

***APPENDIX C-1: SURVEY INSTRUMENTS –
CUSTOMER SATISFACTION SURVEY
QUESTIONNAIRE***

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Nevada

Child Support Customer Satisfaction Survey

INSTRUCTIONS for completing the survey:

- Depending on what your response is to a certain question, you may be asked to skip questions as not all questions may apply to your situation.
- To choose a response, please mark it with an "X."
- Please note that the survey is on both sides of the pages.
- Please use a pen.
- Return the survey by [DATE] using the postage-paid return envelope that is provided.

1. Which Child Support Enforcement office has your case?

- District Attorney Office. Which one? _____
- Program Area Office (usually a public assistance case that does not have an order yet, although there are some exceptions).
- Which one: _____
- I don't know or I don't have a case. In which county do you live? (include the state if other than Nevada) _____

Our records show that you had a contact with the Nevada Child Support Enforcement program within the past [X] months. Questions 2 – 15, deal with only your most recent contact with the program. If you had a contact with the program after July [X], 2006, please answer the questions about your previous contact.

2. When did you last talk to a case manager or other representative from the Child Support Enforcement office? Enter date if known: _____. If not known was it:

- Less than a week ago
- Between 1 to 4 weeks ago
- 1 to 6 months ago
- 7 to 12 months ago
- More than 1 year ago
- I've tried to speak to a case manager or other representative, but have been unable to do so. **SKIP TO QUESTION 16.**
- I've never tried to speak to a case manager or other representative. **SKIP TO QUESTION 16**

3. When you last talked with a case manager or other representative, did you make the contact, or did the Child Support Enforcement office contact you?

- I made the contact
- The Child Support Enforcement office contacted me

4. When you last talked with the case manager or other representative, did you speak to that person by telephone or in person?
- By telephone
- In person. **SKIP TO QUESTION 6.**
5. When you called the case manager or other representative on the telephone, how long did you wait until you actually spoke to that person?
- The call was answered almost immediately. **SKIP TO QUESTION 9.**
- I was put on hold for under 1 minute. **SKIP TO QUESTION 9.**
- I was put on hold for 1 to 3 minutes. **SKIP TO QUESTION 9.**
- I was put on hold for over 3 minutes. **SKIP TO QUESTION 9.**
- Does not apply. The case manager or other representative called me. **SKIP TO QUESTION 9.**
- Don't know or not sure. **SKIP TO QUESTION 9.**
6. When you last talked to the case manager or other representative in person, did you have an appointment to meet with the case manager or other representative or did you have a court hearing?
- Yes. I had an appointment or a court hearing.
- No. I did not have an appointment or a court hearing.
7. About how long did you wait at the office before you actually talked to the case manager or other representative?
- Less than 15 minutes.
- Between 15 and 30 minutes.
- Between 30 minutes and 1 hour.
- More than 1 hour.
- Don't know or not sure.
8. Were you able to talk in a private area where nobody else could hear you talk about you case?
- Yes.
- No.
- Don't know or not sure.
9. When you last talked to a case manager or other representative, whether it was by telephone or in person, what were the main issues discussed? **MARK ALL THAT APPLY.**
- Locating the other parent
- Paternity establishment
- Applying for child support services
- Missing or late child support checks
- Changing a child support order
- Change in mailing address, telephone, or employment
- Health insurance for my child(ren)
- How to complete forms

- Agency policies or state law
 - Other (PLEASE SPECIFY) _____
10. During this most recent contact, how much of the information you felt you needed were you able to get at the time?
- All of the information. **SKIP TO QUESTION 14.**
 - Some but not all of the information.
 - None of the information.
11. If you did not receive all of the information you felt you needed, were you told someone from the Child Support Enforcement office would follow-up after the contact and provide you with more information?
- Yes.
 - No. **SKIP TO QUESTION 14.**
 - Don't know or not sure. **SKIP TO QUESTION 14.**
12. Did you then get the information you needed?
- Yes.
 - Some but not all of the information.
 - No. **SKIP TO QUESTION 14.**
 - Don't know or not sure. **SKIP TO QUESTION 14.**
13. In your opinion, did you get the information in what you believe was a reasonable amount of time?
- Yes.
 - No.
 - Don't know or not sure.
14. For each of the statements below, we would like your opinion about your contact with the case manager or other representative. If a statement does not apply, please leave it blank. The case manager or other representative:

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
a. Was polite and courteous	_____	_____	_____	_____	_____
b. Was knowledgeable about my case	_____	_____	_____	_____	_____
c. Listened closely to my questions and concerns	_____	_____	_____	_____	_____
d. Gave clear answers to my questions	_____	_____	_____	_____	_____
e. Clearly explained my options	_____	_____	_____	_____	_____
f. Clearly explained what happens next	_____	_____	_____	_____	_____

15. During this most recent contact, overall how satisfied were you with how you were treated?

- Very satisfied
- Satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Dissatisfied
- Very dissatisfied

Questions 16 – 30 deal with any contact, or attempted contact, you may have had with the Nevada Child Support Enforcement program.

16. Have you ever left a voice mail message for the Child Support Enforcement office or your case manager?

- Yes. Enter approximate date, if known, of the last voice mail message:
- No. ***SKIP TO QUESTION 19.***
- Don't remember or not sure. ***SKIP TO QUESTION 19.***

17. The last time you left a voice message, did your case manager or someone from the Child Support Enforcement office return your call?

- Yes.
- No. ***SKIP TO QUESTION 19.***
- Don't remember or not sure. ***SKIP TO QUESTION 19.***

18. How long did it take to receive a call back after you left the message?

- The same day.
- 1 or 2 days.
- 3 or 4 days.
- More than 4 days.
- Don't remember or not sure.

19. Have you ever sent in an email or a letter to the Child Support Enforcement office or case manager asking for information?

- Yes. Enter approximate date, if known, of the last email or letter:

- No. ***SKIP TO QUESTION 21.***
- Don't remember or not sure. ***SKIP TO QUESTION 21.***

20. The last time you sent in an email or a letter, did you get the information you needed?

- Yes.
- Only got some of the information.
- No.
- Don't know or not sure.

21. Have you ever called the state's automated telephone system (also known as the Voice Response Unit or VRU) to get information about your child support case?
- Yes. Enter approximate date, if known, of the last time you called: _____
- No. **SKIP TO QUESTION 25.**
- Don't remember or not sure. **SKIP TO QUESTION 25.**
22. The last time you called the automated telephone system, did you choose the option to speak to your case manager?
- Yes.
- No. **SKIP TO QUESTION 24.**
- Don't know or not sure. **SKIP TO QUESTION 24.**
23. The last time you called the automated telephone system and chose the option to speak to your case manager, were you able to speak with your case manager?
- Yes. **SKIP TO QUESTION 25.**
- No.
24. Did you receive the information you needed from choosing another option or options?
- Yes.
- No.
- Don't know or not sure.
25. Have you ever used a computer to try to access a Web site for your local Child Support Enforcement office, or for the state office (part of the Division of Welfare and Supportive Services) to get information?
- Yes. Enter approximate date, if known, of the last time you tried to get information from one of the Web sites: _____.
- No. **SKIP TO QUESTION 27.**
- Don't know or not sure. **SKIP TO QUESTION 27.**
26. The last time you used a Web site to get information, did you get the information you needed from the Web site?
- Yes, I got all of the information I needed.
- Only got some of the information I needed.
- No, I didn't get any of the information I needed.
- I could not find a Web site.
27. Have you ever received a letter, form, or brochure from the Child Support Enforcement office?
- Yes. Enter approximate date, if known, of the last time you received a letter, form, or brochure: _____
- No. **SKIP TO QUESTION 30.**
- Don't remember, not sure. **SKIP TO QUESTION 30.**

28. The last time you received a letter, form, or brochure, did you have any problems with understanding the letter, form, or brochure, or did you have difficulty in filling out the form?

- Yes.
- No. **SKIP TO QUESTION 30.**

29. If you had difficulty understanding the letter, form, or brochure, or if you had difficulty filling out the form, did any of the following apply? Please answer yes or no to each question.

	Yes	No
a. I had difficulty understanding the letter, form, or brochure.	_____	_____
b. I had difficulty filling out the form.	_____	_____
c. I had to ask someone to translate for me.	_____	_____
d. I had to ask someone to explain things for me.	_____	_____

30. For each of the statements below, we would like your opinion about how satisfied you are with the level of customer service provided by the Child Support Enforcement office. If a statement does not apply, please leave it blank.

	Very Satisfied	Satisfied	No Opinion	Dissatisfied	Very Dissatisfied
a. Overall treatment by worker	_____	_____	_____	_____	_____
b. Length of time to talk to worker	_____	_____	_____	_____	_____
c. Length of time to get a response	_____	_____	_____	_____	_____
d. Ability to get the information I feel I need	_____	_____	_____	_____	_____
e. Ability to have things explained to me	_____	_____	_____	_____	_____
f. Ability to have my questions answered	_____	_____	_____	_____	_____

Questions 31 – 33 ask general information about you.

31. In what year were you born? _____

32. Are you:

- Male
- Female

33. What is the highest level of education you completed?

- Less than high school degree
- High school degree or GED
- Vocational training or some college
- College degree or higher

Please use this space for anything else you would like to share with us about the Nevada Child Support Enforcement program and its services to customers.

Thank you!

Please be sure to use the envelope provided to return your survey.