



Survey Research

Vistra has surveyed more than 500,000 respondents for federal clients. We design, implement and manage printed and online multilingual satisfaction and customer experience surveys. Our surveys quickly collect information from large, targeted stakeholder groups.

We follow a rigorous survey process using five phases: planning, design, data collection, review and analysis and presentation. Each phase consists of several sub-processes embedded with quality controls, including tightly monitored and controlled problem escalation protocols. We methodically field surveys that meet customers' goals and use the most appropriate data collection methods for each project, be it via online platforms, phone, paper, email or SMS, or a combination of methods. We work closely with clients to design efficient, cost-effective questionnaires that collect meaningful data points to inform strategy and decision making. Our survey instruments:

- Collect customer satisfaction among target audiences, including both internal and external customers
- Maximize response rates
- Utilize appropriate methodologies either as required by customers or that generate the greatest response rates.
- Provide optimal user experiences (UX) so respondents can complete surveys with ease

Vistra's survey experience includes the following:

- National Cemetery Administration: Customer Satisfaction Surveys
- Veterans Experience Center: Bereaved Family Survey
- Community Care Network (Regions 4 and 5): Provider Satisfaction Surveys
- Medical Disability Examiner's Office: Customer Satisfaction Surveys
- VISN 21 Palo Alto: Telehealth Tablet Survey

Past Performance



US Army Corps
of Engineers®

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