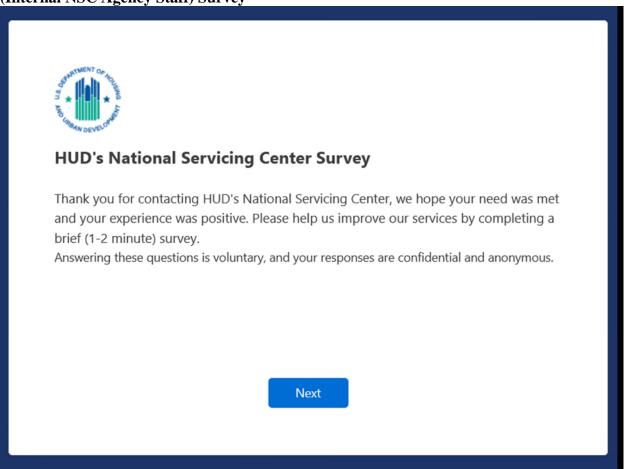
SAMPLE OF HUD-Federal Housing Administration (FHA) - National Servicing Center (Internal NSC Agency Staff) Survey



5 (Strongly Agree)	
4 (Agree)	
3 (Neutral)	
2 (Disagree)	
1 (Strongly Disagree)	
My need was addressed.	
. My need was addressed.	
. My need was addressed. 5 (Strongly Agree)	
-	
5 (Strongly Agree)	

5 (Strongly Agree)	
4 (Agree)	
3 (Neutral)	
2 (Disagree)	
1 (Strongly Disagree)	
. Employees I interacted with were helpfu	ıl.
	ıl.
5 (Strongly Agree)	ıl.
Employees I interacted with were helpfo 5 (Strongly Agree) 4 (Agree) 3 (Neutral)	ıl.
5 (Strongly Agree) 4 (Agree)	ul.

(Strongly Agree)			
(Agree)			
(Neutral)			
(Disagree)			
(Strongly Disagree)			
It took a reasonable amo	unt of time to do what I ne	eded to do.	
It took a reasonable amo	unt of time to do what I ne	eded to do.	
	unt of time to do what I ne	eded to do.	
(Strongly Agree)	unt of time to do what I ne	eded to do.	
(Strongly Agree)	unt of time to do what I ne	eded to do.	

5 (Strongly Agree)			
4 (Agree)			
3 (Neutral)			
2 (Disagree)			
1 (Strongly Disagree)			
. My experience increase	d my trust in HUD/F	HA.	
5 (Strongly Agree)			
4 (Agree)			
3 (Neutral)			
2 (Disagree)			
2 (Disagree) 1 (Strongly Disagree)			
2 (Disagree) 1 (Strongly Disagree)	experience better?		
2 (Disagree) 1 (Strongly Disagree) How can we make your	experience better?		
3 (Neutral) 2 (Disagree) 1 (Strongly Disagree) How can we make your	experience better?		
2 (Disagree) 1 (Strongly Disagree) How can we make your	experience better?		



HUD's National Servicing Center Survey

Thank you for taking the time to provide helpful feedback. Your responses are confidential and anonymous. We'll only use your feedback to improve the service quality of HUD's National Servicing Centers. If you have any questions about the Survey, please contact the Survey Team at fhasurvey@hud.gov.

An official form of the United States government.

OMB Approval #2511-0001 · Expiration Date 09/31/2024