

KANSAS COMMISSION ON VETERANS' AFFAIRS
Customer service survey

The Kansas Commission on Veterans' Affairs wishes to serve you, the customer, the best that we can. In order for us to do so, we are asking for your help. Please take a few minutes to fill out the survey and let us know how we are doing. Your responses and comments will stay completely confidential.

At the bottom of the page you will find space to write any additional comments you may have, or if you prefer to talk to someone in person, you may call using the phone number provided. While this form is voluntary, we would greatly appreciate your time and patronage in this matter.

Please check the box that best describes your own feelings.

Office Location _____ Date _____

| Survey Statement | Strongly Disagree | Disagree | Neither | Agree | Strongly Agree |
|--|--------------------------|-----------------|----------------|--------------|-----------------------|
| The office was neat and clean in appearance. | | | | | |
| There was adequate seating in the event you needed to wait. | | | | | |
| The staff was courteous and polite. | | | | | |
| The staff treated me in a professional manner. | | | | | |
| I felt comfortable discussing my needs. | | | | | |
| The staff members appeared to be knowledgeable. | | | | | |
| I believe the staff is doing their best to assist me. | | | | | |
| My over all impression of working with this office was a positive one. | | | | | |

Comments or suggestion:

Please return this survey to: Phone 785/ 296-3976 or Fax 785/296-1462

Kansas Commission on Veterans' Affairs
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 700 S.W. Jackson
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