

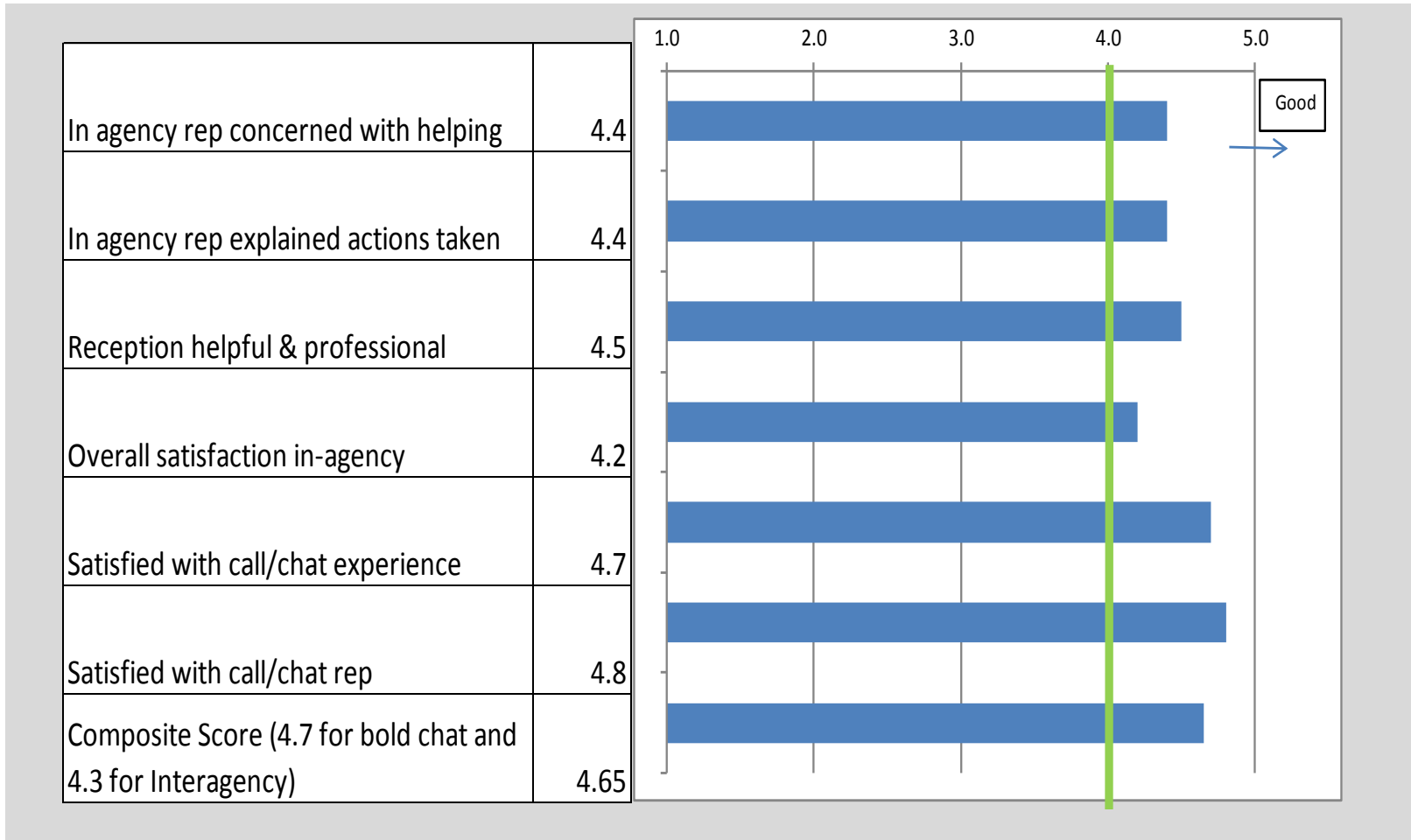
2016 Customer Survey Summary

Your feedback is important to us!

2016 Child Support Enforcement Agency (CSEA) Executive Summary on Customer Surveys

- **First of all, thanks to all that completed surveys, your input has been valuable!**
- Over 1100 surveys were received – many of the respondents were linked with the increasingly popular “Bold Chat” option of contacting
 - Overall scores have been in the excellent range in the last several years, and continued in 2016
 - The Bold Chat program customer interaction achieved near perfect scores of 4.7 out of the 5-point Likert Scale
 - Other areas rated well were in being treated with respect, the reception areas, explaining actions, and response timeliness from staff
- CSEA received many positive comments as well
 - However, not all comments were positive and management does evaluate those areas for further improvement in customer service
- CSEA Clients growth in using the internet for Child Support Issues has enabled CSEA to also enhance services to clients
- Results are shared with staff which help further evaluate improvements in customer service

2016 CSEA Customer Survey-Respondents Rating of Service



Overall very good scores – all areas rated 4.0 or above on 5-pt Likert Scale