

This is the preview of the survey. No data entered into survey during preview will be saved.

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Office 365 HQ End User Feedback

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 control number for this collection is 2700-0153 and expires on **09/30/2021**. We estimate that it will take about three minutes to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate to sun.y.chan@nasa.gov.

Section 1: Communication

How satisfied are you with the communication you received prior to migrating to Office 365?

Extremely Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>	Satisfied	<input type="checkbox"/>	<input type="checkbox"/>	Extremely Satisfied	<input type="checkbox"/>	N/A	<input type="checkbox"/>
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How satisfied are you with the communication you received after migrating to Office 365?

Extremely Dissatisfied	<input type="radio"/>	<input type="checkbox"/>	Satisfied	<input type="checkbox"/>	<input type="checkbox"/>	Extremely Satisfied	<input type="checkbox"/>	N/A	<input type="checkbox"/>
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If you would like to share any additional comments or recommendations about the communication of Office 365 at Headquarters, please enter them below.

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Section 2: Functionality

Please indicate your satisfaction with the ease of use for Office 365 products implemented so far?

	Extremely Difficult		Average		Extremely Easy	N/A
OneDrive	<input type="radio"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="checkbox"/>
OneNote	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Skype for Business	<input type="checkbox"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outlook (Mail)	<input type="checkbox"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you would like to share any additional comments or recommendations about the functionality of Office 365, please enter them below.

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Section 3: User Experience

How satisfied are you with your O365 migration experience so far?

Extremely Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>	Satisfied	<input type="checkbox"/>	<input type="checkbox"/>	Extremely Satisfied	<input type="checkbox"/>	N/A	<input type="checkbox"/>
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If you would like to share any additional comments or feedback about your experience with the migration of Office 365 at Headquarters, please enter them below.

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Section 4: Support Services

How satisfied are you with the level of support provided since you migrated to Office 365?

Extremely Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>	Satisfied	<input type="checkbox"/>	<input type="radio"/>	Extremely Satisfied	<input type="radio"/>	N/A	<input type="checkbox"/>
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Please indicate your satisfaction with the type of support you receive from the surveys provided to you. No data is entered during the survey. **X**

	Extremely Dissatisfied		Satisfied		Extremely Satisfied	N/A
HQ's O365 Support Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HQ's Deskside Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACES Walk-In Support Desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enterprise Support Desk (ESD) or HELP Desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you would like to share any additional comments or recommendations about how to improve the support for Office 365 migration at Headquarters, please enter them below.

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