

***APPENDIX C-5: CUSTOMER SERVICE  
SURVEY – SUMMARY RESULTS***

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## APPENDIX C-5: CUSTOMER SERVICE SURVEY – SUMMARY RESULTS

### Nevada Child Support Customer Satisfaction Survey Summary of Responses

1. Which Child Support Enforcement office has your case?
  - 170** District Attorney Office. Which one? **various**
  - 7** Program Area Office (usually a public assistance case that does not have an order yet, although there are some exceptions). Which one: **various**
  - 8** I don't know or I don't have a case.
  - 12** Blank

In which county do you live? (include the state if other than Nevada) **various counties within Nevada – eight responses indicated another state**
2. When did you last talk to a caseworker or other representative from the Child Support Enforcement office? Enter date if known: **various dates**. If not known was it:
  - 10** Less than a week ago.
  - 39** Between 1 to 4 weeks ago.
  - 85** 1 to 6 months ago.
  - 16** 7 to 12 months ago.
  - 6** More than 1 year ago.
  - 18** I've tried to speak to a case worker or other representative, but have been unable to do so. **SKIP TO QUESTION 16.**
  - 1** I've never tried to speak to a case worker or other representative. **SKIP TO QUESTION 16.**
  - 22** Blank
3. When you last talked with a caseworker or other representative, did you make the contact, or did the Child Support Enforcement office contact you?
  - 140** I made the contact.
  - 17** The Child Support Enforcement office contacted me.
  - 18** Blank
4. When you last talked with the caseworker or other representative, did you speak to that person by telephone or in person?
  - 129** By telephone.
  - 25** In person. **SKIP TO QUESTION 6.**
  - 21** Blank

5. When you called the caseworker or other representative on the telephone, how long did you wait until you actually spoke to that person?
- 17 The call was answered almost immediately. **SKIP TO QUESTION 9.**
  - 12 I was put on hold for under 1 minute. **SKIP TO QUESTION 9.**
  - 21 I was put on hold for 1 to 3 minutes. **SKIP TO QUESTION 9.**
  - 39 I was put on hold for over 3 minutes. **SKIP TO QUESTION 9.**
  - 12 Does not apply. The caseworker or other representative called me. **SKIP TO QUESTION 9.**
  - 7 Don't know or not sure. **SKIP TO QUESTION 9.**
  - 21 Blank
6. When you last talked to the caseworker or other representative in person, did you have an appointment to meet with the caseworker or other representative or did you have a court hearing?
- 11 Yes. I had an appointment or a court hearing.
  - 20 No. I did not have an appointment or a court hearing.
  - 1 Blank
7. About how long did you wait at the office before you actually talked to the caseworker or other representative?
- 12 Less than 15 minutes.
  - 14 Between 15 and 30 minutes.
  - 4 Between 30 minutes and 1 hour.
  - 2 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?
- 15 Yes.
  - 15 No.
  - 2 Don't know or not sure.
9. When you last talked to a caseworker or other representative, whether it was by telephone or in person, what were the main issues discussed? **MARK ALL THAT APPLY.**
- 33 Locating the other parent
  - 7 Paternity establishment
  - 15 Applying for child support services
  - 57 Missing or late child support checks
  - 38 Changing a child support order
  - 25 Change in mailing address, telephone, or employment
  - 21 Health insurance for my child(ren)
  - 5 How to complete forms
  - 17 Agency policies or state law
  - 70 Other (PLEASE SPECIFY) various

10. During this most recent contact, how much of the information you felt you needed were you able to get at the time?

- 60** All of the information. *SKIP TO QUESTION 14.*
- 77** Some but not all of the information.
- 43** None of the information.
- 17** Blank

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?

- 47** Yes.
- 65** No. *SKIP TO QUESTION 14.*
- 6** Don't know or not sure. *SKIP TO QUESTION 14.*
- 2** Blank

12. Did you then get the information you needed?

- 11** Yes.
- 10** Some but not all of the information.
- 22** No. *SKIP TO QUESTION 14.*
- 2** Don't know or not sure. *SKIP TO QUESTION 14.*
- 2** Blank

13. In your opinion, did you get the information in what you believe was a reasonable amount of time?

- 8** Yes.
- 12** No.
- 1** Don't know or not sure.

14. For each of the statements below, we would like your opinion about your contact with the caseworker or other representative. If a statement does not apply, please leave it blank. The caseworker or other representative:

	<b>Strongly Agree</b>	<b>Agree</b>	<b>No Opinion</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
a. Was polite and courteous	<b>44</b>	<b>58</b>	<b>20</b>	<b>14</b>	<b>20</b>
b. Was knowledgeable about my case	<b>30</b>	<b>41</b>	<b>21</b>	<b>37</b>	<b>27</b>
c. Listened closely to my questions and concerns	<b>37</b>	<b>45</b>	<b>17</b>	<b>27</b>	<b>28</b>
d. Gave clear answers to my questions	<b>35</b>	<b>31</b>	<b>18</b>	<b>38</b>	<b>32</b>
e. Clearly explained my options	<b>26</b>	<b>30</b>	<b>29</b>	<b>31</b>	<b>36</b>
f. Clearly explained what happens next	<b>32</b>	<b>31</b>	<b>22</b>	<b>29</b>	<b>38</b>

Blanks: (a)**19** (b)**19** (c)**21** (d)**21** (e)**23** (f)**23**

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

- 33** Very satisfied
- 33** Satisfied
- 20** Somewhat satisfied
- 18** Somewhat dissatisfied
- 14** Dissatisfied
- 41** Very dissatisfied
- 16** Blank

**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 caseworker?

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

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

- 77** Yes.
- 64** No. **SKIP TO QUESTION 19.**
- 3** Don't remember or not sure. **SKIP TO QUESTION 19.**
- 1** Blank

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

- 7** The same day.
- 32** 1 or 2 days.
- 17** 3 or 4 days.
- 19** More than 4 days.
- 2** Don't remember or not sure.

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

- 50** Yes. Enter approximate date, if known, of the last email or letter: various dates
- 133** No. **SKIP TO QUESTION 21.**
- 3** Don't remember or not sure. **SKIP TO QUESTION 21.**
- 11** Blank

20. The last time you sent in an email or a letter, did you get the information you needed?
- 13** Yes.
  - 14** Only got some of the information.
  - 20** No.
  - 2** Don't know or not sure.
  - 1** Blank
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?
- 113** Yes. Enter approximate date, if known, of the last time you called:  
various dates
  - 71** No. **SKIP TO QUESTION 25.**
  - 5** Don't remember or not sure. **SKIP TO QUESTION 25.**
  - 8** Blank
22. The last time you called the automated telephone system, did you choose the option to speak to your caseworker?
- 70** Yes.
  - 37** No. **SKIP TO QUESTION 24.**
  - 3** Don't know or not sure. **SKIP TO QUESTION 24.**
  - 3** Blank
23. The last time you called the automated telephone system and chose the option to speak to your caseworker, were you able to speak with your caseworker?
- 9** Yes. **SKIP TO QUESTION 25.**
  - 60** No.
  - 1** Blank
24. Did you receive the information you needed from choosing another option or options?
- 5** Yes.
  - 53** No.
  - 3** Don't know or not sure.
  - 3** Blank
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?
- 24** Yes. Enter approximate date, if known, of the last time you tried to get information from one of the Web sites: various dates
  - 162** No. **SKIP TO QUESTION 27.**
  - 1** Don't know or not sure. **SKIP TO QUESTION 27.**
  - 10** Blank

26. The last time you used a Web site to get information, did you get the information you needed from the Web site?

- 3** Yes, I got all of the information I needed.
- 4** Only got some of the information I needed.
- 16** No, I didn't get any of the information I needed.  
I could not find a Web site.
- 1** Blank

27. Have you ever received a letter, form, or brochure from the Child Support Enforcement office?

- 121** Yes. Enter approximate date, if known, of the last time you received a letter, form, or brochure: various dates
- 54** No. *SKIP TO QUESTION 30.*
- 12** Don't remember, not sure. *SKIP TO QUESTION 30.*
- 10** Blank

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?

- 41** Yes.
- 79** No. *SKIP TO QUESTION 30.*
- 1** Blank

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.

	<u>Yes</u>	<u>No</u>
a. I had difficulty understanding the letter, form, or brochure.	<b>36</b>	<b>3</b>
b. I had difficulty filling out the form.	<b>19</b>	<b>13</b>
c. I had to ask someone to translate for me.	<b>11</b>	<b>20</b>
d. I had to ask someone to explain things for me.	<b>24</b>	<b>11</b>

Blanks: (a)**2** (b)**9** (c)**10** (d)**6**

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.



	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>No Opinion</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>
a. Overall treatment by worker	33	53	34	17	41
b. Length of time to talk to worker	28	46	25	41	36
c. Length of time to get a response	21	40	14	45	59
d. Ability to get the information I feel I need	23	33	20	43	62
e. Ability to have things explained to me	25	43	31	35	44
f. Ability to have my questions answered	25	42	23	30	56

Blanks: (a)19 (b)21 (c)18 (d)16 (e)19 (f)21

31. In what year were you born? **various**

32. Are you:

**71** Male

**122** Female

**4** Blank

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

**18** Less than high school degree

**59** High school degree or GED

**78** Vocational training or some college

**38** College degree or higher

**4** Blank

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.

**Various comments**