

INVITATION FROM THE FEDERAL CONSULTING GROUP

ACSI WEB SURVEY USER GROUP

What: **Fourth Quarterly Meeting**

When: **December 15, 2006**

The Web Survey User Group meeting is from **9:30 am to Noon**. You are also invited to attend the Interagency Customer Service Forum that meets at the same location from **1:00 pm – 3:00 pm** (for more on the Forum go to www.fcg.gov/communitiesofpractice.shtml).

Where: **Treasury Executive Institute
801 9th St, NW
Washington, DC 20239**

Who: **Current and potential subscribers to the ACSI website customer satisfaction service from ForeSee Results**

How: RSVP to Brendan Jinnohara at Brendan.Jinnohara@bpd.treas.gov or 202-504-3649. Send any ideas, recommendations or questions that you would like to have discussed at this or a future meeting.

PROGRAM

- 9:30 am** **Welcome and Introductions** – Ron Oberbillig, Federal Consulting Group
- 9:35 am** **Presentation of Award and Remarks**
Karen Evans, Office of Management and Budget
- 9:55 am** **Fourth Quarter 2006 ACSI E-Government Satisfaction Index/Review of 2006 from a Citizen Satisfaction Perspective**
Larry Freed, ForeSee Results
- 10:45 am** **Break**
- 11:00 am** **2006 ACSI Offline Government Satisfaction Index**
David Van Amburg, American Customer Satisfaction Index
- 11:30 am** **Hear from Your Peers: The Benefits of NIH's Enterprise Approach to Measuring Customer Satisfaction**
Sue Feldman, National Institutes of Health
- Noon** **Adjourn and Networking**