



What is the Customer Service Assessment Survey?

Customer Service Assessment Surveys are an online feedback mechanism to assess and validate the performance and importance of services provided by the garrison and having the most impact on resources. They allow the garrison directorates to evaluate and focus on specific concerns raised as a result of the comments and remarks made on the surveys.

When are Surveys held?

The CSA Survey is held annually, usually in the early fall. The window for the survey will be publicized throughout the community via a variety of means such as the USAG-Wiesbaden website, the Herald Union newspaper, the Command Information Channel and AFN.

Who participates?

Participants come from all over the Wiesbaden community and are invited to participate via an email that directs them to the survey website. If you are interested in taking the survey, but do not receive an invitation, contact Customer Management Services for assistance.

What happens next?

The survey results are usually available about a month after the survey closes. The garrison commander and staff will get the results and use them to help improve services and the alignment of resources. The results will also be available to the community via the USAG-Wiesbaden Customer Management Services webpage at www.wiesbaden.army.mil.