

## Satisfaction

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Thank you for calling or emailing the Central Data Exchange (CDX) Help Desk. The CDX Help Desk Customer Satisfaction survey has 8 questions and should take approximately 3 minutes of your time. The "\*" denotes a question that must be completed in order to submit.

\* 1. How satisfied are you with the customer service you received today from the Help Desk?

	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 2. Was the problem you experienced related to CDX?

Yes

No

If not, what was the problem?

\* 3. Was your problem resolved to your satisfaction?

Yes, completely resolved.

No, follow-up action is planned to resolve.

No, this is an ongoing problem.

No, not resolved at all.

4. Please use this space to expand upon your answer to question 3.

\* 5. In an effort to continuously improve CDX operations, can you please share what led you to call or email the CDX Help Desk today?

\* 6. In order to better understand the problem you experienced, can you please share which report (data flow) you encountered problems with?

7. Do you have any additional comments you would like to share?

8. May we contact you to better understand your comments?

No.

Yes. (please provide email address below)

If you have any questions about this survey, please email [exchangenetwork@epa.gov](mailto:exchangenetwork@epa.gov).

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Burden Statement: Public reporting burden for this collection of information is estimated to average 3 minutes per response, including the time for reviewing instructions, gathering information, and completing and reviewing the collection of information. Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggestions for reducing the burden, including the use of automated collection techniques to the United States Environmental Protection Agency, Office of Information Collection, Office of Environmental Information (Mail Code 2823T), 1200 Pennsylvania Avenue, N. W., Washington, DC 20460-0001.