

# Measurement Services



## Subscription Databases Customer Satisfaction Survey

Welcome to the Subscription Databases (SUB) Online Customer Satisfaction Survey System. This system allows you to submit a Customer Satisfaction Survey for the products and services you received from the National Institute of Standards and Technology (NIST) or one of our Distributors/Resellers. Please note that it is not required to identify yourself by name or organization. However, any provided Customer Information will allow us to contact you for any problems, issues or comments you submit. We review all Surveys and when possible follow-up on any Fair and Poor ratings.

All items marked with an \* are required. You may need to scroll down for the form and the buttons.

Step



this action.

this form.

### Purchase Information

Database \*

[\[HELP\]](#)

Order Date \*

MM/DD/YYYY

[\[HELP\]](#)

### Customer Information (Optional)

Contact First Name

Contact Surname

Organization / Company

Phone / Fax Format: 800-555-1212 or +41-22-730-5989

Phone

Extension

Fax

Email

Preferred Contact Method

Email  Phone  Fax  Do Not Contact

the Score Card data.

### Score Card Data

Category	Excellent	Very Good	Good	Fair	Poor	N/A
SRD website usability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-purchase information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchase transaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Users guide quality (if applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Documentation of data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### General Questions

Question	Response
How could NIST serve you better in the future?	
Let us know why any score was Fair or Poor	
What is the application of this database to your work?	
Other comments?	

the Marketing data.

How did you hear about NIST Standard Reference Data?

Advertisement   
 Catalog/Brochure   
 Colleague   
 Exhibit/Meeting   
 Web   
 Repeat Customer

this data.

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