

Sample CX Survey

1 I am satisfied with the service I received from [Program/Service].

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
strongly disagree	disagree	neutral	agree	strongly agree

2 This interaction increased my confidence in [Program/Service].

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
strongly disagree	disagree	neutral	agree	strongly agree

Or: I trust [Agency/Program] to fulfill our country's commitment to [population].

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
strongly disagree	disagree	neutral	agree	strongly agree

3 My need was addressed.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
strongly disagree	disagree	neutral	agree	strongly agree

4 It was easy to complete what I needed to do.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
strongly disagree	disagree	neutral	agree	strongly agree

5 It took a reasonable amount of time to do what I needed to do.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
strongly disagree	disagree	neutral	agree	strongly agree

6 I was treated fairly.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
strongly disagree	disagree	neutral	agree	strongly agree

7 Employees I interacted with were helpful.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
strongly disagree	disagree	neutral	agree	strongly agree