

**NEWS** from the North Dakota Department of Human Services  
600 E Boulevard Ave, Bismarck ND 58505-0250

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**FOR IMMEDIATE RELEASE**  
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**Contacts:** Mike Schwindt, Director, Child Support Enforcement Division, N.D. Dept. of Human Services, 701-328-3582; or Heather Steffl, Public Information Officer, N.D. Dept. of Human Services, 701-328-4933 or 701-527-7445.

**Child Support Enforcement Announces Online Customer Satisfaction Survey**

Bismarck, N.D. – The Department of Human Services announced today that parents who use North Dakota’s child support enforcement system can now complete a customer satisfaction survey online at [www.childsupportnd.com](http://www.childsupportnd.com).

Child Support Enforcement Division Director Mike Schwindt said, “We are continually working to improve services to customers, and this is a valuable, low-cost way of gathering feedback about services and learning more about what our customers want and need.”

Schwindt described the survey as a management tool that will provide performance information about the eight regional child support enforcement units and the State Office.

The brief five-minute questionnaire enables parents to provide information about the services they receive, their level of satisfaction with the activity on their cases, and the timeliness of payments. The survey also asks about worker responses including courtesy, professionalism, program knowledge, and prompt service. Additionally, respondents can provide feedback about the division’s Web site, which gives parents online secure access to their confidential case information.

Responses are anonymous, Schwindt said. However, parents can submit contact information along with comments or concerns if they desire follow-up.

The Child Support Enforcement Program’s purpose is to enhance the well-being of children and to reduce the demand on public treasuries. It accomplishes this by securing financial and medical support from legally responsible parents and by encouraging positive relationships between children and their parents.

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