

**NVSL  
Performance  
Survey**

OMB Approved  
0579-0339

EXP DATE  
XX/XXXX

**Thank you for using the services of the National Veterinary Services Laboratories (NVSL). We would like to receive feedback from you regarding the quality of service our laboratory provided to you.**

Please return this survey in the enclosed business-reply envelope, to the fax number (515) 663-7513, or respond by e-mail to NVSL\_Concerns@aphis.usda.gov within 10 days. **We value your opinion**, so please take a few minutes to complete this evaluation.

1. Rate the NVSL's overall level of service on a scale of 1 to 5 (5 being highest):
  - a. Diagnostic services..... \_\_\_\_\_
  - b. Reagents..... \_\_\_\_\_
  - c. Proficiency tests..... \_\_\_\_\_Comments: \_\_\_\_\_
  
2. Rate the NVSL's overall level of customer service on a scale of 1 to 5 (5 being highest): \_\_\_\_\_  
Comments: \_\_\_\_\_
  
3. Identify those services you feel NVSL consistently provides at a high level.  
Comments: \_\_\_\_\_
  
4. Identify NVSL problem areas with suggestions for improvement.  
Comments: \_\_\_\_\_
  
5. Are there additional services you would like the NVSL to offer?.....  Yes  No  
Comments: \_\_\_\_\_

***Thank you for sharing your opinions with us.***