



ARRL VEC VE Services Survey

Dear VE Team Liaison:

Thank you for choosing the ARRL VEC to coordinate your exam session. In order to serve your team even better for your future sessions, please take a moment to complete the VE Services questionnaire below and then return it to us in your exam session results package or fax, email, or send the form to us in a separate envelope.

If there's anything we can do to assist you in preparing for, or conducting your exam sessions, please feel free to contact us. Remember, to use your ARRL VE toll free number 1-800-927-7583 (1-800-ARRLVE).

Sincerely,
ARRL VEC Staff

Please take a moment to help us to better serve you and your VE team by replying to the following questions.

Circle the response that best applies to your experiences when interacting with us for your exam session.

[n/a = not applicable]

When you contacted us for support for your recent exam session:

- | | | | |
|--|-----------|--------|---|
| 1) Did you receive all of the exam materials that you had requested? | Yes | No | n/a |
| 2) Was the supply of exam materials we sent to you accurate based upon what you requested? | Yes | No | n/a |
| 3) A. If you requested exam materials from us at 3 weeks or more before the exam date, were the exam materials delivered to you 7 to 10 days or more before the exam date? | Yes | No | n/a |
| B. If NO, were your exam materials delivered between 1 and 7 days before the exam date (assuming they were requested 3 weeks before the exam date)? | Yes | No | n/a |
| 4) A. If you called us by phone, were you treated promptly and courteously? | Yes | No | n/a |
| B. Which VEC staff member(s) did you speak with? (circle all that apply) | | | |
| | Maria | Amanda | Lisa Stephanie Josh Ann n/a |
| 5) What is your overall impression of the VE services we provided? | Excellent | Good | Fair Poor n/a |

6) Please provide suggestions on additional VE Services that you would find desirable, or what current services you feel could be improved (and how)? Use any addition sheet of paper if necessary:

Name: _____ Call sign: _____ E-mail address: _____

Exam Date: _____ Exam Location: _____

Thank you!