



# Compensation and Pension Examination Program (CPEP) Veteran Satisfaction Survey

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**Q1 Using any number from 1 to 5 where 5 is the best clinician possible, what number would you use to rate the C&P clinician you saw on your last visit?**

Please select one.      1      2      3      4      5  
               

**Q2 Using any number from 1 to 5 where 5 is the best clerk/receptionist possible, what number would you use to rate the C&P clerk receptionist you saw on your last visit?**

Please select one.      1      2      3      4      5  
               

**Q3 On the day of your appointment, how long did you wait in line to check in?**

No Wait .....   
1 to 10 minutes .....   
11 to 20 minutes .....   
21 to 30 minutes .....   
31 to 60 minutes .....   
more than one hour .....

**Q4 How long after the time when your appointment was scheduled to begin did you wait to be seen?**

No Wait .....   
1 to 10 minutes .....   
11 to 20 minutes .....   
21 to 30 minutes .....   
31 to 60 minutes .....   
more than one hour .....

**Q5 How would you rate the following aspects of the examination or treatment room, equipment and facilities?**

|  | Poor                     | Fair                     | Good                     | Very Good                | Excellent                |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Cleanliness of the room  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleanliness of the reception/waiting area  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ease of finding the C&P department within the facility   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How would you rate the clinic building overall (i.e. attractiveness of facility appearance, quality of building maintenance and upkeep)? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| In terms of your satisfaction, how would you rate the convenience of the location of the clinic facility?                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q6 All things considered, how satisfied were you with the VA during your recent C&P visit?**

Completely satisfied .....   
Very satisfied .....   
Neither satisfied nor dissatisfied .....   
Very dissatisfied .....   
Completely dissatisfied .....

**Q7 Please provide any comments that will help improve the C&P experience for veterans.**