

## 2015 Glenn Research Center Customer Survey (NASA)

Please provide an assessment of NASA Glenn Research Center's performance since 2013 by responding to a survey.

If you would like to return to a previous screen, use the back arrow on your browser.

Comments and examples are encouraged at the end of the survey to provide a context for future opportunities and collaborations.

### **Paperwork Reduction Act Statement**

This information collection meets the requirements of 44 U.S.C § 3507 as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 2700-0153 and this information collection expires on 07/31/2018. We estimate that it will take 15 minutes to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate to: [sean.e.tucker@nasa.gov](mailto:sean.e.tucker@nasa.gov)

[http://survey.marketingreserach.com/egi-bin/tssw\\_105.cgi?f=nasatest+7s70us++1004](http://survey.marketingreserach.com/egi-bin/tssw_105.cgi?f=nasatest+7s70us++1004)

Progress .

1. NASA Glenn's capability information is useful and aligns with your needs.

- Strongly Agree
- Agree
- Somewhat Agree
- Neither Agree or Disagree
- Somewhat Disagree
- Disagree
- Strongly Disagree
- Not Applicable / Don't Know

2. NASA Glenn meets your original expectations for its technology, products or services.

- Strongly Agree
- Agree
- Somewhat Agree
- Neither Agree or Disagree
- Somewhat Disagree
- Disagree
- Strongly Disagree
- Not Applicable / Don't Know

[Previous Question](#)

[Save & Finish Later](#)

[Continue](#)

Progress . .

3. NASA Glenn responds in a timely manner to your request for information and/or documentation as it relates to our technology, products or services.

- Strongly Agree
- Agree
- Somewhat Agree
- Neither Agree or Disagree
- Somewhat Disagree
- Disagree
- Strongly Disagree
- Not Applicable / Don't Know

4. On those occasions when NASA Glenn charges you for its technology, products or services, NASA Glenn deliverables (products and association documentation) are valued by you.

- Strongly Agree
- Agree
- Somewhat Agree
- Neither Agree or Disagree
- Somewhat Disagree
- Disagree
- Strongly Disagree
- Not Applicable / Don't Know

[Previous Question](#)

[Save & Finish Later](#)

[Continue](#)

Progress . . .

5. NASA Glenn's technology, products or services are of high quality and reflects technical excellence.

- Strongly Agree
- Agree
- Somewhat Agree
- Neither Agree or Disagree
- Somewhat Disagree
- Disagree
- Strongly Disagree
- Not Applicable / Don't Know

6. NASA Glenn demonstrates its ability to deliver creative and innovative solutions to address your issues and enhance the overall collaboration.

- Strongly Agree
- Agree
- Somewhat Agree
- Neither Agree or Disagree
- Somewhat Disagree
- Disagree
- Strongly Disagree
- Not Applicable / Don't Know

[Previous Question](#)   [Save & Finish Later](#)   [Continue](#)

7. NASA Glenn is an ideal federal aerospace entity.

- Strongly Agree
- Agree
- Somewhat Agree
- Neither Agree or Disagree
- Somewhat Disagree
- Disagree
- Strongly Disagree
- Not Applicable / Don't Know

8. NASA Glenn's pricing is competitive against other Aerospace entities.

- Strongly Agree
- Agree
- Somewhat Agree
- Neither Agree or Disagree
- Somewhat Disagree
- Disagree
- Strongly Disagree
- Not Applicable / Don't Know

[Previous Question](#)

[Save & Finish Later](#)

[Continue](#)

9. I would feel ease to express any concerns or complaints to NASA Glenn over the last 2 years.

- Strongly Agree
- Agree
- Somewhat Agree
- Neither Agree or Disagree
- Somewhat Disagree
- Disagree
- Strongly Disagree
- Not Applicable / Don't Know

10. It is likely that I will do business with NASA Glenn in the future.

- Strongly Agree
- Agree
- Somewhat Agree
- Neither Agree or Disagree
- Somewhat Disagree
- Disagree
- Strongly Disagree
- Not Applicable / Don't Know

<a href="#">Previous Question</a>	<a href="#">Save &amp; Finish Later</a>	<a href="#">Continue</a>
-----------------------------------	---	--------------------------

11. It is likely I will recommend NASA Glenn to a friend or colleague.

- Strongly Agree
- Agree
- Somewhat Agree
- Neither Agree or Disagree
- Somewhat Disagree
- Disagree
- Strongly Disagree
- Not Applicable / Don't Know

12. I am satisfied with my interactions in working with NASA Glenn.

- Strongly Agree
- Agree
- Somewhat Agree
- Neither Agree or Disagree
- Somewhat Disagree
- Disagree
- Strongly Disagree
- Not Applicable / Don't Know

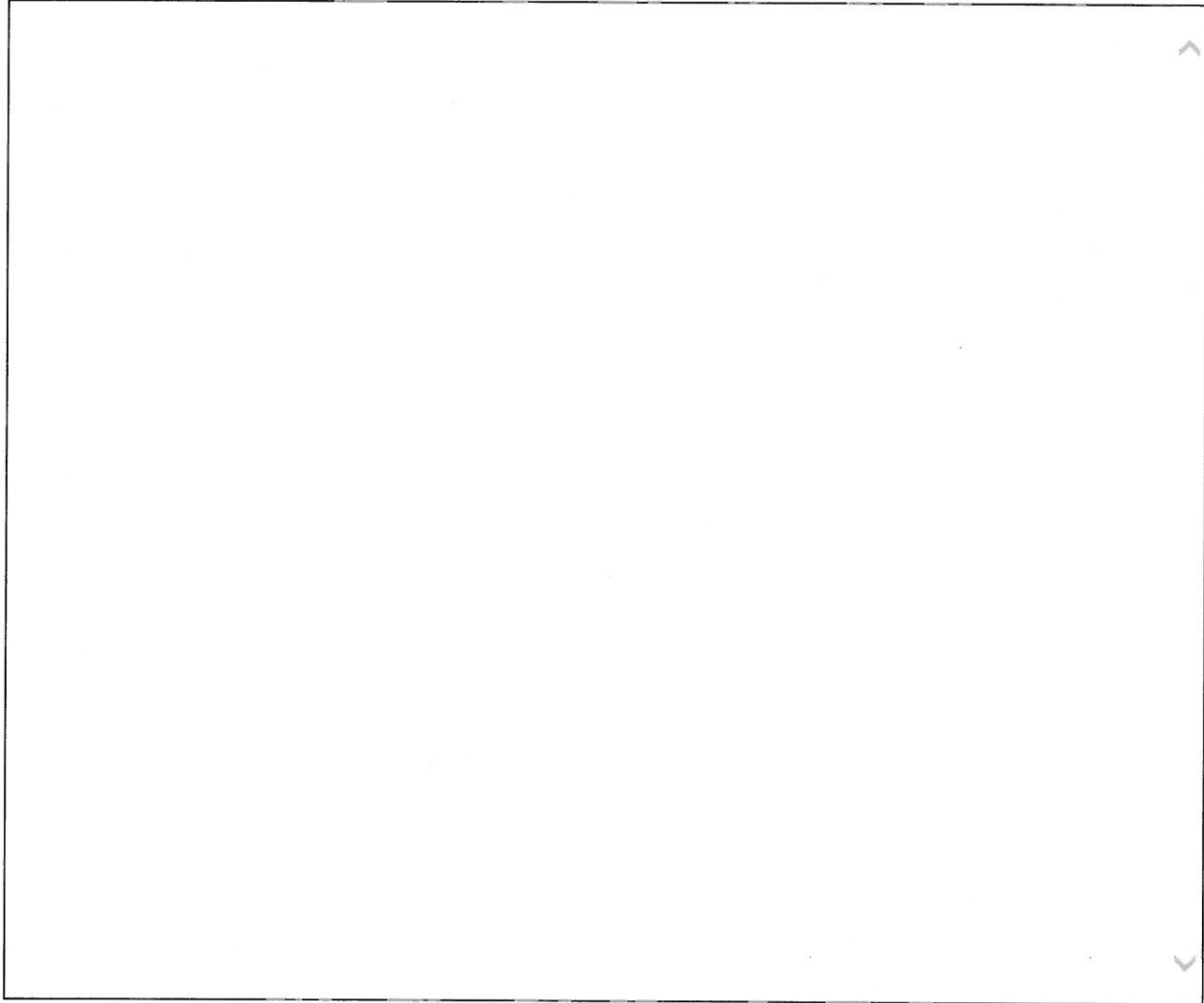
[Previous Question](#)

[Save & Finish Later](#)

[Continue](#)

13. Additional Comments:

Please provide comments or examples of positive experiences you have had with NASA Glenn.

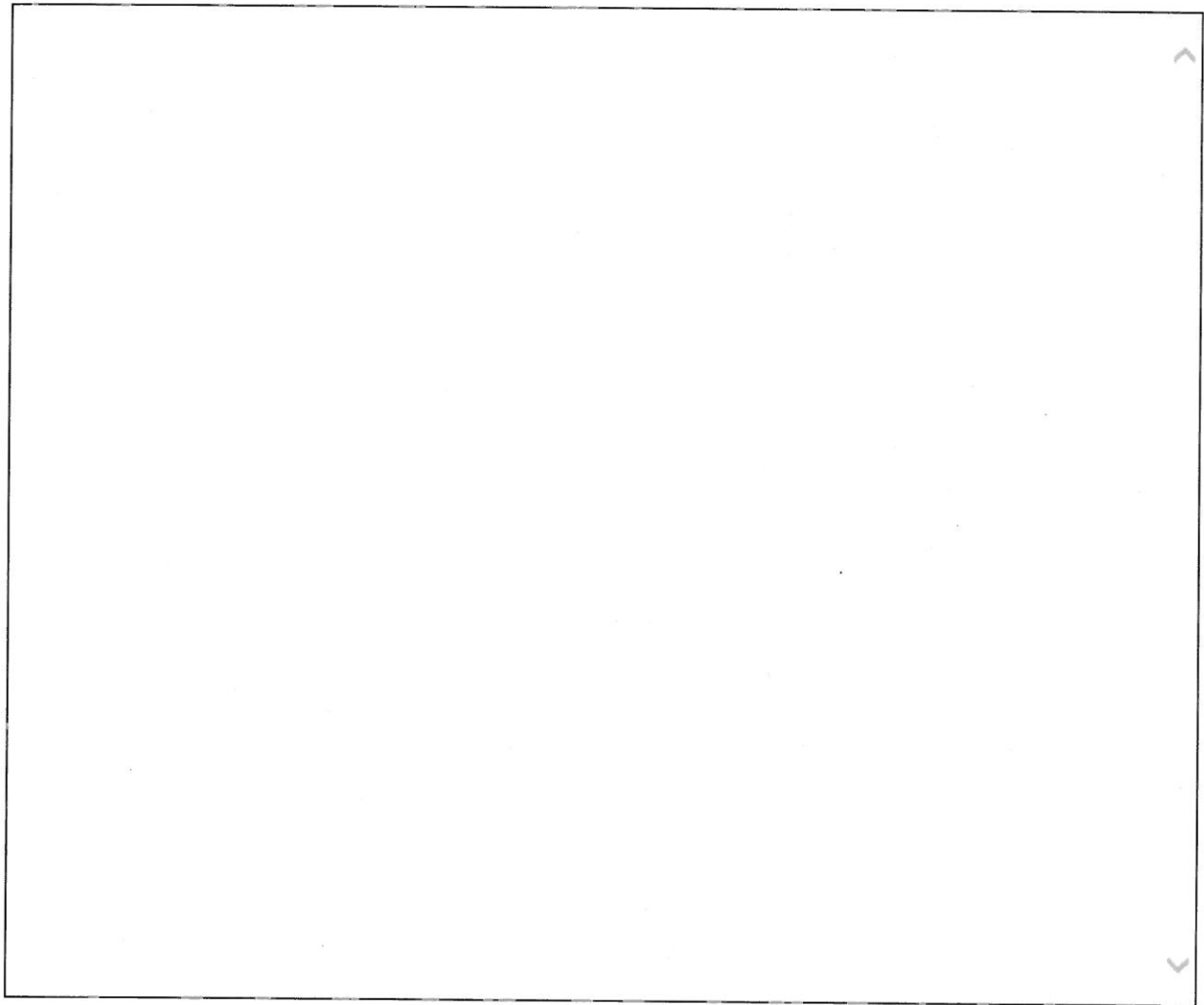
A large, empty rectangular box with a thin black border, intended for the user to provide additional comments or examples of positive experiences. The box is currently blank.

[Previous Question](#) [Save & Finish Later](#) [Continue](#)



Progress .

14. Please provide any suggestions you may have as to how NASA Glenn can improve its performance or increase its value to you.

A large, empty rectangular box with a thin black border, intended for the user to provide suggestions. It contains no text or graphics.

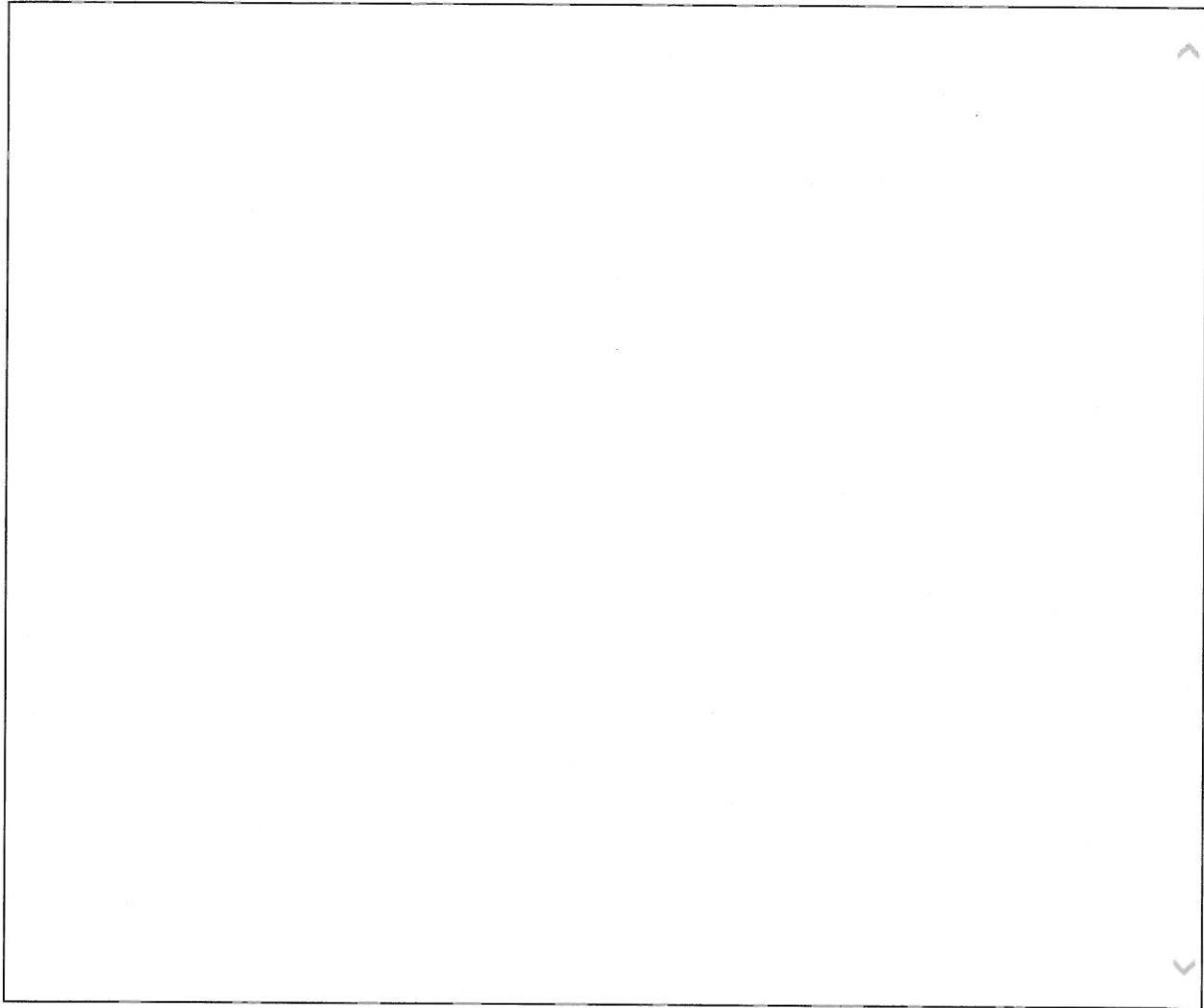
Previous Question

Save & Finish Later

Continue

Progress .

15. If you are a NASA Glenn customer who was surveyed previously, please comment on the current level and quality of performance compared to prior years.

A large, empty rectangular box with a thin black border, intended for the respondent to enter their comment. There are small upward-pointing arrowheads in the top right corner and a downward-pointing arrowhead in the bottom right corner, indicating scrollability.

Previous Question

Save & Finish Later

Continue

Progress .

16. May we contact you about your survey response or comments?

Yes

No

[Previous Question](#)

[Save & Finish Later](#)

[Continue](#)

Progress .

17. Please provide your contact information below (Name, Affiliation, Phone and Email Address).

Name

Affiliation

Phone

Email

Previous Question

Save & Finish Later

Continue

Progress .

Select "Save Responses".

Click "Continue".

You have completed the survey. Thank you for your opinions.

Save Responses

Previous Question

Save & Finish Later

Continue