



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"/> Expectations/information provided	<input type="checkbox"/> Ability to get my needs addressed <input type="checkbox"/> Length of time of visit	<input type="checkbox"/> Ease 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):