

**National Institute of Standards and Technology (NIST)
Manufacturing Extension Partnership (MEP)
Turner Marketing Customer Satisfaction Survey**

NIST MEP is collecting information regarding the performance of our new client survey vendor, Turner Marketing, to help evaluate their performance, as well as to gather feedback on the new survey tools implemented which were designed to make the survey process easier. Your feedback is valuable to us and is essential in making the survey process as efficient as possible. Your time and effort are greatly appreciated.

When completing this survey, please refer to your experiences with Turner Marketing over the past 2 quarters (2008 Q3 and 2008 Q4). **DO NOT** compare Turner Marketing's performance to Synovate's performance. Please evaluate Turner Marketing independently. In the questions where your feedback is requested, you may provide your own feedback, as well as any feedback you may have received from clients.

Survey Management Tools

1. On a scale of 0-10, please rate the center portal provided by Turner Marketing. The center portal is the website you can log in and check survey completion status and generate email survey notification letters for clients.

Poor Neutral Excellent
0 1 2 3 4 5 6 7 8 9 10

2. On a scale of 0-10, please rate the center email notification generating feature provided by Turner Marketing.

Poor Neutral Excellent
0 1 2 3 4 5 6 7 8 9 10

3. Please provide feedback on the usefulness and ease of use of both the center portal and center email notification feature, and any brief suggestions or improvements you may have:

Survey Materials

4. On a scale of 0-10, please rate the appearance and ease of use of the web-based survey.

11. On a scale of 0-10, how satisfied are you with Turner Marketing's overall performance so far?

| | | |
|----------------------|---------|----------------|
| Not at All Satisfied | Neutral | Very Satisfied |
| 0 1 2 3 | 4 5 6 7 | 8 9 10 |

12. Please use the space below to provide any additional feedback, comments, or suggestions for Turner Marketing.

13. On a scale of 0-10, please rate your experience with the NIST MEP staff responsible for the survey.

| | | |
|----------------------|---------|----------------|
| Not at All Satisfied | Neutral | Very Satisfied |
| 0 1 2 3 | 4 5 6 7 | 8 9 10 |

14. Please use the space below to provide any additional feedback, comments, or suggestions for the NIST MEP staff.

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 10 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., Christopher Carbone, ccarbone@nist.gov, (301) 975-2952