

# Customer Survey

## Answer Survey Questions

Each question is viewable only by you and will allow only one (1) answer.

- 1. Are you satisfied with your overall experience at the enrollment center today?  Yes  No
- 2. If you experience an issue that required a resolution, are you satisfied with the resolution?  Yes  No  NA
- 3. Did the enrollment center representative(s) conduct themselves in a professional and courteous manner?  Yes  No
- 4. Are you satisfied with the enrollment center location and appearance?  Yes  No
- 5. How did you hear about us?
- 6. If you are enrolling at an airport, are you satisfied with the airport enrollment center location and appearance?  Yes  No  NA

Thank you for participating. If you would like to provide additional feedback, please contact UES CUSTOMER SUPPORT at 855-DHS-UES1 (855-347-8371) or use the 'Contact Us' link on the UES website at [universalenroll.dhs.gov](http://universalenroll.dhs.gov).

### Key Pad Functions

**1** = Yes   **2** = No   **3** = Not Applicable (NA)   **7** = Move back to previous question   **9** = Exit Survey

Identity > Fee > Payment > Biographics > Fingerprints > Disclosure > **Survey** > Submit

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