

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

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**8 Brief Questions -- Customer Satisfaction FY2012**

**1. How did you contact the National Center for Standards and Certification Information (NCSCI)?**

- How did you contact the National Center for Standards and Certification Information (NCSCI)? Email
- Telephone
- Website Form
- Visit
- Other (please specify)

**2. What kind of organization do you represent?**

- What kind of organization do you represent? NIST
- Non-U.S. Party
- U.S. Business/Industry
- U.S. Federal/State Government
- U.S. Individual
- U.S. Trade Association
- U.S.-Domiciled Standards Developer
- Other (please specify)

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

- How did you learn about NCSCI and its services? Colleague
- Publication
- Search Engine
- Website
- (Other) please specify

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

- 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?**

- 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?**

- 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.**

- 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.**

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

agree

- Agree
- Neutral
- Disagree
- Strongly disagree
- Don't know

**9. Please comment on NCSCI, NCSCI's information products and services, or NCSCI's customer service.**

Please comment on NCSCI, NCSCI's information products and services, or NCSCI's customer service.

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

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

Thank you for participating in NCSCI's customer satisfaction survey!  
Email: [ncsci@nist.gov](mailto: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](mailto:ncsci@nist.gov), 301-975-4040**. The OMB Control No. is 0693-0031, which expires on **2/29/2012**.