

# 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 This interaction increased my confidence in [Agency].**

<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