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	http://www.surveypro.com/TakeSurvey?id=2445
WITH	View All Questions
Search&Replace	Edit Header
Survey Display Options Question Separator Lines None Thin Thick Question Numbers Do Not Display Question Numbers Global Survey Options Footer Header Thanks Windows Save Options Advanced Question Types Random Conjoint Parallal	The FSC is looking for ways to improve our Service Level Agree process. Please take a few minutes to participate in our survey directly impact our decisions. If you have any questions, please 512-460-5310. 1. How satisfied are you with the FSC's current SLA process? Very Dissatisfied Somewhat Dissatisfied Neutral Somewhat Satisfied
	○ Very Satisfied
	2. TET Edit Rage
	How satisfied were you with the FSC's moving the rate chart informat the SLA? *
	○ Very Dissatisfied
	Somewhat Dissatisfied
	O Neutral
	○ Satisfied
	○ Very Satisfied

3. The Edit Page Break
How satisfied are you with the FSC's transition from a 1 year to a 5 ye
○ Very Dissatisfied
Somewhat Dissatisfied
○ Neutral
Somewhat Satisfied
O Very Satisfied
4. TE
Page
Brasi
How satisfied are you with the readability of the FSC's SLAs? *
○ Very Dissatisfied
Somewhat Dissatisfied
○ Neutral
○ Somewhat Satisfied
○ Very Satisfied
5. TET
Edil
Break
Are the detailed product descriptions in the SLA sufficient for your new
O No
○ Yes
6. TE-
Edit
Pegti similar Brasi
On which product line(s) do you need more information? Click all that
Document Management
☐ Certified Payments
☐ Matched Payments
☐ Medical Payments

	Financial Reports & Accounting Customer Support Help Desk Audit Recovery Payroll TDY Travel PCS Travel Purchase Cards	
7.		The state of the s
0	uld you like to receive your SLA earlier in the fiscal year? * No Yes	
8.		7ET Edit Page
00	en would you like to receive your SLA? * Mid July Late July Early August Mid August	Break
9.		TET Edit Page Break
Wha spec	at suggestions do you have to make the FSC's SLA busines cific. *	s pro
10.		Edit

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Page Break
Overall, how satisfied are you with the FSC SLA? *
O Very Dissatisfied
○ Dissatisfied
○ Neutral
Satisfied
○ Very Satisfied
Edit Footer Thank you for your feedback and participation!
Question Type Examples Select to Add A Question: Single/Multiple Answer At the End Add Question Add From My Question Library
View and Edit All Branching Detect Branching Conflicts
View All Questions

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How many electronic IPAC request forms do you submit via FASPAC per month? *
O 0-10
O 11-20
O 21-30
Over 30
A
4.
Edit
Page
How many hard copy IPAC request forms do you submit (via fax, e-mail, etc) per mo
O-10
① 11-20
○ 11-20 ○ 21-30
Over 30
Over 30
5. TET
Edit Pane
Break
When do you see your FMS transaction posted for each IPAC request you submit? *
O-3 business days
3 or more business days
6.
Edit
Page
Breat 27
Are you using IPAC request forms for all of your Intra-Governmental transactions? *
○ Yes
○ No
7. 15 7
Edit
Page mem Break Bre
How many check payments do you make to Other Government Agencies? *
○ 0-10
① 11-20

O 21-30
Over 30
A
8. The
Edit
Page summer Stream
How many check payments do you accept from Other Government Agencies per mo
O 0-10
O 11-20
○ 21-30
Over 30
9.
TET Edit
Page
How frequently do you contact the 224 Processing Section regarding FASPAC or IPA
© 0-5 times per month
○ 6-10 times per month
10 or more times per month
Other
5.6
10.
Page
Bran Bran
On average, how long does it take to receive a response to your inquiry from the 224
O-1 day
O 2-3 days
3 or more days
11. E r
Edit
Page Break
Overall, how satisfied are you with the 224 Processing services you receive?
O Very Satisfied
Somewhat Satisfied

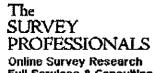
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O Neutral
Somewhat Dissatisfied
O Very Dissatisfied
12. TET
Edit
Brest
What suggestions do you have for
improving the services provided by the 224 Processing Section? (Please
be specific)
· ·
If you have questions regarding this survey, please contact Sim
5111.
Please contact <u>rachel moffitt@mail.va.gov</u> if you technical questions re
Question Type Examples Select to Add A Question: Single/Multiple Answer
At the End Add Question
Add From My Question Library 2
View and Edit All Branching Detect Branching Conflicts
View All Questions

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	htí	p://www.surv	/eypro.com/Tak	eSurvey?	Pid=18569	
WITH	View All C	Questions				
Search&Replace	Edit H	ea.der				
Survey Display Options		e take a few m	oments to evalua			
Question Separator Lines	!	168001	ick is greatly app	reciated a	na wiii neip u	s with our impro
None Thin Thick						7E7
Question Numbers						Edit
Display Question Numbers 2 Global Survey Options						Page Break
Footer Header Thanks	in your m	ost recent cu	stomer service ex	kperience	. how did you	اسمحا
Default Save Options		erson		•		
Advanced Question Types		phone				
Random Conjoint Parallel	○ E-m					
	_ ○ Eax					
	○ Oth	er .				
						ु Adı
						Edit Fage Break
	Do you fe	el sufficient in	formation was gi	iven to yo	u in order to	
	() Stro	ngly Agree	_	_		
	.=-	newhat Agree				
	O Neu	tral				
	○ Sorr	newhat Disagr	ee			
		ngly Disagree				
	-	•				Ad
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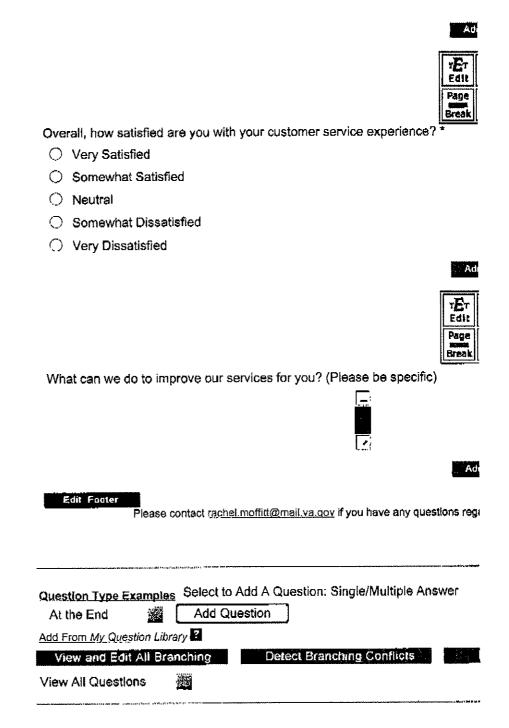


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Addition of the state of the st		rveypro.com/TakeSurvey?id=18123	
WITH			
	View All Questions		
Search&Replace			
	Edit Header Please take a few mo	ments to evaluate the Financial Services	Center's Financ
Survey Display Options	And Collection (FAS	PAC) and Intra-Governmental Payment and Person in Please be sure to complete the entire su	nd Collection (il
Question Separator Lines None Thin Thick	Minney abbundan	better.	
Question Numbers	1.		
Do Not Display Question Numbers			τ Ε τ Edit
Global Survey Options Footer Header Thanks			Sreak
Default Save Options	5 Davis sumanili una Ei	nancial Accounting Service Payment And Co	
Advanced Question Types	application designed to	allow stations to submit intra-Governmental	Payment and Co
Random Conjoint Parallel			
	→ ○ Yes		
	C) No		***********
			A - A
	2.		τ £ τ
			Edit
			Page Breni
	How satisfied are you w	rith the FASPAC functionality? *	
	 Very Satisfied 		
	 Somewhat Satisfic 	ed	
	O Neutral		
	 Somewhat Dissat 	sfled	
	 Very Dissatisfied 		
			2
	3.		TE:
			Edit
			Breat

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	Page Brenk
What did your representative do? (Please select all that apply) *	<u> </u>
Quickly identify the problem	
Appear very knowledgeable and competent	
Help you understand the causes and solution to your problem	
Handle problems with courtesy and professionalism	
	Ad
	-B-
	Edit
	Page
About how long did you have to wait before speaking to a representa	ative? *
I was taken care of immediately	
O 1-3 Minutes	
C 4-6 Minutes	
○ 7-10 Minutes	
O MORE THAN 10 MINUTES	
	- Ad
	TET
	Page
	Break
How long did it take to get your problem resolved?	
Immediate resolution	
Cas than 1 day	
○ 2-3 days	
() 4-5 days	
More than 1 week	
My problem is still unresolved	
	Ad
	TET
	Edit
	Page Break
We recently added a new number for VA stations to call (1-866-372-	1411), ha
in your wait time to speak to a CSHD representative? *	
() Yes	
O No	
O Not sure	

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Replace All Occurrences of Text	(Copy and paste into your email invitation letter)
	http://www.surveypro.com/TakeSurvey?id=17010
WITH	View All Questions
Search&Replace Survey Display Options Question Separator Lines	Please take a few moments to evaluate the Purchase Card services you rece Center (FSC). Your answers will be used in our improvement efforts and rem questions, please contact Rachel Moffitt at 512.460.5310 or rachel
None Thin Thick	
Question Numbers	1. 1 1 Edit
Do Not Display Question Numbers 2	Pege
Global Survey Options Footer Header Thanks	Great
Spruce Save Options	How frequently do you contact the FSC for assistance regarding the
Advanced Question Types	Program? *
Random Conjoint Pa <u>ral</u> lel	○ Daily
7 2 2	┛ ○ Weekly
	○ Bi-Weekly
	 Monthly
	○ Quarterly
	○ Yearly
	O Never
	Other
	Other
	
	2.
	Pag.
	Which topic causes you to contact the FSC staff the most? *
	Convenience Checks
	○ Travel
	Prime Vendor
	-
	- -

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\bigcirc	Fleet
\bigcirc	Regular Purchase Card
\bigcirc	Other
3.	
Ģ.	T∰T Jib∃
	Page
	Break
conf	en dealing with the Purchase Card Program, what is the main are: tact the FSC? *
	IFCAP
O	Rejects
	Missing Data
()	1099
O	General Transaction Information
\bigcirc	Other
4	
4.	Edit
	Page
_	Break
Bas Pur	ed on your most recent customer service experience, how would chase Card Program representative you encountered? (Multiple a
	Helpful
	Unhelpful
	Patient
	Impatient
	Knowledgeable
	Unknowledgeable
	Understanding
	Irritated
	Other
5.	The rest of the second
	Edit

How satisfied were you with the Purchase Card representative's abilit problem and/or inquiry? *

000	Very Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Very Dissatisfied	
	very Broadlenea	
6.		FET Edit Page
How	long did it take to get your inquiry/problem resolved? *	Break
\bigcirc	Same day resolution	
\circ	1-2 days	
\bigcirc	3-5 days	
\circ	Over a week	
\bigcirc	Still not resolved	
\bigcirc	Other	
		\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\
7.		rEr Edit Page
	The state of the s	Break
	satisfied were you with the FSC response time to your Pu	rcnase
•	Very Satisfied	
	Somewhat Satisfied	
	Neutral	
	Somewhat Dissatisfied	
\circ	Very Dissatisfied	
		<u> </u>
8.		Edit Fage Brea
Ove	erall, how satisfied are you with the FSC's Purchase Card P	rograr
\bigcirc	Very Satisfied	
\bigcirc	Somewhat Satisfied	
\bigcirc	Neutral	
\bigcirc	Somewhat Dissatisfied	

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O Very Dissatisfied	
	A
9.	Edit age
What suggestions do you have for improving the current Purchase be specific)	∌ C,
	A
Thenk you for participating! Please contact rachel moffitt@mail.va.gov if you hav Question Type Examples Select to Add A Question: Single/Multiple Answer	1, + ,
At the End Add Question	
Add From My Question Library	
View and Edit All Branching Detect Branching Conflicts	
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WITH			http://www.su	rveypro.	com/ i a	kesurve	y'?ia=1686	9	
22.,		View A	II Questions						
Search&Replac	e	<u></u>	t Header						
urvey Display Options Question Separator Lines None Thin Question Numbers Do Not Display Question Nu Blobal Survey Options		Secti effort	nerally, how s	dback is	great	y appre	ciated ar		US V
Footer Header Yellow Save Advanced Question Types	Thanks Options				Ver Satisfi		omewhat Satisfied	Neutral	Breat S Dia
Random Conjoint	Parallel	Level	of staff knowl	edge. *	0			0	
	•	Staff	courtesy. *		0		0	0	
		Staff	availability. *		\bigcirc		\bigcirc	0	
		Ability	to solve inqu	iries. *	\circ		\bigcirc	Ö	
		Providups. *	de necessary	follow-	0		\bigcirc	0	
			ly explain utions. *		0		0	0	
		attitud			0		\circ	0	
		Qualit receiv	ty of service yee. *	ou	0		0	O	~
		2.							7ET Edit Page
			erage, how of ephone, e-ma					Section repr	1

O 0-5 contacts per month

○ 6-10 contacts per month	
○ 11-20 contacts per month	
○ 21-30 contacts per month	
Over 30 contacts per month	
§	Ā
3. T	
-3- Ε	Er dii
<u>P</u>	age
Land to the state of the state	eak
Based on your most recent customer service experience, how wou Section representative you encountered? (Multiple answers are allo	
☐ Helpful	
☐ Impatient	
☐ Patient	
☐ Irritated	
☐ Knowledgeable	
☐ Other	
	A
4.	<u> </u>
· **· 	E⊤ dli
	age
Land	eak
How satisfied are you with the Fiscal Section representative's ability and/or inquiry? *	УĿ
O Very Satisfied	
Somewhat Satisfied	
○ Neutral	
Somewhat Dissatisfied	
O Very Dissatisfied	
	1
5.	=
E	dit
P	age
How long did it take to get your inquiry or problem resolved? *	es)
Same day resolution	
○ 1-2 days	
○ 3-5 days	
Over a week	
	

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C) Unresolved
	In evaluating the processing of transa you with the following regarding time
	Very Satisfied
Ob	oligations *
Ex	penditure Transfers *
Pa	yments *
7.	
	hat improvements would you make to ecific)
8.	
the inq	erall, how would you rate the Fiscal s Fiscal section services to include ou uiry, resolution, etc.) *
	Not at All Satisfied
	Somewhat Satisfied Neutral
<u>u</u>	Neutral Satisfied
i.	
C	Very Satisfied

Edit Footer.

Thank you for participating. We look forward to your

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	_
Question Type Examples Select to Add A Question: Single/Multiple Answer At the End Add Question	
Add From My Question Library ?	
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Search And Replace Replace All Occu	irrences of Text		our Survey Addres	s: o your email invitation	letter)		
		l h	ttp://www.sun	veypro.com/Tak	eSurvev1	?id=3255	
₩IT	TH		Questions		,		
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Survey Display Option				minutes to con			
Question Separato None Thi Question Numbers	r Lines n Thick	that Na	ationwide Pa	atisfaction sun lyroll is not res c forward to yo	ponsible	e for policy.	
Display Question Global Survey Opti	n Numbers 🔀 ions						rET Edit
Slate Slate Advanced Question Random Conic	oint Parallel	in evalua experien		wide Payroll custor I were you with the		;	Break
		→ ○ Ver	y Satisfied				
		O Sor	newhat Satisfief	d			
		○ Neu	utral				
		○ Sor	newhat Dissatis	fled			
		○ Ver	y Dissatisfied				
							» Ad
							TET Edit Page Break
		Nationwlo	le Payroll staff?	er to use when con	tacting the	ı	
		○ E-m	ail				
		○ Tele	phone				
		O In p	erson				
		O Mail					
		Othe	ər				

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			767 Edit Page Break
How long did it take to respond to your n	 a Nationwide Payroll repre nost recent inquiry? 	sentative	\
C Immediate res	ponse		
O 1 day			
O 2 days			
3 or more days	S		
Still awaiting re	esponse		
Other			
			TET Edit
			Page
How long did it take to resolve your prob	a Nationwide Payroll repres	sentative	Break
() Immediate res	olution		
O 1 day			
O 2 days			
3 or more days	3		
O Problem is still			
Other			
0 0101			2202707
			bA.
How satisfied were	you with the following?		TET
			Page
			exist Break
Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied
,			Dissatisfied
Nationwide Payroll s problem? *	staff's ability to resolve your		
0	0	0	0
Nationwide Payroll s	staff's courtesy? *		
0	0	0	0
Nationwide Payroll s +	staff's response time to your	inquiry?	
\circ	0	\circ	0
Nationwide Payroll s	taff's ability to quickly identi	ify your	-

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0	\circ	0	0
Nationwide Payroll st your problem? *	taff's ability to provide a so	lution to	•
	0	0	0
Staff's knowledge of	Nationwide Payroll informa	ation? *	•
0	\circ	0	\circ
			. As
			1
			7ET
			Edit Page
			Break
Strongly Agree	Somewhat Agree	Neutral	Somewhat Disag
	nthly "Payroll Training Call	l" is	E.P. 17 d. in Co. Co. in company in comment
helpful to station pers	onnel?		
0	0	\circ	0
			- Ac
			[
			TET Edit
			Page
			Brenk
What topics would yo include in the monthly Payroll Policy?	u like to see Nationwide P / training calls conducted t	ayroll by	
,			
		بد ـــا	
			Ad
			7ET
			Edit
			Page
What improvements u	vould you suggest the FSC	` maka	CHEANI
to the Nationwide Pay	roll services you receive?	(Please	
be specific.)			
) .i	
		7	
			/ Ad
			Edit

Do ye	ou feel the FSC Website contains helpful payroll processing information?
\bigcirc	Yes
\bigcirc	No
\bigcirc	Somewhat
\bigcirc	I do not use the Web site
\bigcirc	I did not know information was available via the Web
-	TET Edit Page Break It additional information would you like Nationwide Payroll to add to the Website?
	Break rall, how satisfied were you with the Natlonwide oil services you received? *
\bigcirc	Very Satisfied
\bigcirc	Somewhat Satisfied
\circ	Neutral
0	Somewhat Dissatisfied
0	Very Dissatisfied
	- Ad
Tha	ank you for your participation! If you have any questions, pleas 12-460-5235.
Ati Add F	stion Type Examples Select to Add A Question: Single/Multiple Answer the End Add Question Add Question From My Question Library 2 ew and Edit All Branching Detect Branching Conflicts

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Replace All Occurrences of Text	(Copy and paste into your email invitation letter)	
	http://www.surveypro.com/Take\$urvey?id=2185	
WITH	View All Questions	
Search&Replace	Edil Header	
Survey Display Options	T FSC Local Payroll Survey	
Question Separator Lines	- Variation of the state of the	тЕт
None Thin Thick		Edit
Question Numbers		Page
Display Question Numbers Global Survey Options		Brenk
Footer Header Thanks	In evaluating your most recent payroll customer service experience, you received:	hicase ia
Default Save Options	○ Very Satisfied	
Advanced Question Types	Somewhat Satisfied	
Random Conioint Paralle	About average	
	Somewhat Dissatisfied	
	O Very Dissatisfied	
	·	Ad
		TET Edit Paga
		Bresk
	Please rate the process for getting your payroll problem resolved:	
	O Very Satisfied	
	Somewhat Satisfied	
	About average	
	○ Somewhat Dissatisfied	
	O Very Dissatisfied	
		Ade
		7ET
		Edit

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	Page Bresk
The payroll customer service representative was very courteous.	1
Strongly Agree	
O Somewhat Agree	
○ Neutral	
Somewhat Disagree	
Strongly Disagree	
	Ad
	Edit
	Page
Please describe the service provided by the customer service represe	Break
than one response.)	entative.
Patient	
Enthusiastic	
Listened carefully	
Responsive	
■ Not Patient	
☐ Not enthusiastic	
☐ Didn't listen carefully	
☐ Unfriendly	
☐ Unresponsive	
Other (Please Specify)	
	Ad
	τΕτ Edit
	Page
	Bresk
The payroll customer service representative handled my call quickly.	
○ Strongly Agree	
Somewhat Agree	
Neutral Neutral	
Somewhat Disagree	
○ Strongly Disagree	
	Att

	Page
The customer service representative was very knowledgeable.	
Strongly Agree	
Somewhat Agree	
O Neutral	
Somewhat Disagree	
Strongly Disagree	
	Ad
· ·	
	Edit
	Page
How long did you have to wait to speak with a customer conjuga repros	Break
How long dld you have to wait to speak with a customer service representation. 1-3 Minutes	#HEELEN
○ 4-6 minutes	
7-10 minutes	
•	
Had to leave a message My problem is still unresolved	
// My biobletti is still utilieaoived	70.4
	Adı
	τEτ
	Page
	Break
What topics would you like to see as future tips for timekeepers, certifiers, and	approv
	Ad
	7 £ 7
	Edit Page
How satisfied were you with the Annual Timekeeper Training Session?	PLOSE
O Very Satisfied	
Somewhat Satisfied	
○ Neutral	
○ Somewhat Dissatisfied	
O Very Dissatisfied	

م داد ۱	to connections do you have for improving the Applied Timetropper Training
vvne	at suggestions do you have for improving the Annual Timekeeper Training S
	rall, how satisfied are you with the FSC's local payroll services? *
	Very Satisfied
_	Somewhat Satisfied Neutral
	Somewhat Dissatisfied
_	Very Dissatisfied
•	•
lf yo	ou could make one improvement, what would it be? (Please be spec
	<u>~</u> .
	thit Footer ink you for participating in our survey. If you have any que. 0.

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View and Edit Alt Branching Detect Branching Conflicts

View All Questions

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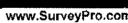
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Search And Replace Replace All Occurrences of Text	Your Survey Address: (Copy and paste into your et	mail invitation let	er)		
	http://www.surveypro	o.com/TakeS	urvey?id=16250		
WITH	View All Questions				
Search&Replace	Edit Header				
Survey Display Options	Please take a few mo	ments to eval	uate the Financia	l Services C	enter N
Question Separator Lines None Thin Thick Question Numbers	Based on your most recent o you rate the following?	ustomer servi	ice experience, h	ow would	т Е т Edit Page
Display Question Numbers 2 Global Survey Options Footer Header Thanks Default Save Option		Very Dissatisfied	Somewhat Dissatisfied	Neutral	Break Se
Advanced Question Types	Quality of service received.	\bigcirc	0	()	
Random Conjoint Paralle		0	0	0	
	Representative's ability to help you understand the causes of your problem?	0	0	0	
	Timely process for resolving your issue?	0	0	0	
	Ability of the representative to solve your problem.	0	\circ	\circ	
	Staff ability to quickly identify your problem?	0	0	0	
	Representative was professional.	0	0	0	
	How long did it take to get your	p roble m resolv	ed?		767 Edit Page Break

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1-3 days	
O 4-6 days	
One week or more	
The problem is not resolved	
	Ad
	FF
	Edit
	Page
How would you describe the customer service representative that a	Sreak Essisted you? (Chec
☐ Patient	
impatient	
☐ Enthusiatstic	
Unenthusiastic	
Listened carefully	
☐ Did not listen carefully	
Friendly	
Unfriendly	
Responsive	
Unresponsive	
	Ad
	TET
	Edit
	Page Manua Break
What would best describe your experience?	<u> </u>
The representative kept me waiting on hold	
I had to explain my question multiple times	
The representative did not know how to solve the problem	
The representative had to call me back	
The representative directed me to another person	
 The representative immediately solved my problem 	
Other	
	Ad
	(P





05/24/2006 12:09 FAX @ 032/032

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What suggestions do you have for improvement? (Please be specific)	
	ET dit age
O Very Dissatisfied	
Somewhat Dissatisfied	
O Neutral	
Somewhat Satisfied	
O Very Satisfied	
Edit Footor Thank you for your participation! Your feedback is very important to us and will help contact rachel.moffitt@mail.va.gov if you have any questions re	Ad-
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