



# Resource Center Customer Experience Survey

## Which Resource Center did you visit today?

California     Denver     Espanola     Hanford     Idaho     Las Vegas  
 New York     Oak Ridge     Paducah     Portsmouth     Savannah River

## Please indicate the reason for your visit today.

Filing a claim     Completing an Occupational History Questionnaire interview  
 Status of your claim     Submitting documents     Medical bill payment assistance  
 General program information     Other: \_\_\_\_\_

Please indicate your answers to the statements below by circling a response.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Based on my experience at the Resource Centers, I trust DEEOIC to fulfill our country's commitment to nuclear workers and their families.	5	4	3	2	1	N/A

What factors contributed to your trust rating? (You may select more than one)

<input type="checkbox"/> Helpfulness/commitment level of employees	<input type="checkbox"/> Ability to get my needs addressed	<input type="checkbox"/> Ease of visit
<input type="checkbox"/> Expectations/information provided	<input type="checkbox"/> Length of time of visit	<input type="checkbox"/> Fairness during visit

I am satisfied with the service I received at the Resource Center today.	5	4	3	2	1	N/A
My need was addressed at the Resource Center today.	5	4	3	2	1	N/A
It was easy to complete what I needed to do at the Resource Center today.	5	4	3	2	1	N/A
My Resource Center visit took a reasonable amount of time.	5	4	3	2	1	N/A
I was treated fairly today.	5	4	3	2	1	N/A
Employees I interacted with today were helpful.	5	4	3	2	1	N/A

**Additional feedback (please continue on the back of this form if necessary):**