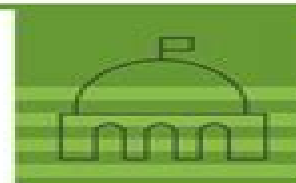


# Forrester's US Federal Government CX Index, 2018: Scores Of US Federal Government Agencies

*The US Federal Customer Experience Index, 2018*



## Federal government



RANK	FEDERAL AGENCY	2018 SCORE	2017 SCORE
1	National Park Service (NPS)	77 —	75
2	United States Postal Service (USPS)	70 —	69
3	Tricare	65 —	67
4	Department of Veterans Affairs (VA)	63 ▲	59
5	Medicare	61 —	62
6	Bureau of Consular Affairs	60 —	59
7	US Citizenship and Immigration Services (USCIS)	60 —	61
8	Medicaid	60 —	58
9	Social Security Administration (SSA)	58 —	60
10	Small Business Administration (SBA)	58 ▼	62
11	Transportation Security Administration (TSA)	56 —	56
12	Internal Revenue Service (IRS)	54 —	56
13	Department of Education (ED)	54 —	54
14	Healthcare.gov	49 ▲	45
15	USAJobs.gov	44 —	45

▲ 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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