

Military Digital Delivery Customer Satisfaction Survey

Survey Purpose, Method and Scope

1. The purpose of the survey is to collect customer feedback related to NPRC's recent deployment of a new process for digitally delivering responses to requests for military records.
2. NPRC Management Systems Staff will email all customers receiving digitally delivered responses and provide link to survey. Estimate fewer than 500 emails will be sent each week.
3. Process will continue for 3 months or until 200 survey responses are received, whichever comes first.
4. Email text and survey questions follow.

Customer Communication Email Text

Dear [requester first and last name]

You are one of the first requesters to receive a digital response for military records and we would greatly appreciate your feedback on our new digital delivery process. Will you take a few moments to convey your experiences related to our digital response for records for [veteran first and last name] by completing the questionnaire at the link below.

Please copy and enter this request number (2-xxxxxx) as a response to the first question.

<https://forms.gle/AQBPq48MapxksAXR9>

Traditionally, we have responded to such requests with paper copies of the documents and sent them through the United States Postal Service. The National Personnel Records Center receives thousands of requests every day from people like you and we are committed to improving delivery and access to our documents.

We greatly appreciate and value your feedback to help improve the way we do business and invite you to let us know how we are doing.

Thank you, with your assistance.

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Survey

1. Please paste or type the request number from your email here. Looks like 2-XXXXXXXXXXXX
(open ended)

2. It was easy to understand and follow the directions provided in the email you received.
5 Highly Agree
4 Agree
3 Neutral
2 Disagree
1 Highly Disagree

3. It was simple to access and view/print my response and documents.
5 Highly Agree
4 Agree
3 Neutral
2 Disagree
1 Highly Disagree

4. How satisfied are you with digital delivery?
5 Very satisfied
4 Satisfied
3 Neutral
2 Dissatisfied
1 Very dissatisfied

5. Is there anything else you'd like to share with us about your experience with the digital delivery process?