

Your opinion matters to us! Please take a moment to participate in the NASA HQ Support Services Satisfaction Survey.

**1. What type of services did you receive?**

- Archives services, including historical research, historical appraisal, and access to collection
- Audio-Visual services, including conference equipment set up, and support for special events
- Courier Driver services, including passport/visa processing and delivering letters/packages to local government agencies
- Electrical services, including moving electrical outlets or moving electrical cables
- Executive Driver services, including driving executives to official meetings and events
- Facilities Help Desk services, including receiving requests for support services and making conference room reservations
- Information services, including receiving visitors and distributing publications
- Library services, including providing current books and materials related to NASA, space policy, and management
- Mail Center Operations services, including mailing of letters/packages, and delivering shredder bins
- Maintenance Mechanic services, including hanging signs/pictures, and repairing/painting walls
- Mover services, including moving boxes and setting up tables for conferences

**2. The services were received within a satisfactory time frame**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**3. The services were provided in a courteous manner**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

**4. Please provide comments about the services you received, or suggestions on how we can improve.**

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   /  /  . We estimate that it will take about three minutes to read the instructions, gather the facts, and answer the questions.