

ODEO CUSTOMER SERVICE SURVEY

Paperwork Reduction Act Statement: 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 OMB control number for this collection is 2700-0153 and this information collection expires on 9/30/2021. We estimated that it will take about 3 minutes read the instructions, gather the facts, and answer the questions. You may send comments on our time estimate above to Nicole.E.Lassiter@nasa.gov. Send only comments related to our time estimate to this address.

1. Please select the name of the DAD team member who assisted you.
 - There will be a drop down box containing the names of all DAD team members

2. How would you rate the level of technical expertise demonstrated during our conversation?
 - Selection options:
 - Very low quality (score of 1)
 - Low quality (score of 2)
 - Neither high nor low quality (score of 3)
 - High quality (score of 4)
 - Very high quality (score of 5)

3. Please rate the level of customer service I provided during our interaction.
 - Selection options:
 - Very low quality (score of 1)
 - Low quality (score of 2)
 - Neither high nor low quality (score of 3)
 - High quality (score of 4)
 - Very high quality (score of 5)

4. Other (please provide any additional feedback here)