



NASA-Langley External Customer/Partner Satisfaction Assessment

Thank you for taking time to provide us with your feedback. The survey has 20 main questions with room for additional comments. We anticipate this should take no longer than 30 minutes to complete.

Your response, including additional comments are an essential component in helping us determine our areas of strength as well as those which need improvement across all mission areas we support. We need your feedback in order to determine, from an integrated perspective, those areas where we may need to take systemic action to improve the technical quality and/or the delivery of our products and services as well as your experience in working with us. We appreciate your candid, honest and constructive input.

Optional Information:

	Name	Organization	Are you a customer or partner?		
			Customer	Partner	Both
Survey Respondent	<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1. How do you rate the overall quality of NASA-Langley's technology, products or services?

- Poor
- Below Average
- Average
- Good
- Excellent
- N/A

Other comments?

2. How do you rate the usefulness of NASA-Langley's capability?

- Poor
- Below Average
- Average
- Good
- Excellent
- N/A

Additional comments:

3. How do you rate NASA-Langley with regard to the technical excellence of its technology, products or services?

- Poor
- Below Average
- Average

Good

Excellent

N/A

Additional comments:

4. On those occasions when NASA-Langley charges you for its technology, products or services, how do you rate their value?

Poor

Below Average

Average

Good

Excellent

N/A

Additional comments:

5. How do you rate NASA-Langley's performance with regard to meeting schedule milestones?

Poor

Below Average

Average

Good

Excellent

N/A

Additional comments:

6. How do you rate the relevance to/impact of NASA-Langley's contribution to your mission?

None

Limited

Somewhat

Very

Exceeded expectations

N/A

Additional comments:

7. How do you rate the innovation/creativity of NASA-Langley's contributions (our approaches, solutions etc)?

Poor

Below Average

Average

Good

Excellent

N/A

Additional comments:

8. How do you rate NASA-Langley for responsiveness to your needs?

Poor

Below Average

Average

Good

Excellent

N/A

Additional comments:

9. How do you rate NASA-Langley's ability to deliver technology, products and services within the planned budget?

Poor

Below Average

Average

Good

Excellent

N/A

Additional comments:

10. To what degree was NASA-Langley adaptive to your needs?

Not at all

Slightly

Adaptive

Very

Extremely

N/A

Additional comments:

11. How do you rate NASA-Langley against your original expectations for its technology, products or services?

Does not meet

Somewhat meets

Meets

Somewhat exceeds

Greatly exceeds

N/A

Additional comments:

12. How do you rate NASA Langley's risk management performance?

Poor

Below Average

Average

Good

Excellent

N/A

Additional comments:

13. How close to your ideal federal aerospace entity do you rate NASA-Langley?

- Not close at all
- Slightly close to ideal
- Close to ideal
- Very close to ideal
- NASA-Langley is my ideal federal aerospace entity
- N/A

Additional comments:

14. Have you expressed any concerns or complaints to NASA-Langley in the last year?

- Yes
- No

If yes, how easy was it to voice your concerns or complaints to NASA-Langley?

- Difficult
- Somewhat difficult
- Average
- Somewhat easy
- Very easy

If yes, how well were your concerns or complaints handled by NASA-Langley?

- Poorly
- Somewhat poorly
- Average
- Well
- Extremely well

Additional comments:

15. How likely are you to do business or partner with NASA-Langley in the future?

- Not likely
- Somewhat likely
- Likely
- Very likely
- Definitely
- N/A

Additional comments:

16. How likely are you to recommend NASA-Langley to a friend or colleague?

- Not likely
- Somewhat likely
- Likely
- Very likely
- Definitely
- N/A

Additional comments:

17. Overall, how satisfied are you with NASA-Langley?

- Very dissatisfied
- Somewhat dissatisfied
- Satisfied
- Very satisfied
- Extremely satisfied
- N/A

Additional comments:

18. How do you rate the usefulness of NASA-Langley's capability information?

- Poor
- Below Average
- Average
- Good
- Excellent
- N/A

Additional comments:

19. How do you rate NASA-Langley's contribution in support of your planning processes?

- Very little
- Little
- Somewhat
- Notable
- Significant
- 0

Additional comments:

20. How can NASA-Langley best contribute to your needs and add value in the future?

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 30 minutes to read the instructions, gather the facts, and answer the questions. SEND OR BRING OR EMAIL THE COMPLETED FORM TO the 3rd Party vendor requesting your inputs on behalf of NASA Langley Research Center. You can find additional information on this program from your Invitation Letter from the Center Director of NASA Langley Research Center, just prior to you being contacted to provide your specific response to the assessment questionnaire. *You may send comments on our time estimate above to Kathryn. C. Suddreth@ nasa.gov. Send only comments relating to our time estimate to this address, not the completed form.*

