

NOAA NSDesk survey:

Thanks for offering to provide feedback on your NSDesk experience. We appreciate any and all feedback. Please take a second to rate your satisfaction with the resolution of your ticket.

1) The overall satisfaction level with the resolution of your problem or request. (Multiple Choice)

- Strongly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Strongly Dissatisfied

2) The resolution of my problem or request was handled in a polite and knowledgeable manner. (Multiple Choice)

- Strongly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Strongly Dissatisfied

3) The resolution of my problem or request was handled in a timely manner. (Multiple Choice)

- Strongly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Strongly Dissatisfied

4) Please provide any additional feedback about your experience. (Open text box)

5) Would you be okay with a member of the management team following up with you to discuss the service you received? (Multiple choice, Yes/No)

Paperwork Reduction Act

A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995 unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 0648-0342. Without this approval, we could not conduct this survey. Public reporting for this information collection is estimated to be approximately 2 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the information collection. All responses to this information collection are voluntary. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to the Adrienne Thomas at Adrienne.thomas@noaa.gov.

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