



National Personnel Records Center (NPRC) Customer Satisfaction Survey

Thank you for contacting us to service your request. NARA will use responses to this survey to improve our customer service as described in our privacy policy.

You will need your Request Number from our response to complete the survey.

[Start Survey](#)

If you have questions pertaining to your request, or need additional information regarding our response to your request, please contact our Customer Service Staff at (314) 801-0800. We administer this survey using Survey Monkey. Survey Monkey will not sell your information. More information is available in their privacy policy.

The U.S. National Archives and Records Administration

1-86-NARA-NARA or 1-866-272-6272



National Personnel Records Center (Military Records) Customer Satisfaction Survey

 7%

* **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.")

* **Please select the FIRST letter of the Veteran's FIRST Name below.**

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

a



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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.

*** Are you (please select one of the following from below that best describes 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



National Personnel Records Center (Military Records) Customer Satisfaction Survey

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The primary duties of NPRC's Military Personnel Records Facility 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

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.
- I used your on-line tool, through the National Archives website (eVetRecs).



National Personnel Records Center (Military Records) Customer Satisfaction Survey

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- **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**

If you had submitted using our on-line tool (eVetRecs), was the process easy?

- 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:**



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- **Performing these tasks in an accurate and timely manner**

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

- Highly Satisfied** (NPRC greatly exceeded my expectation)
- Satisfied** (NPRC exceeded my expectation)



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Did you have to contact us to check on the status of your request?

- I called the Customer Service line.
- I used the Status Request web page.
- I did not contact NPRC to check on the status of my request.

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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.

If you've requested the DD 214 or equivalent document, we would have affixed them with a raised seal. Do you find this additional feature 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.



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If you could make one change that would improve the way NPRC handles requests for records or information, what would that be?