

***APPENDIX C-2: INTERVIEW QUESTIONS -  
CUSTOMERS***

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## APPENDIX C-2: CUSTOMER SERVICE INTERVIEW QUESTIONS

### Customer Service Guidelines for Interviews Customers

(Customers interviewed following their in-person contact with the child support office.)

1. Are you the custodial parent or non-custodial parent?
2. Which office has your case?
3. Did you come here today because the office asked you to or because you wanted to/needed to?
4. Did you first try to get information from the automated telephone system?
5. When you came here today, did you have an appointment?
6. About how long did you wait today before you talked to a worker?
7. Did you feel comfortable with the amount of privacy you had when you spoke with the worker about your case?
8. What issue or issues brought you to the office today?
9. How much do you agree or disagree with the following about your contact with the worker today?
  - a. He or she was polite and courteous
  - b. He or she was knowledgeable about my case
  - c. He or she listened closely to my questions and concerns
  - d. He or she gave clear answers to my questions
  - e. He or she clearly explained my options
  - f. He or she clearly explained what happens next
10. Were you able to get the information you needed during this contact?
11. During this contact, overall how satisfied were you with how you were treated?
12. Have you ever sent in an email or a letter to the DA office or PAO asking a question or requesting information? If yes, did you get the information you needed?
13. Have you ever called an automated toll free telephone number to get information about your child support case? If yes, did you get the information you needed?
14. Have you ever tried to use a computer to get information from a Nevada child support Internet Web site? If yes, did you get the information you needed?
15. If information was available about your case on a Web site, do you think you would use it?
16. Have you ever left a voice mail message for the DA Office or PAO? If yes, did someone return your call? If yes, how long did it take to receive a call back after you left the message?
17. Have you ever received a letter, form, or brochure from the DA Office or PAO? If yes, how much do you agree or disagree with the following about the letter, form, or brochure you most recently received from the DA Office or PAO?

- a. The material was easy to understand
  - b. I had difficulty understanding the material or filling out the forms
  - c. I had to ask someone to translate for me
  - d. I had to ask someone to explain the materials or forms
  - e. I understood the material or was able to fill out the forms
  - f. I always read material sent to me by the DA office or PAO
18. What is your month and year of birth?
19. Are you male or female?
20. What is the highest level of education you completed?
21. Is there anything else you would like to tell me about the child support program's service to customers?