

Satisfaction Survey

1. ADAMS Functionality: I am satisfied with the search function for the ADAMS database. <input style="width: 100px;" type="text" value="How satisfied are y"/>	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
	<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/>
2. Completion: I found what I was looking for in the ADAMS database. <input style="width: 100px;" type="text" value="How satisfied are y"/>	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
3. Response Time: My question, problem, or service request was resolved in a timely fashion. <input style="width: 100px;" type="text" value="How satisfied are y"/>	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/>
4. Level of Knowledge: I was satisfied with the support that I received from the PDR staff. <input style="width: 100px;" type="text" value="How satisfied are y"/>	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/>
5. Courtesy of Service: I was satisfied that the PDR staff provided support in a friendly and professional manner. <input style="width: 100px;" type="text" value="If applicable, how s"/>	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/>
6. PDR Staff Support: I was satisfied with the overall knowledge and responsiveness of the PDR employee when I contacted the PDR. <input style="width: 100px;" type="text" value="If applicable, how s"/>	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/>
7. Overall Quality: Overall, I am satisfied with the level of service that I received. <input style="width: 100px;" type="text" value="Overall, I am satisfi"/>	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/>
8. Please enter any additional comments that you wish about the service you received today.	(Note: There is a 1000 character limit on comments)					
	<input style="width: 100%; height: 100%; border: none;" type="text"/>					

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Expires 12/31/2013

Estimated burden per response to comply with this voluntary collection request: 10 minutes. The information submitted will be used to assess customer satisfaction with the NRC PDR services and modify staff service provided. Send comments regarding the burden estimate to the Information Services Branch (T5-F53), U.S. Nuclear Regulatory Commission, Washington, DC, 20555-0001, or by e-mail to Infocollects.Resource@nrc.gov, and to the Desk Officer, Office of Information and Regulatory Affairs, NEOB-10202, (3150-0197), Office of Management and Budget, Washington, DC, 20503. If a means used to impose an information collection does not display a currently valid OMB control number, the NRC may not conduct or sponsor, and a person is not required to respond to, the information collection.