

National Personnel Records Center (NPRC) Survey of Customer Satisfaction

Paperwork Reduction Act Notice

A Federal agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a current valid OMB control number. The information requested on this form is being collected and used by the National Personnel Records Center to assess satisfaction with NPRC services. Public burden reporting for this collection of information is estimated to be ten minutes per response, including time for reviewing instructions and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of the collection of information, including suggestions for reducing this burden, to National Archives and Records Administration (NHP), 8601 Adelphi Road, College Park, MD 20740-6001. **DO NOT SEND COMPLETED SURVEY FORMS TO THIS ADDRESS. SEND COMPLETED FORMS TO THE ADDRESS SHOWN AT THE END OF THE SURVEY.**

The questions that follow ask your opinion about the service you received in response to a current request for records or information from NPRC. Please answer all questions to the best of your ability. If an item does not apply, or if you do not have an opinion, leave it blank.

1. The NPRC response to your current request for records or information met your needs:

- Completely Partially Not at all Not sure

2. Which of the following methods did you use to contact NPRC regarding your current request? (Check all that apply.)

- Phone Mail Online Request Form Fax E-mail

3. Including all of the methods above, how many times did you contact NPRC regarding this request? Include any identical requests that you sent in; any additional information you provided after NPRC asked you; and any phone calls, e-mails, or faxes to NPRC to ask about the request. Do not include any similar requests made several months or years ago that NPRC previously answered.

- Once Twice Three times More than three times

4. What kind of phone contact did you have with NPRC regarding this current request? Check all that apply.

- None (**Skip to question 6.**)
 NPRC called me for additional information about this request.
 I called to ask which forms to send or for help on completing the request form(s).
 I called to inquire on the status of my request.

Phone Contact

5. For each statement below, please circle the number (1 through 4) that best describes how satisfied you are with that aspect of your phone contact(s) with NPRC regarding this current request.

| | Dissatisfied | Somewhat Satisfied | Mostly Satisfied | Completely Satisfied |
|--|--------------|--------------------|------------------|----------------------|
| a) Ease of getting through by telephone..... | 1 | 2 | 3 | 4 |
| b) Ease of getting to the right person(s)..... | 1 | 2 | 3 | 4 |
| c) Courtesy and professionalism of the person(s) who helped you..... | 1 | 2 | 3 | 4 |
| d) How well the person(s) answered your questions..... | 1 | 2 | 3 | 4 |
| e) Ease of understanding the information you received over the phone..... | 1 | 2 | 3 | 4 |
| f) Your overall satisfaction with <u>the interaction(s) you had over the telephone with NPRC on this current request</u> | 1 | 2 | 3 | 4 |

Online Request Form

6. Did you use the NPRC online request form to submit your inquiry?

- Yes No (If no, skip to question 8.)

7. For each statement, please circle the number (1 through 4) that best describes how satisfied you are following your use of the online request form.

| | Dissatisfied | Somewhat Satisfied | Mostly Satisfied | Completely Satisfied |
|---|--------------|--------------------|------------------|----------------------|
| a) Ease of finding the online request form..... | 1 | 2 | 3 | 4 |
| b) Clarity of instructions for using the online request form..... | 1 | 2 | 3 | 4 |
| c) Ease of filling out the online request form..... | 1 | 2 | 3 | 4 |
| d) Saving the signature sheet to a computer..... | 1 | 2 | 3 | 4 |
| e) Printing the signature sheet..... | 1 | 2 | 3 | 4 |
| f) Overall satisfaction with <u>using the online request form</u> | 1 | 2 | 3 | 4 |
| g) Receiving e-mails to confirm receipt of request/signature page and to provide average response times..... | 1 | 2 | 3 | 4 |

Overall Rating

8. The statements in this area refer to NPRC's overall handling of the current request for records or information. For each statement, please circle the number (1 through 4) that best describes how satisfied you are.

| | Dissatisfied | Somewhat Satisfied | Mostly Satisfied | Completely Satisfied |
|--|--------------|--------------------|------------------|----------------------|
| a) Explaining how to request records or information..... | 1 | 2 | 3 | 4 |
| b) Keeping me informed on the status of the request..... | 1 | 2 | 3 | 4 |
| c) Accuracy of the records or information received..... | 1 | 2 | 3 | 4 |
| d) Completeness of the records or information received..... | 1 | 2 | 3 | 4 |
| e) Keeping the records confidential..... | 1 | 2 | 3 | 4 |
| f) Timeliness of the reply..... | 1 | 2 | 3 | 4 |
| g) Your overall satisfaction with <u>NPRC's overall handling of the current request</u> | 1 | 2 | 3 | 4 |

9. Are you...? Please check just one box.

- The person (usually the veteran) whose records were requested
- A family member or legal guardian of the person whose records were requested
- A Veterans Service Officer (VSO, a person who regularly assists veterans for various purposes)
- An authorized non-family member (other than a VSO), such as a prospective employer, lender, funeral home, attorney, state or local government
- U.S. military facility
- Congress
- Federal Government (all other)
- A member of the public who does not have authorization of the person whose records were requested (such as media or researcher)
- Other (Please specify.): _____

10. If you could make one change that would improve the way NPRC handles requests for records or information, what would that be?

(This space is for comment only. Please do not ask a question here or request additional assistance regarding the current request, and do not enclose any other papers with this survey. If you need additional assistance regarding NPRC's response to the request, you should contact the person who sent that response. If you have a question about NPRC, please write to the Center Director at the address on the letter that came with this survey form.)

THANK YOU FOR YOUR PARTICIPATION!

Please send completed surveys to (name and address of survey data collector).