Resource Center Customer Experience Survey

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Which Resource Center did you visit today?							
California Denver Espanola		HanfordIdaho			Las Vegas		
New YorkOak RidgePaducah		PortsmouthSavannah River					
Please indicate the reason for your visit today.							
Filing a claimCompleti		ing an Occupational History Questionnaire interview					
Status of your claimSubmitti		ing documentsMedical bill payment assistance					
General program info	ormationOther:						
Please indicate your ar statements below by c		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Based on my experience a trust DEEOIC to fulfill ou to nuclear workers and th		4	3	2	1	N/A	
What factors contributed to your trust rating? (You may select more than one)							
☐ Helpfulness/commitment level of employees☐ Expectations/information provided		☐ Ability to get my needs addressed☐ Length of time of visit			☐ Ease of visit☐ 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
was treated fairly today.		5	4	3	2	1	N/A
Employees I interacted w	5	4	3	2	1	N/A	
Additional feedback (p	lease continue on the	back of this fo	orm if nece	ssary):			

The OMB control number for this collection is 1225-0093 and expires on 01/31/2027. According to the Paperwork Reduction Act of 1995, no person is required to respond to a collection of information unless such collection displays a valid OMB control number. The obligation to respond to this collection is voluntary. We estimate it takes about 5 minutes to complete this collection of information, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing the collection of information. Please send comments regarding the burden estimate or any other aspect of this collection of information to the U.S. Department of Labor, DEEOIC, 200 Constitution Ave., NW, Room C-3510, Washington, D.C. 20210 and reference OMB Control Number 1225-0093. OMB Control Number: 1225-0093