



IVetPTC Customer Survey

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Dear International Veterinary Proficiency Testing Centre (IVetPTC) Customer,

Please take a few moments to fill out our customer survey. Your feedback helps us continually improve the quality of proficiency testing we provide. We value your input and appreciate your time in helping us serve you better. The completed survey can be emailed to ivetptc@upei.ca.

****As a thank you for returning the completed survey, a \$50 USD credit will be applied to your account.**

In order to receive the \$50 USD credit and assist us with any required follow-up, please include the following contact information and signature:

Survey completed by: _____ **Signature:** _____

Organization Name & QCID: _____
(to which the credit should be applied)

Check all applicable proficiency products that you have purchased from us in the last 12 months:

- | | | |
|---|---|---|
| ☐ <i>Bacteriology</i> | ☐ <i>Endocrinology</i> | ☐ <i>Mammalian Histology</i> |
| ☐ <i>Aquatic Bacteriology</i> | ☐ <i>Hematology</i> | ☐ <i>Parasitology</i> |
| ☐ <i>Veterinary Chemistry</i> | ☐ <i>Hematology-Exotic</i> | ☐ <i>Serology/Immunology</i> |
| ☐ <i>Urinalysis</i> | ☐ <i>Therapeutic Drug Monitoring</i> | ☐ <i>Cytology</i> |
| ☐ <i>Research Chemistry (lab animal)</i> | | |

Please answer the following questions using a scale of 1 to 5 where 1 represents "Strongly Disagree" and 5 represents "Strongly Agree."

We encourage you to include comments with your responses so we can better understand your feedback and continue improving our service.

1. IVetPTC customer service is satisfactory.

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

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2. When I have questions, it is easy to contact Customer Service or Technical Support.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

3. I am satisfied with the quality of the IVetPTC proficiency testing products.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

4. It is easy to find what I am looking for on the website.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

5. Please provide comments on improvements you would like to see on the website:

6. My results are easy to interpret.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

7. I would recommend IVetPTC proficiency testing products to a veterinary laboratory or clinic colleague.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

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8. I use other Proficiency Test providers in addition to IVetPTC.

☐ Yes ☐ No

8 a) If yes, please indicate other programs you participate in:

8 b) If yes, please indicate the reasons you purchase PT products from another provider:

- | | |
|---|---|
| ☐ Product not available at IVetPTC | ☐ Higher quality |
| ☐ More frequent PT | ☐ Faster reporting |
| ☐ More user-friendly website | ☐ Lower prices |
| ☐ Discounts | ☐ Other |

9. Additional proficiency tests you would like to see us offer:

10. Additional comments:

THANK YOU for taking the time to fill out this survey.



**Limited to one \$50 USD credit for each organization/account per year.