

## 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? \*

--None-- 

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

--None-- 

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

--None-- 

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

--None-- 

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

--None-- 

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) \*

--None-- 

7. Additional comments (optional)



Thanks for your time and feedback.

### Public Burden Statement:

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 1 minute per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is voluntary. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Education, 400 Maryland Ave., SW, Washington, DC 20210-4537 or email [ICDocketMgr@ed.gov](mailto:ICDocketMgr@ed.gov) and reference the OMB Control Number 1880-0542.