



F.Y.I.

from the Policy Unit

FYI-240

Date: Tuesday, September 24, 2019

SUBJECT: Customer Satisfaction Survey

Please contact the Policy Unit if you have any questions regarding these or any other changes at DCSS.POLICYQUESTIONS@azdes.gov or call 602-771-8127

The Policy unit is pleased to announce the Customer Satisfaction Survey forms English ([CSE-1007A](#)) and Spanish ([CSE-1007S](#)) versions have been updated on the PORT.

What you need to know about the changes:

- Question #6 "I waited longer than 15 minutes to be seen" is now question #7 with a yes or no selection instead of a scaled rating.
- The ADA/EOE statement has been updated per FYI-231.

The Customer Satisfaction Survey forms may be found in the PORT at the following location:
APPENDICES>DCSS Document Matrix>DES Document Center Documents

*DCSS colleagues are urged to view this information directly on The PORT and not create a separate personal file.
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