

National Personnel Records Center Customer Satisfaction Survey

For the landing page: *This survey is broken up into four sections: Request Intake, Request Processing, Request Response, and Research.*

*B-1. Please enter your unique Request Number below.

(Your Request Number can be found in your NPRC Response Letter. Your Request Number starts with a single digit and is followed by a hyphen and 11 more digits. Enter your Request Number as shown: "1-29270074008.")

*B-2. Please enter the FIRST letter of the Veteran's First Name below.

Note: The FIRST letter of the First Name of the Veteran must be entered below and will be used as a cross-check to validate the Request Number.

Please share with NPRC your opinion about the service you received from us in response to a current request for records or information. 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.

3. Are you:

- Veteran/Retiree (Requested your own information/record)
- Next of Kin (Requested deceased's record/information)
- Commercial (Paid) Researcher/Company
- State/County Veterans Service Officer (VSO)
- City/County/State/Federal Court official
- Law Enforcement official (FBI, Police, Sheriff, etc.)
- Senate/Congressional staff
- Private Citizen (FOIA Request)
- Media Member (Reporter, News staff, etc.)
- Medical Facility Staff (Hospital, Clinic)
- Military Service Department staff
- Other (please specify)

Request Intake Section:

< Same cover statement on every question >

The primary duties of NPRC's Military Personnel Records Branch are to perform the following tasks upon request, to the best of our abilities within the limits of law and Department of Defense Regulations:

- Provide official copies of documents from the Veteran's Service or Medical records
- Provide information extracts from Veteran's Service or Medical records
- Perform limited document corrections in the Veteran's official record
- Refer requests to the proper agency if we do not have the record in our holdings or if the request is beyond what we are authorized to perform
- Provide a means for the Veterans or Next-of-Kin to order replacement service Medals or Awards
- Performing these tasks in an accurate and timely manner

I-1. Of the common ways that we receive records requests, which one did you use?

- I filled out a records request form, i.e. SF 180. <go to I-2>
- I used your on-line tool, through the National Archives website (eVetRecs) <go to I-3>
- I wrote a letter. <go to P-1>
- Paid a private company or individual to obtain the records on your behalf. <go to I-4>
- Other

I-2. If you had submitted using the SF-180 request form, was the process easy? <go to P-1>

- It was easy
- It was not easy, it took some effort to figure out
- It was difficult, you need to find a way to simplify it. I think you should:

I-3. If you had submitted using our on-line tool (eVetRecs), was the process easy? <go to P-1>

- It was easy
- It was not easy, it took some effort to figure out
- It was difficult, you need to find a way to simplify it. I think you should:

I-4. If you had paid a private company or individual to obtain the record on your behalf instead of using our service, which is free to most requesters, what was your reason? <go to P-1>

- It was easier than requesting for it from NPRC directly
- I need it in a hurry and they promised fast response time
- I didn't know NPRC's services are usually free to most requesters
- I searched for directions on-line and the web results lead me to the company/individual
- Other reason

Request Processing Section:

< Same cover statement on every question >

The primary responsibilities of NPRC’s Military Personnel Records Branch are to perform the following tasks upon request, to the best of our abilities within the limits of law and Department of Defense Regulations:

- Provide official copies of documents from the Veteran’s Service or Medical records
- Provide information extracts from Veteran’s Service or Medical records
- Perform limited document corrections in the Veteran’s official record
- Refer requests to the proper agency if we do not have the record in our holdings or if the request is beyond what we are authorized to perform
- Provide a means for the Veterans or Next-of-Kin to order replacement service Medals or Awards
- Performing these tasks in an accurate and timely manner

P-1. Considering our primary duties listed above, how satisfied are you with the response we have provided you?

- Highly Satisfied (NPRC greatly exceeded my expectation) <go to P4>
- Satisfied (NPRC exceeded my expectation) <go to P4>
- Neutral (NPRC met my expectation) <go to P4>
- Dissatisfied (NPRC did not meet my expectation) <Go to P2>
- Highly Dissatisfied (NPRC failed to meet my expectation) <Go to P2>

P-2. If your answer to the previous question is “Dissatisfied” or “Highly Dissatisfied”, please help us understand where we have failed to meet your needs by selecting one or more of the following below. If a choice is not available, please explain in the provided space below.

- We did not address everything you’ve requested <Go to P-3>
- We sent you wrong or incomplete information <Go to P-4>
- We sent you documents that are illegible/unreadable <Go to P-4>
- We referred you to the wrong agency/office <Go to P-4>
- We sent you information that belonged to someone else <Go to P-4>
- Other: <Go to P-4>

P-3. If we did not address everything you’ve requested, did we explain the reason in our response letter? <Go to P-4>

- Yes, there was an explanation provided.
- Yes, there was an explanation provided, but I am not satisfied with the outcome.
- No explanation was provided.

P-4. Did you have to contact us to check on the status of your request? If so, which one or more of the following methods did you use?

- I called the Customer Service line. How many times? <Include P5>
- I used the Status Request web page. How many times? <go to R1>
- I did not contact NPRC to check on the status of my request. <go to R1>

P-5. If you contacted us phone through the Customer Service line, please tell us about your experience: <go to R-1>

- It was easy to reach us by phone: <Highly Agree/Agree/Neutral/Disagree/Highly Disagree>
- Our Customer Service Representative was courteous and professional towards you:
<Highly Agree/Agree /Neutral/Disagree/Highly Disagree>
- We addressed all of your questions/concerns: <Highly Agree/Agree/Neutral/Disagree/Highly Disagree>
- You were satisfied with the overall phone experience: <Highly Agree/Agree/Neutral/Disagree/Highly Disagree>

Request Response Section:

R-1. With regards to the response letter or package we sent you, would you consider our response time to be:

- Faster than you've expected.
- As expected.
- Slower than you've expected.

R-2. If you've requested the DD 214 or equivalent document, we would have affixed them with a raised seal as a way to denote the authenticity of the copy. Do you find this additional step useful and necessary?

- Yes, raised seal copies are needed for my purpose.
- No, it doesn't make any difference to me, just as long as I received a copy.

R-3. If we had faxed your response to you, did you also request that we send you another copy by postal mail? <What are we asking with this question? >

- Yes, I asked NPRC to send another copy by postal mail.
- No, I did not ask NPRC to send another copy by postal mail.
- No, I did not request a faxed copy.

Research Section:

RS-1. We take protecting the Veteran's privacy very seriously. We are considering asking future requesters to provide a picture of their government-issued photo ID as part of their request process, such as a Driver's License or Student ID. Would you be willing to do so?

- Yes, I think this is a good idea.
- No.
- No opinion.

RS-2. We take protecting the Veteran's privacy very seriously. To ensure we are sending the Veteran's information to the intended recipient, we are considering implementing a form of address verification. This may be performed by asking for a copy of a utility bill or through the use of a credit card number to validate billing address. If we can devise a way to do this safely and easily, would you be willing to do so?

- Yes, I think this is a good idea.
- No.
- No opinion.

RS-3. While the services we provide to the vast majority of the requesters are free, there are several commercial companies that offer expedited service for a fee. They do so by physically dropping off the request at our Research Room at St. Louis. If you need expedited service in the future, would you be willing to pay \$25 for that option?

- Yes, I think this is a good idea.
- No.
- No opinion.

RS-4. 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. If you need additional assistance regarding NPRC's response to the request, you should contact our Customer Service Staff at 314-801-0800.)



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