

WHAT WE DO

CFI Group helps agencies deliver exceptional experiences by giving a voice to customers and employees.

WHAT YOU GET



DEDICATED TEAMS

Program teams provide end-to-end management and administration of your program



PROVEN METHODOLOGY

Analysis and benchmarks based on the scientifically-proven American Customer Satisfaction Index® (ACSI) Methodology



CUSTOM SOLUTIONS

Programs tailored to your specific needs to provide actionable insights that boost operational effectiveness



METHODICAL MEASUREMENT

Survey and sampling designs maximize data quality while minimizing the burden on respondents



PREDICTIVE ANALYTICS

Online dashboard refreshed daily with filtering, segmentation, and analysis of respondent comments



PLATFORM INDEPENDENCE

Flexibility to integrate with your existing data collection and reporting systems, or use our robust set of tools

WHY CHOOSE US

Only CFI Group service teams provide the insight that comes with over 30 years expertise applying customized ACSI methodology in every U.S. Executive Branch Department.

CFI GROUP SOLUTIONS

- CITIZEN SATISFACTION
- CONTACT CENTER SATISFACTION
- EMPLOYEE ENGAGEMENT
- QUALITATIVE RESEARCH
- WEBSITE SATISFACTION
- CUSTOM RESEARCH

CFI Group Federal Clients include:

Department of Veterans Affairs

National Cemetery Administration
Veterans Benefit Administration - Life Insurance Service Center
Veterans Health Administration
National Center for Health Promotions and Disease Prevention (MOVE!)
Civilian Health and Medical Program (CHAMP)
Spina Bifida Beneficiaries
Foreign Medical Program (FMP)
Inpatient / Outpatient Survey
Office of Information Technology
ACSI Qualitative and Quantitative Analytics – HQ Support
Organization Development & Engagement

Department of Education

Free Application for Student Assistance (on the web)
Multiple Servicemen Study
Borrowers and Partners
Ombudsman Group
Borrowers In School, In Grace, In Delinquency, and In Default
School Partners
Debt Management Collection System (DMCS)
Income Driven Repayment (IDR)
National Center for Educational Statistics
Office of the CFI, grant program evaluations

Department of Health and Human Services

Centers for Medicare and Medicaid
Health Resources and Services Administration
National Institutes of Health/National Cancer Institute

Department of Defense

TRICARE
Army Air Force Exchange Service
DoD MWR Annual Survey (Army, Airforce, Marine, Navy)

Department of Homeland Security

Federal Emergency Management Administration
Citizenship and Immigration Service (eVerify)

Department of the Treasury

United States Mint
Internal Revenue Service
Financial Crimes Enforcement Network

Department of State

Bureau of Consular Affairs

Department of Transportation

Federal Aviation Administration

Department of Commerce

National Oceanic and Atmospheric Administration
National Weather Service

Department of Agriculture

Forest Service
Farm Service Agency
Natural Resources Conservation Service
Economic Research Service
Agricultural Marketing Service
Food Safety Inspection Service
Rural Development

Department of the Interior

National Recreation Reservation Service
Federal Consulting Group
National Parks Service

Department of Housing and Urban Development

Among the Federal Independent Agencies that CFI Group has worked with:

- Small Business Administration
- Pension Benefit Guaranty Corporation
- Securities and Exchange Commission
- Federal Trade Commission
- National Atmospheric and Space Administration
- Corporation for Community and National Service
- Railroad Retirement Board