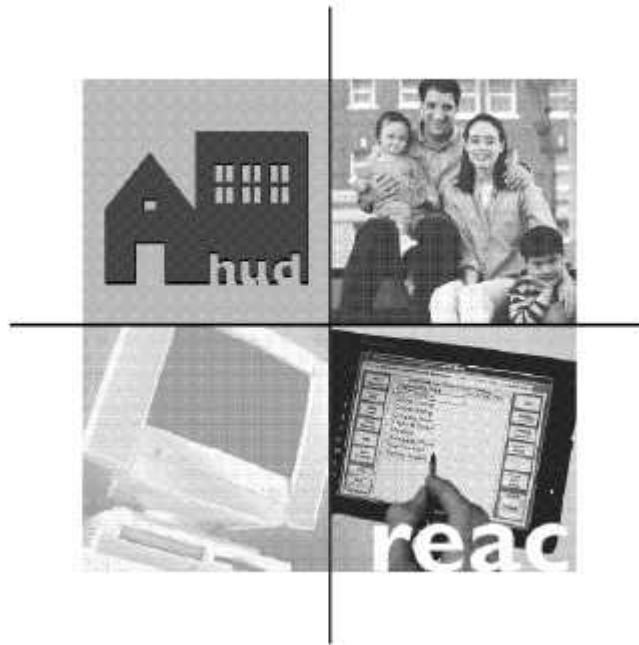


***US Department of Housing and Urban Development
Real Estate Assessment Center (REAC)***



**Resident Assessment Subsystem
(RASS) Training**

September 2001

**Appendix A: Accessing the Current Customer Satisfaction
Survey**

Appendix A: Accessing the Current Customer Satisfaction Survey

Overview



Overview

This section contains information on viewing the current RASS survey. In order to view the survey you must have Adobe Acrobat Reader installed on your computer, as the survey file is in .pdf format.

The following module describes this functionality in detail:

- Viewing Current Survey (**Page 1**)

Intended Audience:

→ **Public Housing Agency Users**

Resident Assessment Subsystem (RASS) External Procedures Accessing the Current Customer Satisfaction Survey

Current Survey

Viewing the Current Survey

Description: This is an external function accessible to all PHA users.

This functionality can be accessed by clicking on the [View Current Survey](#) link in the `Current Survey Area of the PHA Main screen, which is shown below:

RASS – PHA MAIN SCREEN

The screenshot shows the RASS PHA Main Screen for the assessment year 2001. It features a navigation bar with links for REAC Home, HUD Home, and Contact Us. The main content area is titled 'PHA MAIN - ASSESSMENT YEAR 2001' and includes a welcome message for NY044 - GENEVA HOUSING AUTHORITY. Four assessment steps are listed: STEP 1 (Unit Address & Language, Complete, 08/06/2001), STEP 2 (Media Packet, 08/06/2001), STEP 3 (Implementation Plan, Complete, 09/04/2001), and STEP 4 (Follow-Up Plan, Incomplete, Start: 07/01/2001, Due: 10/01/2001). A 'View Current Survey' link is highlighted in an orange box. A bracket on the left side of the page points to this link, labeling it as the 'Current Survey area'. At the bottom, there are links for REAC Home, HUD Home, and Additional Help, along with a note about the REAC Technical Assistance Center.

REAC Home | HUD Home | Contact Us

RESIDENT ASSESSMENT **Real Estate Assessment Center**
"Assessments Today for Better Housing Tomorrow"

PHA Selection | Secure Systems | Certification Status | Additional Help

PHA MAIN - ASSESSMENT YEAR 2001

Welcome.....

NY044 - GENEVA HOUSING AUTHORITY

STEP 1
To view your certified unit address information, single click on the link below. ?

Unit Address & Language	Complete	08/06/2001
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STEP 2
To download a media packet, single click any of the links below. ?

Media Packet	Media Packet 2001
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STEP 3
To view your certified implementation plan, single click on the link below. ?

Implementation Plan	Complete	09/04/2001
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STEP 4
To view your survey results, single click on the Follow-up Plan link below. ?

Follow-Up Plan	Incomplete	Start: 07/01/2001 Due: 10/01/2001
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To view an electronic version of the survey that will be sent to your residents for the current fiscal year, single click on the View Current Survey link below. You will need Adobe Acrobat Reader to view the survey.

[View Current Survey](#)

REAC Home | HUD Home ? Additional Help

For Comments or Questions click here for the [REAC Technical Assistance Center](#)

Current Survey
area

Resident Assessment Subsystem (RASS) External Procedures

Accessing the Current Customer Satisfaction Survey

The following steps demonstrate how a PHA can view the RASS survey that residents received or will receive for the current survey cycle:

PHA MAIN SCREEN – CURRENT SURVEY AREA

View Current Survey link

To view an electronic version of the survey that will be sent to your residents for the current fiscal year, single click on the View Current Survey link below. You will need Adobe Acrobat Reader to view the survey.

[View Current Survey](#)

Step 1: Single click on the [View Current Survey](#) link in the Follow-up Plan area of the PHA Main screen.



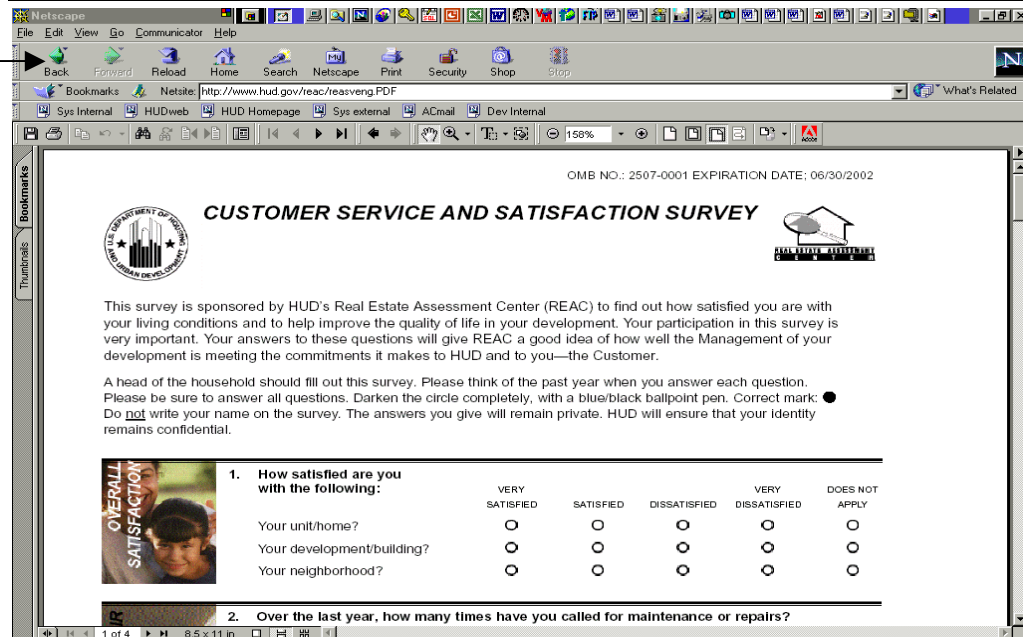
Note

NOTE: You must have Adobe Acrobat Reader version 5.0 installed on your computer in order to take advantage of this feature. If you do not have this program, you will not be able to view the survey in this format.


The current RASS survey is displayed. This is an electronic version of the survey that your residents will receive:

CURRENT RASS SURVEY

Back browser button

A screenshot of a Netscape browser window displaying the 'CUSTOMER SERVICE AND SATISFACTION SURVEY'. The browser's address bar shows 'http://www.hud.gov/reac/reasveng.PDF'. The survey content includes the HUD logo, a title, an introduction, instructions, and a table for question 1. Question 1 asks 'How satisfied are you with the following:' and lists 'Your unit/home?', 'Your development/building?', and 'Your neighborhood?'. The table has columns for 'VERY SATISFIED', 'SATISFIED', 'DISSATISFIED', 'VERY DISSATISFIED', and 'DOES NOT APPLY', each with a radio button. A 'Back' button is visible in the browser's navigation bar.

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DOES NOT APPLY
Your unit/home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your development/building?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your neighborhood?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Step 2: You can scroll down the survey to view all of its pages. When you are finished reviewing the survey, press the  button on your browser to leave the survey screen and return to the RASS PHA Main screen.