

PART IX – AGENCY PROGRAM COORDINATOR SURVEY

AGENCY ORGANIZATION PROGRAM COORDINATOR SURVEY

Please rate your **Agency Organization Program Coordinator (APC)** on several factors. You will use a **0 to 10** scale where "**0**" means the statement does not at all describe your Account Coordinator and "**10**" means it completely describes your Account Coordinator. Completion of this form is optional. Your input would be greatly appreciated.

On a scale of 0 to 10, how would you rate your Account Coordinator on the statements below?

1. Provides helpful assistance on the U.S. Bank ACCESS system

0 1 2 3 4 5 6 7 8 9 10

2. Is respectful, dependable, professional & courteous

0 1 2 3 4 5 6 7 8 9 10

3. Provides useful training & resources necessary for you to fulfill your role as cardholder or billing official

0 1 2 3 4 5 6 7 8 9 10

4. Communicates effectively to keep you informed of important reminders and issues pertaining to the Government Purchase Card Program (via email, phone, etc)

0 1 2 3 4 5 6 7 8 9 10

5. Is technically knowledgeable on the Government Purchase Card Program

0 1 2 3 4 5 6 7 8 9 10

6. Is responsive in providing guidance and support to your questions, concerns and requests

0 1 2 3 4 5 6 7 8 9 10

7. Is easily reached

0 1 2 3 4 5 6 7 8 9 10

8. Did the APC's review provide valuable information on the Government Purchase Card Program as a whole, your responsibilities in the program and ACCESS

0 1 2 3 4 5 6 7 8 9 10

9. Responds to your calls/emails in a timely manner

0 1 2 3 4 5 6 7 8 9 10

10. Satisfaction with Account Coordinator's Overall Performance

0 1 2 3 4 5 6 7 8 9 10

What could your Account Coordinator do to serve you better? Your comments are extremely helpful; please be as detailed as possible, listing feedback specific to the person and/or to the overall role in general. (See next page for Response).

PART IX – AGENCY PROGRAM COORDINATOR SURVEY-Continued

Continuation Space / What could your Account Coordinator do to serve you better?