

## **nFORM**

### **Help Desk Customer Service Feedback Surveys**

This document has three parts:

- Email Invitation to Participate in Survey
- Email Reminder to Participate in Survey
- Web-based Survey

**---Email Invitation to Participate in Survey---**

SUBJECT: nFORM Help Desk Feedback Survey

Hello! You submitted one or more nFORM Help Desk tickets in the last three months.

Please take a few minutes to let us know how we are doing by completing a customer feedback survey.  
Click here to take the survey.

Thank you for helping us make nFORM and everything about HMRF programming better!

*An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is 0970-0401 and the expiration date is 05/31/2021.*

**---Email Reminder to Participate in Survey---**

SUBJECT: Still time to let us know how the Help Desk is doing!

Hello! We emailed you about a week ago, to invite you to participate in a customer feedback survey on the nFORM Help Desk. You were invited because you submitted one or more nFORM Help Desk tickets in the last three months.

Please take a few minutes to let us know how we are doing. [Click here](#) to take the survey.

Thanks to feedback like yours, we aim to make nFORM and everything about HMRF programming better!

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---Web-based Survey---

Thanks for taking a moment to complete a customer service feedback survey about the nFORM Help Desk.

This survey is sent once per quarter to any nFORM User who submitted a Help Desk ticket during that quarter. If you had more than one Help Desk ticket, please think about your experience across all of them. Your participation in this survey is voluntary, and your answers will be kept private. We estimate it will take approximately 3 minutes to complete this survey. This survey is used to improve our nFORM technical assistance.

#1. How much do you agree or disagree with the following: The response from the Help Desk answered my question.

[Strongly agree/Agree/Disagree/Strongly disagree]

#2. How much do you agree or disagree with the following: The response from the Help Desk was clear.

[Strongly agree/Agree/Disagree/Strongly disagree]

#3. How much do you agree or disagree: The Help Desk responded in a timely manner.

[Strongly agree/Agree/Disagree/Strongly disagree/Not applicable]

#4 How much do you agree or disagree: The response from the Help Desk was courteous.

[Strongly agree/Agree/Disagree/Strongly disagree/Not applicable]

#5. How much do you agree or disagree: The response from the Help Desk helped improve my program's data quality.

[Strongly agree/Agree/Disagree/Strongly disagree/Not applicable]

#6: What best describes your program?

[Healthy Marriage – Adults/Healthy Marriage – Youth/ReFORM/Responsible Fatherhood/I am ACF staff or federal contractor staff]

#7: What best describes your role at your program?

[Data manager/Case manager/Project director/Local evaluator/Other program staff member/ACF staff or federal contractor staff]

#8: What type of nFORM user account do you currently have?

**---Web-based Survey---**

[Site Administrator/Case Manager/General User/ACF User/Federal Contractor User/Don't know]

#9: Anything else you'd like us to know?

[Open-ended]

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