



Veteran Services Feedback Form

As part of Smith County's commitment to veterans, Smith County wants and values our veterans' opinions about the Smith County Veteran Services Office. Please take a few minutes to fill out this form to help us build for the future, and return it to Rosalind Young at 200 E. Ferguson, Suite 202, Tyler, Texas, 75702; email ryoung@smith-county.com or submit online at www.smith-county.com

Name: _____
 Address: _____
 Phone: _____ Email: _____

- 1) Are you a: Veteran ____ Spouse ____ Family member ____ other: _____
- 2) Who helped you: Michael ____ Catherine ____ Douglas ____ Unknown _____
- 3) Please give a brief description of the issue that brought you to the Veteran Services Office:

4) Rate the Smith County Veteran Services Office in the following categories: (1) Strongly Disagree; (2) Disagree; (3) Neither Agree nor Disagree; (4) Agree; or (5) Strongly Agree.

	1 (SD)	2 (D)	3	4 (A)	5 (SA)
The VSO took the necessary time to listen to my situation and answer my questions thoroughly.					
The VSO communicated to me in a professional manner at all times.					
The VSO showed empathy and concern for my situation and questions.					
The VSO either resolved my situation or provided helpful information to me about how to resolve my question or situation.					
I believe that the VSO did everything it could to be an advocate for me in my current situation or with my question.					

- 5) Was your issue resolved with the assistance of the VSO? ____ Yes ____ No
- 6) Do you have any suggestions on how we can improve our services to veterans? If so, how?

- 7) Would you like for the county to contact you and follow up? If so, how is the best way to reach you? Phone: _____ Email: _____