

Service Desk Satisfaction Survey

Please take a moment and provide feedback about your recent request to help us improve.

1. How satisfied are you with the resolution provided for your problem? *

2. How satisfied are you with the amount of time it took for your problem to be resolved by the Help Desk? *

3. How satisfied are you with the communication and follow-up from the Help Desk after you contacted us? *

4. How satisfied are you with the professionalism displayed by the Help Desk agent who assisted you? *

5. How satisfied are you with the technical knowledge of the Help Desk agent who assisted you? *

6. What is your overall level of satisfaction with the usability of the system that you contacted us about? (G5, other Department of Education systems) *

7. Additional comments (optional)

Thanks for your time and feedback.

Submit

Public Burden Statement:

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