9 Brief Questions -- Customer Satisfaction FY2015

1. How did you contact the Standards Information Center?

☐ How did you contact the Standards Information Center?   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 the Standards Information Center and its services?

☐ How did you learn about the Standards Information Center and its services?   Colleague

☐ Publication

☐ Search Engine

☐ Website

☐ (Other) please specify

[   ]

4. Was the information from the Standards Information Center provided quickly enough to meet your needs?

☐ Was the information from the Standards Information Center provided quickly enough to meet your needs?   Yes

☐ No

☐ Don't know

5. Was the information from the Standards Information Center provided in sufficient detail to meet your needs?

☐ Was the information from the Standards Information Center provided in sufficient detail to meet your needs?   Yes

☐ No

☐ Don't know

6. Did the customer service provided by the Standards Information Center exceed your expectations?

☐ Did the customer service provided by the Standards Information Center exceed your expectations?   Yes

☐ No

☐ Don't know

7. Based on this specific experience, I will use Standards Information Center's services again.

☐ Based on this specific experience, I will use Standards Information Center's services again. Strongly agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly disagree

☐ Don't know

8. Based on this specific experience, I will recommend the Standards Information Center's services to others.

☐ Based on this specific experience, I will recommend the Standards Information Center's services to others.   Strongly agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly disagree

☐ Don't know

9. Please comment on the Standards Information Center, our information services, or our customer service.

Please comment on the Standards Information Center, our information services, or our customer service.

10. Do you subscribe to Notify U.S. (www.nist.gov/notifyus)? Note: If you are not a current

Notify U.S. subscriber, consider [registering](#) for the [service](#). A brief description is included below.

○ Do you subscribe to Notify U.S. (www.nist.gov/notifyus)? Note: If you are not a current Notify U.S. subscriber, consider [registering](#) for the [service](#). A brief description is included below. Yes

○ No

Notify U.S. is a free, web-based e-mail registration service that offers U.S. entities (citizens, industries, organizations) an opportunity to review and comment on proposed foreign technical regulations that can affect their businesses and their access to international markets. This service and its associated web site are managed and operated by the National Institute of Standards and Technology (NIST) in the U.S. Department of Commerce.

We appreciate your feedback! Should you have further questions or need assistance, please contact us via e-mail: ncsci@nist.gov.

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., Standards Coordination Office, **Standards Information Center, ncsci@nist.gov.** The OMB Control No. is 0693-0031, which expires on **3/31/2015.**