

Your feedback is very important to us. Our goal is to continuously improve our customer service, please take ten minutes to complete a brief survey of your experience with EDI. Your feedback is secure with the extent permitted by law.

Burden Statement: Public reporting burden for this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 208927974, ATTN: PRA (09250648). Do not return the completed form to this address.

Thank you for completing this survey.

1. Was your initial inquiry acknowledged within one business day?

Yes

No

Feel free to provide additional comments:

5

6

2. How long did it take for you to get an answer to your specific question, concern, or request?

12 business days

24 business days

5 or more business days

Feel free to provide additional comments:

5

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3. How satisfied were you with the ability of the EDI staff member to provide a solution or the requested service?

Very satisfied

Satisfied

Somewhat satisfied

Dissatisfied

Very dissatisfied

Feel free to provide to provide additional comments:

5

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4. How satisfied were you with the attitude of the EDI staff member?

Very satisfied

Satisfied

Somewhat satisfied

Dissatisfied

Very dissatisfied

Feel free to provide additional comments:

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5. How clear was the information provided by the EDI staff member?

Extremely clear

Very clear

Moderately clear

Slightly clear

Not at all clear

Feel free to provide additional comments:

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6. How useful was the solution or service provided?

Very useful

Useful

Somewhat useful

Not useful

Feel free to provide additional comments:

5

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7. How would you rate your overall customer service experience?

Better than expected

As expected

Less than expected

Feel free to provide additional comments:

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8. Which EDI staff member assisted you?

6

Other (please specify)

9. Which IC are you with?

6

10. If you would like for us to follow up with you please provide your contact information in

the narrative space provided.

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