

# Forrester's US Federal Government CX Index, 2018: Scores Of US Federal Government Agencies

The US Federal Customer Experience Index, 2018



## Federal government

RANK	FEDERAL AGENCY	2018 SCORE	2017 SCORE
1	<b>National Park Service (NPS)</b>	77	—
2	<b>United States Postal Service (USPS)</b>	70	—
3	<b>Tricare</b>	65	—
4	<b>Department of Veterans Affairs (VA)</b>	63	▲
5	<b>Medicare</b>	61	—
6	<b>Bureau of Consular Affairs</b>	60	—
7	<b>US Citizenship and Immigration Services (USCIS)</b>	60	—
8	<b>Medicaid</b>	60	—
9	<b>Social Security Administration (SSA)</b>	58	—
10	<b>Small Business Administration (SBA)</b>	58	▼
11	<b>Transportation Security Administration (TSA)</b>	56	—
12	<b>Internal Revenue Service (IRS)</b>	54	—
13	<b>Department of Education (ED)</b>	54	—
14	<b>Healthcare.gov</b>	49	▲
15	<b>USAJobs.gov</b>	44	—

▲ Statistically significant increase

— No statistically significant change

▼ Statistically significant decrease

# College Rankings Near Me Customer Service

**RJ Shavelson**

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## **Table of Contents College Rankings Near Me Customer Service**

1. Understanding the eBook College Rankings Near Me Customer Service
  - The Rise of Digital Reading College Rankings Near Me Customer Service
  - Advantages of eBooks Over Traditional Books
2. Identifying College Rankings Near Me Customer Service
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an College Rankings Near Me Customer Service
  - User-Friendly Interface
4. Exploring eBook Recommendations from College Rankings Near Me Customer Service
  - Personalized Recommendations
  - College Rankings Near Me Customer Service User Reviews and Ratings
  - College Rankings Near Me Customer Service and Bestseller Lists
5. Accessing College Rankings Near Me Customer Service Free and Paid eBooks
  - College Rankings Near Me Customer Service Public Domain eBooks
  - College Rankings Near Me Customer Service eBook Subscription Services
  - College Rankings Near Me Customer Service Budget-Friendly Options

6. Navigating College Rankings Near Me Customer Service eBook Formats
  - ePUB, PDF, MOBI, and More
  - College Rankings Near Me Customer Service Compatibility with Devices
  - College Rankings Near Me Customer Service Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of College Rankings Near Me Customer Service
  - Highlighting and Note-Taking College Rankings Near Me Customer Service
  - Interactive Elements College Rankings Near Me Customer Service
8. Staying Engaged with College Rankings Near Me Customer Service
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers College Rankings Near Me Customer Service
9. Balancing eBooks and Physical Books College Rankings Near Me Customer Service
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection College Rankings Near Me Customer Service
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine College Rankings Near Me Customer Service
  - Setting Reading Goals College Rankings Near Me Customer Service
  - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of College Rankings Near Me Customer Service
  - Fact-Checking eBook Content of College Rankings Near Me Customer Service
  - Distinguishing Credible Sources
13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
14. Embracing eBook Trends
  - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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