



MNCSS Customer Satisfaction Survey



Are you the: Custodial Parent Non-Custodial Parent

Have you used MNCSS services before: YES NO

What type of service did you receive from MNCSS:

Location Services (Finding the Non-Custodial Parent)

Paternity Establishment / Establishing the Non-Custodial Parent

Collection (Collecting back child support owed to me)

Establish an Order of Support

Enforcement (Getting the Non-Custodial Parent of my child(ren) to pay child support because of a court order)

Review & Modification (Changing the amount of support owed to me)

Enforcement (Request for registration of my Child Support Order)

Transfer Case (Request to transfer my Child Support Case from the State of Iowa (or another state/tribe) to MNCSS)

Request assistance with Parenting Plan development/communications with Co-Parent Mediation or Elder's Circle

Other:

Please rate your level of agreement with the following statements:

Strongly Agree Agree Neutral Disagree Strongly Disagree No Opinion

Staff respected my wishes about who receives information about my case.

Staff was sensitive to my culture and ethnic background.

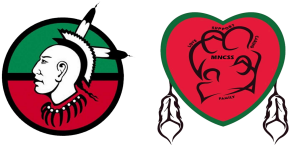
Staff helped me obtain information I needed to access the services I requested.

Staff at MNCSS are courteous and respectful.

Staff members were patient, helpful and efficient.

Staff understood my situation.

MNCSS cares what you think. Thank you for your time.



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Strongly Agree Agree Neutral Disagree Strongly Disagree No Opinion

Staff gave me the feeling that they cared about you.

Staff gave the confidence that they could assist me in resolving my child support issue.

Staff was clear and easy to understand.

I felt comfortable asking questions about my services.

I felt free to express my feelings/frustrations.

I was given information about my rights.

I feel MNCSS values me as a customer.

Overall, I am satisfied as a customer of MNCSS.

What could MNCSS do to better serve you?

If you have not received services, what is your perception of MNCSS as a program?

Please return to MNCSS:

Drop off at:

MNCSS office located at
Meskwaki Justice Center
307 Meskwaki Road
Tama, Iowa 52339

Mail:

US Postal Service
MNCSS
PO Box 36
Tama, Iowa 52339

Inter office Mail Box:

Tribal Center
349 Meskwaki Road
Tama, Iowa 52339

MNCSS cares what you think. Thank you for your time.