

National Institute of Standards and Technology (NIST)
National Center for Standards and Certification Information (NCSCI)
Customer Satisfaction Survey

1. How did you contact NCSCI?

Email
Telephone
NCSCI Website Form
Other

2. What kind of organization do you represent?

Individual
NIST
U.S. Business/Industry
U.S. Federal/State Government
U.S. Standards Developer
U.S. Trade Association
Non-U.S. Party
Other

3. How did you learn about NCSCI and its services?

Search Engine (Google, Yahoo, etc.)
Website (please specify)
Publication (please specify)
Colleague
Other (please specify)

4. Was the information from NCSCI provided quickly enough to meet your needs?

Yes
No
Don't Know

5. Was the information from NCSCI provided in sufficient detail to meet your needs?

Yes
No
Don't Know

6. Did the customer service provided by NCSCI exceed your expectations?

- Yes
- No
- Don't Know

7. Based on this specific experience, I will use NCSCI's services again.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Don't Know

8. Based on this specific experience, I will recommend NCSCI's services to others.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Don't Know

9. Comments on NCSCI, NCSCI's information products and services, or NCSCI's customer service.

Text box

10. Please provide your name and email address or telephone number if you want a NCSCI representative to contact you.

Text box

Thank you for participating in NCSCI's customer satisfaction survey!
Email: NCSCI@nist.gov or telephone: 301-975-4040

NOTE: This questionnaire contains collection of information requirements subject to the Paperwork Reduction Act (PRA). Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subject to penalty for failure to comply with, a collection of information subject to the requirements of the PRA, unless that collection of information displays a currently valid OMB Control Number. The estimated response time for this questionnaire is **5** minutes. The response time includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this estimate or any other aspects of this collection of information, including suggestions for reducing the length of this questionnaire, to the National Institute of Standards and Technology, Attn., **National Center for Standards and Certification Information, ncsci@nist.gov, 301-975-4040**. The OMB Control No. is 0693-0031, which expires on **1/31/09**