



CUSTOMER SURVEY

The Northwest RCFL values your feedback. Please take a few minutes to answer the following questions by circling the choice that best matches your experience. You may mail your survey in the self-addressed envelope or simply fax to 503-528-3399. We appreciate your time:

1-Strongly Disagree	2-Disagree	3-Neither Agree nor Disagree	4-Agree	5-Strongly Agree	N/A	
1. The RCFL website was helpful and free of technical problems:	1	2	3	4	5	N/A
2. The process to submit evidence was satisfactory:	1	2	3	4	5	N/A
3. The staff was courteous and professional:	1	2	3	4	5	N/A
4. The examiner kept me apprised of the examination:	1	2	3	4	5	N/A
5. Reviewing my evidence on CAIR was straightforward:	1	2	3	4	5	N/A
6. The electronic report was easy to use:	1	2	3	4	5	N/A
7. My evidence was processed in a timely manner:	1	2	3	4	5	N/A
8. My overall experience with the NWRCFL was positive:	1	2	3	4	5	N/A

Please use the section below to provide additional feedback:

Optional:

Name and/or Agency: _____

NWRCFL case number: _____ Agency case number: _____