

Pearson VUE and NACES Customer Satisfaction Survey

1. Was the customer service representative at NACES professional? Yes ___ No ___ If no, explain:

2. Did all of your NACES questions get answered in a professional manner? Yes ___ No ___
If no, explain: _____

3. Was the customer service representative at Pearson professional? Yes ___ No ___ If no, explain:

4. Did all of your Pearson VUE questions get answered in a professional manner? Yes ___ No ___
If no, explain: _____

5. Did you speak with a representative within 5 minutes at Pearson VUE and/or NACES? Yes ___
No ___ If no, explain for each company _____

6. Did the NACES staff representative treat you with courtesy and respect? Yes ___ No ___ If no,
explain: _____

7. Did you receive the ordered nurse aide candidate handbooks and applications in a timely
manner? Yes ___ No ___ If no, explain: _____

8. Is the NACES testing evaluator on time for testing, courteous and respectful? Yes ___ No ___
If no, explain:

9. Is the NACES testing evaluator cleaning up after the competency test is completed? Yes ___
No ___ If no, explain:

Additional

Comments: _____

Please mail the form to:

Georgia Nurse Aide Program
P O Box 105753
Atlanta, GA 30348