Satisfaction

Thank you for calling or emailing the Central Data Exchange (CDX) Help Desk. The CDX Help Desk Customer Satisfaction survey has 7 questions and should take approximately 5 minutes of your time. The "*" denotes a question that must be completed in order to submit.

*1. What reports (program services) are you accessing through CDX?

○ ACRES/BMS - Assessment Cleanup and Redevelopment Exchange System

○ AQS - Air Quality System

○ CDX Web - Central Data Exchange Web Service

○ CSPP/eCDR - Chemical Safety and Pollution Prevention

○ e-GGRT - Electronic Greenhouse Gas Reporting Tool

○ eNOI - Electronic Notice of Intent

○ eTSCA - Electronic Toxic Substances Control Act

○ FLPP/Lead - Federal Lead-Based Paint Program / Lead

○ OTAQ DCFUELS - Office of Transportation and Air Quality DC Fuel

○ OTAQ EMTS - Office of Transportation and Air Quality EPA Moderated Transaction System

○ OTAQ REG - Office of Transportation and Air Quality Registration

○ RMP - Risk Management Plan

○ TRI-Me Web - Toxics Release Inventory Made Easy

○ TRISDX - Toxics Release Inventory CD

○ VERIFY - Vehicle Engine Regulation Information For You

○ I Don't Know

○ Other (please specify in the box below)

[   ]

*2. What led you to call or email the CDX Help Desk today?

○ Application problems

○ CDX was unavailable

○ Password related problems

○ Registration Issue

○ Reporting errors

○ Submitting errors

○ To ask for help with a process

○ Other (Please specify in the box below)

[   ]

*3. Please rate your overall satisfaction with the CDX Help Desk.

○ Very Satisfied

○ Satisfied

○ Somewhat Satisfied

○ Neither Satisfied nor Dissatisfied

○ Somewhat Dissatisfied

○ Dissatisfied

○ Very Dissatisfied

○ N/A

*4. Was your issue resolved today to your satisfaction?

○ Yes, completely resolved.

○ No, follow-up action is planned to resolve.

○ No, this is an ongoing issue.

○ No, not resolved at all.

*5. Please rate ease of using CDX Frequently Asked Questions (FAQs).

○ Very Easy to Use

○ Easy to Use

○ Somewhat Easy to Use

○ Neither Easy nor Difficult to Use

○ Somewhat Difficult to Use

○ Difficult to Use

○ Very Difficult to Use

○ I don't know

○ Not Applicable (N/A)

6. Comments:

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

○ No.

○ Yes. (please provide email address below)

Thank you for taking time to complete this CDX Help Desk Customer Satisfaction survey. If you have any questions about this survey, please email exchangenetwork@epa.gov.