%	7%	13%
INTRO6 Your understanding that you have filed a charge as a result of your communication with the EEOC				
Yes	26%	34%	16%	20%
No	74%	66%	84%	80%
INTRO7 Would like someone at EEOC to contact you*				
Yes	17%	24%	8%	13%
No	9%	10%	7%	7%
INTRO8 Believe you initiated the process to file a change as a result of your contact with National Contact Center*				
Yes	23%	28%	18%	13%
No	51%	38%	66%	67%
Q5_1 Status of your most recent request				
Got information I requested (or needed)	20%	21%	20%	20%
The rep took my contact information and told me that the field office would get back to me	27%	41%	11%	13%
Need to follow up with the field office	9%	8%	8%	20%
Referred to another agency for a response to my question	15%	21%	7%	13%
I did not understand what I needed to do next	8%	3%	15%	10%
Other	19%	6%	39%	23%
Sample Size	270	145	95	30

*Percents do not add to 100 due to missing responses.

** Aggregate Customer Satisfaction Index is derived from a weighted score based on phone (93%), email (6%) and web FAQ (1%) service volume.

Phone Scores and Impacts

Phone	Phone Score/Percent	Phone Impact
Customer Service Representative	84	4.5
Courtesy	89	
Communication skills	88	
Effort to understand issue	84	
Knowledge of the relevant subject matter	81	
Ability to satisfactorily answer your questions	81	
Timeliness in answering questions	86	
Waiting time to speak with a customer service representative	79	
Customer Satisfaction Index	79	--
Overall Satisfaction	81	
Expectations	78	
Ideal	80	
Recommend	87	3.6
Willingness to recommend EEOC Contact Center	87	
Future Use	88	3.5
Likelihood to call or email EEOC Contact Center in the future	88	
INTRO2 Referred to another group for further assistance		--
Yes	59%	
No	41%	
INTRO3 Spoken to an EEOC representative in a field office*		--
Yes	8%	
No	32%	
Don't know	1%	
INTRO4 Nature of request for assistance		--
To learn about my rights as an employee	19%	
To inquire about laws enforced by the EEOC	3%	
To gain an understanding of whether my current situation could be classified as discrimination	42%	
To learn how to file a discrimination charge	19%	
Inquire about the status of my charge	8%	
To get in touch with my investigator	1%	
To complain about the handling of my charge	2%	
Other	6%	
INTRO5 Contact Center Representative able to access charge*		--
Yes	3%	
No	5%	
INTRO6 Your understanding that you have filed a charge as a result of your communication with the EEOC		--
Yes	34%	
No	66%	
INTRO7 Would like someone at EEOC to contact you*		--
Yes	24%	
No	10%	
INTRO8 Believe you initiated the process to file a charge as a result of your contact with National Contact Center*		--
Yes	28%	
No	38%	
Q1 8 Questions satisfactorily answered during your first call to the EEOC		--
Yes	81%	
No	19%	
Q1 9 Additional calls it took to get a satisfactory response to your question*		--
1	3%	
2	3%	
3	1%	
4	1%	
5 or more	1%	
Other	8%	
Q5 1 Status of your most recent request		--
Got information I requested (or needed)	21%	
The rep took my contact information and told me that the field office would get back to me	41%	
Need to follow up with the field office	8%	
Referred to another agency for a response to my question	21%	
I did not understand what I needed to do next	3%	
Other	6%	
Sample Size	145	

*Percents do not add to 100 due to missing responses.

Email Scores and Impacts

Email	Email Score/Percent	Email Impact
Customer Service Experience	65	5.7
Time it took to respond to your question	78	
Professionalism	77	
Providing a satisfactory response to your question	46	
Customer Satisfaction Index	48	--
Overall Satisfaction	50	
Expectations	45	
Ideal	50	
Recommend	53	4.4
Willingness to recommend EEOC Contact Center	53	
Future Use	56	4.3
Likelihood to call or email EEOC Contact Center in the future	56	
INTRO2 Referred to another group for further assistance		--
Yes	27%	
No	73%	
INTRO3 Spoken to an EEOC representative in a field office*		--
Yes	17%	
No	54%	
Don't know	2%	
INTRO4 Nature of request for assistance		--
To learn about my rights as an employee	9%	
To inquire about laws enforced by the EEOC	8%	
To gain an understanding of whether my current situation could be classified as discrimination	25%	
To learn how to file a discrimination charge	2%	
Inquire about the status of my charge	8%	
To get in touch with my investigator	3%	
To complain about the handling of my charge	4%	
Other	39%	
INTRO5 Contact Center Representative able to access charge*		--
Yes	1%	
No	7%	
INTRO6 Your understanding that you have filed a charge as a result of your communication with the EEOC		--
Yes	16%	
No	84%	
INTRO7 Would like someone at EEOC to contact you*		--
Yes	8%	
No	7%	
INTRO8 Believe you initiated the process to file a change as a result of your contact with National Contact Center*		--
Yes	18%	
No	66%	
Q2_1 Received an automated response to your email indicating that your would receive follow-up within 2 business days		--
Yes	92%	
No	8%	
Q2_2 Business days it took for your to get a follow-up response to your email*		--
1 business day	28%	
2 business days	39%	
3 or more business days	8%	
Still have not received a response	16%	
Q5_1 Status of your most recent request		--
Got information I requested (or needed)	20%	
The rep took my contact information and told me that the field office would get back to me	11%	
Need to follow up with the field office	8%	
Referred to another agency for a response to my question	7%	
I did not understand what I needed to do next	15%	
Other	39%	
Sample Size	95	

*Percents do not add to 100 due to missing responses.

Web FAQ Scores and Impacts

Web FAQ	Web FAQ Score/Percent	Web FAQ Impact
Customer Service Experience	60	5.1
Time it took to respond to your question	67	
Professionalism	67	
Providing a satisfactory response to your question	50	
Customer Satisfaction Index	50	--
Overall Satisfaction	51	
Expectations	52	
Ideal	48	
Recommend	54	4.7
Willingness to recommend EEOC Contact Center	54	
Future Use	58	4.0
Likelihood to call or email EEOC Contact Center in the future	58	
INTRO2 Referred to another group for further assistance		--
Yes	27%	
No	73%	
INTRO3 Spoken to an EEOC representative in a field office*		--
Yes	7%	
No	67%	
Don't know	0%	
INTRO4 Nature of request for assistance		--
To learn about my rights as an employee	13%	
To inquire about laws enforced by the EEOC	10%	
To gain an understanding of whether my current situation could be classified as discrimination	47%	
To learn how to file a discrimination charge	3%	
Inquire about the status of my charge	13%	
To get in touch with my investigator	0%	
To complain about the handling of my charge	3%	
Other	10%	
INTRO5 Contact Center Representative able to access charge*		--
Yes	0%	
No	13%	
INTRO6 Your understanding that you have filed a charge as a result of your communication with the EEOC		--
Yes	20%	
No	80%	
INTRO7 Would like someone at EEOC to contact you*		--
Yes	13%	
No	7%	
INTRO8 Believe you initiated the process to file a change as a result of your contact with National Contact Center*		--
Yes	13%	
No	67%	
Q5_1 Status of your most recent request		--
Got information I requested (or needed)	20%	
The rep took my contact information and told me that the field office would get back to me	13%	
Need to follow up with the field office	20%	
Referred to another agency for a response to my question	13%	
I did not understand what I needed to do next	10%	
Other	23%	
Sample Size	30	

*Percents do not add to 100 due to missing responses.

Aggregate Scores by Filed a Charge

	Filed a charge	Did not file a charge
Customer Satisfaction Index	85	73
Overall Satisfaction	86	76
Expectations	83	71
Ideal	86	73
INTRO2 Referred to another group for further assistance		
Yes	49%	43%
No	51%	57%
INTRO3 Spoken to an EEOC representative in a field office*		
Yes	15%	9%
No	35%	47%
Don't know	0%	2%
INTRO4 Nature of request for assistance		
To learn about my rights as an employee	17%	14%
To inquire about laws enforced by the EEOC	3%	7%
To gain an understanding of whether my current situation could be classified as discrimination	34%	38%
To learn how to file a discrimination charge	15%	10%
Inquire about the status of my charge	14%	7%
To get in touch with my investigator	3%	2%
To complain about the handling of my charge	6%	2%
Other	8%	21%
INTRO5 Contact Center Representative able to access charge*		
Yes	6%	1%
No	8%	6%
INTRO6 Your understanding that you have filed a charge as a result of your communication with the EEOC		
Yes	100%	0%
No	0%	100%
INTRO7 Would like someone at EEOC to contact you*		
Yes	66%	0%
No	34%	0%
INTRO8 Believe you initiated the process to file a change as a result of your contact with National Contact Center*		
Yes	0%	31%
No	0%	69%
Q5_1 Status of your most recent request		
Got information I requested (or needed)	20%	21%
The rep took my contact information and told me that the field office would get back to me	39%	23%
Need to follow up with the field office	8%	10%
Referred to another agency for a response to my question	11%	17%
I did not understand what I needed to do next	7%	9%
Other	13%	22%
Sample Size	71	199

*Percents do not add to 100 due to missing responses.

Aggregate Scores by Incident Day

	Monday	Tuesday	Wednesday	Thursday	Friday
Customer Satisfaction Index	75	78	76	80	77
Overall Satisfaction	76	80	77	83	80
Expectations	74	77	73	78	75
Ideal	74	78	79	80	76
INTRO2 Referred to another group for further assistance					
Yes	50%	38%	47%	44%	45%
No	50%	63%	53%	56%	55%
INTRO3 Spoken to an EEOC representative in a field office*					
Yes	13%	10%	11%	7%	14%
No	37%	53%	38%	47%	41%
Don't know	0%	0%	4%	2%	0%
INTRO4 Nature of request for assistance					
To learn about my rights as an employee	9%	14%	22%	22%	7%
To inquire about laws enforced by the EEOC	0%	10%	9%	9%	0%
To gain an understanding of whether my current situation could be classified as discrimination	46%	31%	33%	33%	43%
To learn how to file a discrimination charge	11%	10%	5%	16%	18%
Inquire about the status of my charge	6%	15%	9%	4%	5%
To get in touch with my investigator	4%	1%	0%	0%	5%
To complain about the handling of my charge	7%	3%	2%	2%	0%
Other	17%	17%	20%	13%	23%
INTRO5 Contact Center Representative able to access charge*					
Yes	2%	4%	2%	0%	0%
No	4%	11%	7%	4%	5%
INTRO6 Your understanding that you have filed a charge as a result of your communication with the EEOC					
Yes	39%	26%	16%	18%	32%
No	61%	74%	84%	82%	68%
INTRO7 Would like someone at EEOC to contact you*					
Yes	22%	15%	11%	16%	25%
No	17%	11%	5%	2%	7%
INTRO8 Believe you initiated the process to file a charge as a result of your contact with National Contact Center*					
Yes	20%	21%	27%	18%	27%
No	41%	53%	56%	64%	41%
Q5.1 Status of your most recent request					
Got information I requested (or needed)	20%	21%	22%	24%	14%
The rep took my contact information and told me that the field office would get back to me	19%	31%	24%	22%	43%
Need to follow up with the field office	13%	6%	11%	9%	9%
Referred to another agency for a response to my question	15%	15%	20%	13%	11%
I did not understand what I needed to do next	9%	6%	9%	13%	5%
Other	22%	22%	15%	18%	18%
Sample Size	54	72	55	45	44

*Percents do not add to 100 due to missing responses.

Aggregate Scores by Nature of Request for Assistance

	To learn about my rights as an employee	To inquire about laws enforced by the EEOC	To gain understanding of whether my situation could be discrimination	To learn how to file a discrimination charge
Customer Satisfaction Index	78	87	81	83
Overall Satisfaction	80	90	84	84
Expectations	77	86	79	79
Ideal	77	86	80	85
INTRO2 Referred to another group for further assistance				
Yes	58%	19%	48%	61%
No	43%	81%	52%	39%
INTRO3 Spoken to an EEOC representative in a field office*				
Yes	3%	19%	11%	6%
No	38%	56%	40%	29%
Don't know	3%	6%	0%	3%
INTRO4 Nature of request for assistance				
To learn about my rights as an employee	100%	0%	0%	0%
To inquire about laws enforced by the EEOC	0%	100%	0%	0%
To gain an understanding of whether my current situation could be classified as discrimination	0%	0%	100%	0%
To learn how to file a discrimination charge	0%	0%	0%	100%
Inquire about the status of my charge	0%	0%	0%	0%
To get in touch with my investigator	0%	0%	0%	0%
To complain about the handling of my charge	0%	0%	0%	0%
Other	0%	0%	0%	0%
INTRO5 Contact Center Representative able to access charge*				
Yes	0%	0%	0%	0%
No	0%	0%	0%	0%
INTRO6 Your understanding that you have filed a charge as a result of your communication with the EEOC				
Yes	30%	13%	24%	35%
No	70%	88%	76%	65%
INTRO7 Would like someone at EEOC to contact you*				
Yes	23%	13%	17%	32%
No	8%	0%	7%	3%
INTRO8 Believe you initiated the process to file a charge as a result of your contact with National Contact Center*				
Yes	20%	6%	24%	42%
No	50%	81%	52%	23%
Q5_1 Status of your most recent request				
Got information I requested (or needed)	28%	31%	26%	13%
The rep took my contact information and told me that the field office would get back to me	23%	19%	35%	35%
Need to follow up with the field office	3%	13%	7%	26%
Referred to another agency for a response to my question	20%	13%	17%	16%
I did not understand what I needed to do next	10%	0%	6%	6%
Other	18%	25%	8%	3%
Sample Size	40	16	99	31

*Percents do not add to 100 due to missing responses.

**Due to insufficient sample size (less than 10), scores not reported.

Aggregate Scores by Nature of Request for Assistance cont.

	Inquire about the status of my charge	To get in touch with my investigator**	To complain about the handling of my charge**	Other
Customer Satisfaction Index	67	--	--	56
Overall Satisfaction	69	--	--	60
Expectations	64	--	--	50
Ideal	66	--	--	57
INTRO2 Referred to another group for further assistance				
Yes	39%	20%	38%	29%
No	61%	80%	63%	71%
INTRO3 Spoken to an EEOC representative in a field office*				
Yes	13%	60%	0%	13%
No	48%	20%	63%	58%
Don't know	0%	0%	0%	0%
INTRO4 Nature of request for assistance				
To learn about my rights as an employee	0%	0%	0%	0%
To inquire about laws enforced by the EEOC	0%	0%	0%	0%
To gain an understanding of whether my current situation could be classified as discrimination	0%	0%	0%	0%
To learn how to file a discrimination charge	0%	0%	0%	0%
Inquire about the status of my charge	100%	0%	0%	0%
To get in touch with my investigator	0%	100%	0%	0%
To complain about the handling of my charge	0%	0%	100%	0%
Other	0%	0%	0%	100%
INTRO5 Contact Center Representative able to access charge*				
Yes	22%	0%	0%	0%
No	78%	0%	0%	0%
INTRO6 Your understanding that you have filed a charge as a result of your communication with the EEOC				
Yes	43%	40%	50%	13%
No	57%	60%	50%	88%
INTRO7 Would like someone at EEOC to contact you*				
Yes	17%	20%	25%	4%
No	26%	20%	25%	8%
INTRO8 Believe you initiated the process to file a change as a result of your contact with National Contact Center*				
Yes	13%	20%	0%	23%
No	43%	40%	50%	65%
Q5_1 Status of your most recent request				
Got information I requested (or needed)	17%	0%	0%	10%
The rep took my contact information and told me that the field office would get back to me	26%	20%	25%	15%
Need to follow up with the field office	17%	0%	13%	4%
Referred to another agency for a response to my question	9%	20%	13%	10%
I did not understand what I needed to do next	13%	40%	13%	8%
Other	17%	20%	25%	52%
Sample Size	23	5	8	48

*Percents do not add to 100 due to missing responses.

**Due to insufficient sample size (less than 10), scores not reported.

Aggregate Scores by Status of Most Recent Query

	Got the information I requested (or needed)	The representative took my contact information	Need to follow up with the field office	Referred to another agency for a response to my question	I did not understand what I needed to do next	Other
Customer Satisfaction Index	94	79	79	77	54	39
Overall Satisfaction	96	80	80	77	54	48
Expectations	93	77	77	73	53	33
Ideal	93	79	79	79	56	35
INTRO2 Referred to another group for further assistance						
Yes	45%	38%	36%	98%	32%	19%
No	55%	62%	64%	2%	68%	81%
INTRO3 Spoken to an EEOC representative in a field office*						
Yes	11%	12%	20%	0%	14%	12%
No	40%	50%	44%	2%	50%	69%
Don't know	4%	0%	0%	0%	5%	0%
INTRO4 Nature of request for assistance						
To learn about my rights as an employee	20%	12%	4%	20%	18%	13%
To inquire about laws enforced by the EEOC	9%	4%	8%	5%	0%	8%
To gain an understanding of whether my current situation could be classified as	47%	47%	28%	41%	27%	15%
To learn how to file a discrimination charge	7%	15%	32%	12%	9%	2%
Inquire about the status of my charge	7%	8%	16%	5%	14%	8%
To get in touch with my investigator	0%	1%	0%	2%	9%	2%
To complain about the handling of my charge	0%	3%	4%	2%	5%	4%
Other	9%	9%	8%	12%	18%	48%
INTRO5 Contact Center Representative able to access charge*						
Yes	4%	3%	4%	0%	0%	0%
No	4%	5%	12%	5%	14%	8%
INTRO6 Your understanding that you have filed a charge as a result of your communication with the EEOC						
Yes	25%	38%	24%	20%	23%	17%
No	75%	62%	76%	80%	77%	83%
INTRO7 Would like someone at EEOC to contact you*						
Yes	13%	24%	24%	15%	18%	10%
No	13%	14%	0%	5%	5%	8%
INTRO8 Believe you initiated the process to file a charge as a result of your contact with National Contact Center*						
Yes	18%	36%	24%	24%	14%	10%
No	56%	26%	52%	56%	64%	73%
Q5.1 Status of your most recent request						
Got information I requested (or needed)	100%	0%	0%	0%	0%	0%
The rep took my contact information and told me that the field office would get back to me	0%	100%	0%	0%	0%	0%
Need to follow up with the field office	0%	0%	100%	0%	0%	0%
Referred to another agency for a response to my question	0%	0%	0%	100%	0%	0%
I did not understand what I needed to do next	0%	0%	0%	0%	100%	0%
Other	0%	0%	0%	0%	0%	100%
Sample Size	55	74	25	41	22	52

*Percents do not add to 100 due to missing responses.

Phone Scores by Additional Calls Made

	One call**	Two calls**	Other
Phone			
Customer Service Representative	--	--	63
Courtesy	--	--	78
Communication skills	--	--	72
Effort to understand issue	--	--	66
Knowledge of the relevant subject matter	--	--	57
Ability to satisfactorily answer your questions	--	--	44
Timeliness in answering questions	--	--	68
Waiting time to speak with a customer service representative	--	--	69
Customer Satisfaction Index	--	--	48
Overall Satisfaction	--	--	54
Expectations	--	--	44
Ideal	--	--	46
Recommend	--	--	58
Willingness to recommend EEOC Contact Center	--	--	58
Future Use	--	--	66
Likelihood to call or email EEOC Contact Center in the future	--	--	66
INTRO2 Referred to another group for further assistance			
Yes	60%	60%	50%
No	40%	40%	50%
INTRO3 Spoken to an EEOC representative in a field office*			
Yes	20%	0%	0%
No	20%	40%	42%
Don't know	0%	0%	8%
INTRO4 Nature of request for assistance			
To learn about my rights as an employee	20%	20%	17%
To inquire about laws enforced by the EEOC	0%	0%	0%
To gain an understanding of whether my current situation could be classified as discrimination	60%	20%	42%
To learn how to file a discrimination charge	20%	0%	8%
Inquire about the status of my charge	0%	40%	8%
To get in touch with my investigator	0%	0%	0%
To complain about the handling of my charge	0%	20%	0%
Other	0%	0%	25%
INTRO5 Contact Center Representative able to access charge*			
Yes	0%	0%	0%
No	0%	40%	8%
INTRO6 Your understanding that you have filed a charge as a result of your communication with the EEOC			
Yes	0%	40%	25%
No	100%	60%	75%
INTRO7 Would like someone at EEOC to contact you*			
Yes	0%	40%	8%
No	0%	0%	17%
INTRO8 Believe you initiated the process to file a charge as a result of your contact with National Contact Center*			
Yes	0%	0%	25%
No	100%	60%	50%
Q1_8 Questions satisfactorily answered during your first call to the EEOC			
Yes	0%	0%	0%
No	100%	100%	100%
Q1_9 Additional calls it took to get a satisfactory response to your question*			
1	100%	0%	0%
2	0%	100%	0%
3	0%	0%	0%
4	0%	0%	0%
5 or more	0%	0%	0%
Other	0%	0%	100%
Q5_1 Status of your most recent request			
Got information I requested (or needed)	0%	0%	0%
The rep took my contact information and told me that the field office would get back to me	0%	60%	25%
Need to follow up with the field office	0%	0%	8%
Referred to another agency for a response to my question	60%	20%	17%
I did not understand what I needed to do next	0%	0%	17%
Other	40%	20%	33%
Sample Size	5	5	12

*Percents do not add to 100 due to missing responses.

**Due to insufficient sample size (less than 10), scores not reported.

Phone Scores by Questions Answered Satisfactorily During First Call

	Questions answered satisfactorily during first call	Questions not answered satisfactorily during first call
Phone		
Customer Service Representative	89	64
Courtesy	92	73
Communication skills	92	71
Effort to understand issue	89	64
Knowledge of the relevant subject matter	86	57
Ability to satisfactorily answer your questions	88	49
Timeliness in answering questions	90	66
Waiting time to speak with a customer service representative	81	73
Customer Satisfaction Index	86	51
Overall Satisfaction	87	56
Expectations	84	48
Ideal	86	50
Recommend	93	64
Willingness to recommend EEOC Contact Center	93	64
Future Use	93	67
Likelihood to call or email EEOC Contact Center in the future	93	67
INTRO2 Referred to another group for further assistance		
Yes	58%	63%
No	42%	37%
INTRO3 Spoken to an EEOC representative in a field office*		
Yes	8%	4%
No	33%	30%
Don't know	0%	4%
INTRO4 Nature of request for assistance		
To learn about my rights as an employee	18%	22%
To inquire about laws enforced by the EEOC	4%	0%
To gain an understanding of whether my current situation could be classified as discrimination	42%	44%
To learn how to file a discrimination charge	22%	7%
Inquire about the status of my charge	7%	11%
To get in touch with my investigator	2%	0%
To complain about the handling of my charge	2%	4%
Other	4%	11%
INTRO5 Contact Center Representative able to access charge*		
Yes	3%	0%
No	3%	11%
INTRO6 Your understanding that you have filed a charge as a result of your communication with the EEOC		
Yes	38%	19%
No	62%	81%
INTRO7 Would like someone at EEOC to contact you*		
Yes	27%	11%
No	11%	7%
INTRO8 Believe you initiated the process to file a charge as a result of your contact with National Contact Center*		
Yes	29%	22%
No	33%	59%
Q1_8 Questions satisfactorily answered during your first call to the EEOC		
Yes	100%	0%
No	0%	100%
Q1_9 Additional calls it took to get a satisfactory response to your question*		
1	0%	19%
2	0%	19%
3	0%	7%
4	0%	4%
5 or more	0%	7%
Other	0%	44%
Q5_1 Status of your most recent request		
Got information I requested (or needed)	25%	0%
The rep took my contact information and told me that the field office would get back to me	45%	26%
Need to follow up with the field office	8%	4%
Referred to another agency for a response to my question	18%	33%
I did not understand what I needed to do next	3%	7%
Other	0%	30%
Sample Size	118	27

*Percents do not add to 100 due to missing responses.

Email Scores by Business Days it Took to Receive Follow-up Response

	1 business day	2 business days	3 or more business days**	Still have not received a response
Email				
Customer Service Experience	69	72	--	--
Time it took to respond to your question	91	80	--	--
Professionalism	80	84	--	--
Providing a satisfactory response to your question	43	53	--	--
Customer Satisfaction Index	52	63	--	13
Overall Satisfaction	53	66	--	13
Expectations	47	59	--	7
Ideal	54	62	--	20
Recommend	53	68	--	27
Willingness to recommend EEOC Contact Center	53	68	--	27
Future Use	59	72	--	27
Likelihood to call or email EEOC Contact Center in the future	59	72	--	27
INTRO2 Referred to another group for further assistance				
Yes	37%	32%	25%	13%
No	63%	68%	75%	87%
INTRO3 Spoken to an EEOC representative in a field office*				
Yes	4%	22%	50%	7%
No	56%	46%	25%	80%
Don't know	4%	0%	0%	0%
INTRO4 Nature of request for assistance				
To learn about my rights as an employee	15%	3%	13%	13%
To inquire about laws enforced by the EEOC	11%	8%	13%	0%
To gain an understanding of whether my current situation could be classified as	30%	27%	13%	13%
To learn how to file a discrimination charge	0%	3%	0%	0%
Inquire about the status of my charge	4%	11%	0%	20%
To get in touch with my investigator	0%	3%	13%	7%
To complain about the handling of my charge	7%	5%	0%	0%
Other	33%	41%	50%	47%
INTRO5 Contact Center Representative able to access charge*				
Yes	0%	0%	0%	7%
No	4%	11%	0%	13%
INTRO6 Your understanding that you have filed a charge as a result of your communication with the EEOC				
Yes	15%	14%	13%	20%
No	85%	86%	88%	80%
INTRO7 Would like someone at EEOC to contact you*				
Yes	7%	5%	13%	13%
No	7%	8%	0%	7%
INTRO8 Believe you initiated the process to file a change as a result of your contact with National Contact Center*				
Yes	19%	19%	38%	13%
No	67%	68%	50%	67%
Q2_1 Received an automated response to your email indicating that your would receive follow-up within 2 business days				
Yes	100%	100%	100%	100%
No	0%	0%	0%	0%
Q2_2 Business days it took for your to get a follow-up response to your email*				
1 business day	100%	0%	0%	0%
2 business days	0%	100%	0%	0%
3 or more business days	0%	0%	100%	0%
Still have not received a response	0%	0%	0%	100%
Q5_1 Status of your most recent request				
Got information I requested (or needed)	26%	27%	13%	0%
The rep took my contact information and told me that the field office would get back to me	7%	16%	13%	7%
Need to follow up with the field office	0%	14%	0%	13%
Referred to another agency for a response to my question	7%	11%	13%	0%
I did not understand what I needed to do next	22%	19%	13%	0%
Other	37%	14%	50%	80%
Sample Size	27	37	8	15

*Percents do not add to 100 due to missing responses.

**Due to insufficient sample size (less than 10), scores not reported.

Email Scores by Received Email

	Received email	Did not receive email**
Email		
Customer Service Experience	68	--
Time it took to respond to your question	81	--
Professionalism	79	--
Providing a satisfactory response to your question	48	--
Customer Satisfaction Index	49	--
Overall Satisfaction	51	--
Expectations	45	--
Ideal	51	--
Recommend	55	--
Willingness to recommend EEOC Contact Center	55	--
Future Use	58	--
Likelihood to call or email EEOC Contact Center in the future	58	--
INTRO2 Referred to another group for further assistance		
Yes	30%	0%
No	70%	100%
INTRO3 Spoken to an EEOC representative in a field office*		
Yes	16%	25%
No	53%	63%
Don't know	1%	13%
INTRO4 Nature of request for assistance		
To learn about my rights as an employee	9%	13%
To inquire about laws enforced by the EEOC	8%	13%
To gain an understanding of whether my current situation could be classified as discrimination	24%	38%
To learn how to file a discrimination charge	1%	13%
Inquire about the status of my charge	9%	0%
To get in touch with my investigator	3%	0%
To complain about the handling of my charge	5%	0%
Other	40%	25%
INTRO5 Contact Center Representative able to access charge*		
Yes	1%	0%
No	8%	0%
INTRO6 Your understanding that you have filed a charge as a result of your communication with the EEOC		
Yes	15%	25%
No	85%	75%
INTRO7 Would like someone at EEOC to contact you*		
Yes	8%	13%
No	7%	13%
INTRO8 Believe you initiated the process to file a charge as a result of your contact with National Contact Center*		
Yes	20%	0%
No	66%	75%
Q2_1 Received an automated response to your email indicating that you would receive follow-up within 2 business days		
Yes	100%	0%
No	0%	100%
Q2_2 Business days it took for you to get a follow-up response to your email*		
1 business day	31%	0%
2 business days	43%	0%
3 or more business days	9%	0%
Still have not received a response	17%	0%
Q5_1 Status of your most recent request		
Got information I requested (or needed)	21%	13%
The rep took my contact information and told me that the field office would get back to me	11%	0%
Need to follow up with the field office	8%	13%
Referred to another agency for a response to my question	8%	0%
I did not understand what I needed to do next	16%	0%
Other	36%	75%
Sample Size	87	8

*Percents do not add to 100 due to missing responses.

**Due to insufficient sample size (less than 10), scores not reported.

Questionnaire

Questionnaire

EEOC (Equal Employment Opportunity Commission) Contact Center Customer Satisfaction Survey

Questionnaire Notes:

- **Survey to be administered both via the web (n=200) and phone (n=100).**
- **Items in BOLD will not be seen by the respondents.**
- **Section headers and question numbers will not appear in the web survey.**

Survey Introduction

The EEOC (Equal Employment Opportunity Commission) would like to ask you about your recent experience with their contact center services. The purpose of this research is to help the EEOC continually improve the quality of service it provides customers like you. Thank you for agreeing to participate in this survey, which will take approximately 5 minutes to complete. CFI Group, an independent research and consulting firm, is conducting this study. Your responses will remain strictly confidential and anonymous.

This survey is authorized by Office of Management and Budget Control No. 1505-0191.

Note: Text will be tailored for the web and phone versions.

Introduction Questions

INTRO1. Our records show that you called/emailed/contacted via the Web FAQ (**programming note: match to appropriate survey version**) the EEOC in the past few days for assistance. Is this correct?

- Yes (**continue**)
- No (**terminate and thank**)

INTRO2. As a result of speaking with (**programming note: 'contacting' if web version**) the EEOC Contact Centre, were you referred to another group for further assistance? (e.g., another Federal agency, a state or local Fair Employment Practice Agency (FEPA))

- Yes (**skip to INTRO4**)
- No (**continue**)

INTRO3. Since contacting the EEOC for assistance, have you spoken to an EEOC representative in a field office?

- Yes
- No
- Don't know

INTRO4. Please select the item below that best describes the nature of your request for assistance from the EEOC. (select only one)

- To learn about my rights as an employee
- To inquire about laws enforced by the EEOC
- To gain an understanding of whether my current situation could be classified as discrimination
- To learn how to file a discrimination charge
- Inquire about the status of my charge
- To get in touch with my investigator

Questionnaire continued

- g. To complain about the handling of my charge
- h. Other (please specify)

INTRO 5. **If INTRO4e selected:** Was the Contact Center Representative able to access your charge?

- a. Yes
- b. No

INTRO 6. Is your understanding that you have filed a charge as a result of your conversation (**programming note: 'communication' if web version**) with the EEOC Contact Centre?

- a. Yes (**continue**)
- b. No (**skip to INTRO 8**)

INTRO 7. Please note that the purpose of the EEOC Contact Centre is to provide information, including information on how to file a charge. The EEOC Contact Centre does not file charges. Would you like someone from the EEOC Contact Centre to contact you to provide further information on how to file a charge?

- a. Yes
- b. No

INTRO 8. **(If the answer to INTRO 6 is No.)**

Do you believe you initiated the process to file a charge as a result of your contact with the National Contact Center?

- c. Yes
- d. No

Customer Service Representative (Phone)

Note: Only individuals contacting EEOC via phone will receive this section.

Please think about your experience with the EEOC customer representative who last assisted you. On a scale from 1 to 10 where 1 is Poor and 10 is Excellent, please rate their:

- Q1_1. Courtesy
- Q1_2. Communication skills
- Q1_3. Effort to understand issue
- Q1_4. Knowledge of the relevant subject matter
- Q1_5. Ability to satisfactorily answer your questions
- Q1_6. Timeliness in answering your questions

On the same scale, please rate the following:

Q1_7. Waiting time to speak with a customer service representative

Q1_8. Were the questions satisfactorily answered during your first call to the EEOC?

- a. Yes (**skip to Q1_10**)
- b. No (**continue**)

Q1_9. How many additional calls did it take to get a satisfactory response to your questions?

- a. 1
- b. 2
- c. 3

Questionnaire continued

- d. 4
- e. 5 or more
- f. Other (please explain)

Q1_10. **(If a response to Q1_1-Q1_7 is less than 6, respondent will receive following question)** Please provide any suggestions you may have for improved interactions with the EEOC customer contact center.

Customer Service Experience via Email

Note: Only individuals contacting EEOC via email will receive this section.

Please think about your experience contacting the EEOC contact center through email for your most recent inquiry.

Q2_1. Did you receive an automated response to your email indicating that you would receive follow-up within 2 business days?

- a. Yes (**continue**)
- b. No (**skip to Q2_3**)

Q2_2. How many business days (not counting holidays, Saturdays and Sundays) did it take for you to get a follow-up response to your email?

- a. 1 business day
- b. 2 business days
- c. 3 or more business days
- d. Still have not received a response (**skip to Q4_1**)

On a scale from 1 to 10 where 1 is Poor and 10 is Excellent, please rate the email response on:

Q2_3. Time it took to respond to your question

Q2_4. Professionalism

Q2_5. Providing a satisfactory response to your question

Q2_6. **(If a response to Q2_3-Q2_5 is less than 6, respondent will receive following question)** Please provide any suggestions you may have for improved interactions with the EEOC via email.

Customer Service Experience Web FAQ Inquiries

Note: Only individuals contacting EEOC via Web FAQ will receive this section.

Please think about your experience contacting the EEOC contact center through the Web FAQ for your most recent inquiry. On a scale from 1 to 10 where 1 is Poor and 10 is Excellent, please rate the email response on:

Q3_1. Time it took to respond to your question

Q3_2. Professionalism

Q3_3. Providing a satisfactory response to your question

Q3_4. **(If a response to Q3_1-Q3_3 is less than 6, respondent will receive following question)** Please provide any suggestions you may have for improved interactions with the EEOC via the EEOC Web FAQ.

Questionnaire continued

ACSI Benchmark

Now, please think about your overall satisfaction with the EEOC Contact Center.

Q4_1. Using a 10 point scale where 1 means Very Dissatisfied and 10 means Very Satisfied, please rate your satisfaction with the EEOC Contact Center service you received.

Q4_2. Using a 10 point scale where 1 means Falls Short of Expectations and 10 means Exceeds Expectations, please rate the service you received from the EEOC Contact Center.

Q4_3. Now, imagine an ideal customer service experience. How well did your experience with the EEOC Contact Center compare with that ideal service experience? Please use a 10-point scale on which 1 means *Not Very Close to Ideal*, and 10 means *Very Close to Ideal*.

Outcome Measures

Q5_1. Please indicate the status of your most recent query to the EEOC Contact Center.

- a. Got the information I requested (or needed)
- b. The representative took my contact information and told me that the field office would get back to me.
- c. Need to follow up with the field office
- d. Referred to another agency for a response to my question
- e. I did not understand what I needed to do next
- f. Other (please specify)

Q5_2. On a scale from 1 to 10 where 1 means *Not at all Willing* and 10 means *Very Willing*, how willing are you to recommend the EEOC Contact Center to others with similar issues?

Q5_3. On a 10 point scale, where 1 means Not at all Likely and 10 means Very Likely, how likely are you to call or email the EEOC Contact Center if you have other questions in the future?

Conclusion

Q6_1. Please provide any additional comments you would like to share with the EEOC regarding your recent customer service experience. **(open-ended comment)**

Thank you for your time. The EEOC sincerely appreciates your input. Please click on the "Finish" button below to submit your answers.

