

Satisfaction

OMB: 2010-0042; Expires: 9/30/2014

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.

EPA ICR#2434.XX; OMB 2010-0042; Expires 9/30/2014

Burden Statement: Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, gathering information, and completing and reviewing the collection of information. Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggestions for reducing the burden, including the use of automated collection techniques to the United States Environmental Protection Agency, Office of Information Collection, Office of Environmental Information (Mail Code 2823T), 1200 Pennsylvania Avenue, N. W., Washington, DC 20460-0001.