



## Telecommunications Customer Satisfaction Survey

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## Telecommunications Customer Satisfaction Survey

The NCI Center for Biomedical Informatics and Information Technology (CBIIT) is evaluating whether current telecommunication tools meet your voice, video, and collaboration needs. This survey will help us identify areas for improvement and new services to offer.

Please complete this survey to share how you use the following tools and its features:

Video Phones



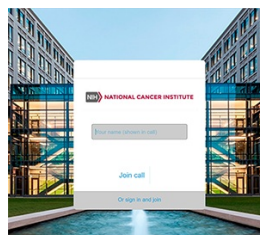
WebEx



Jabber



NCI Conference Bridge



All responses are anonymous and will be used to improve NCI telecommunication services.



## Telecommunications Customer Satisfaction Survey Background Information

\* 1. Which campus do you spend the most time using telecommunication tools?

- NCI Shady Grove
- NCI NIH Main Campus (Bethesda)
- NCI at Frederick
- I work off-site or am a remote worker
- Other (e.g. Rockledge, Riverside, Advanced Technology Center)

\* 2. How often have you used the following tools in the last month?

	None	A few times	Weekly	Daily	I have never used this tool	I do not know what this tool is
Video Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jabber	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WebEx	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NCI Conference Bridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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\* 3. The following tool is meeting my telecommunication needs.

	Strongly Disagree	Disagree	Neither agree / disagree	Agree	Strongly Agree	I do not use this tool	I do not know what this tool is
Video Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jabber	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WebEx	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NCI Conference Bridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 4. I am satisfied with the **audio capability** of the following tools.

	Strongly Disagree	Disagree	Neither agree/disagree	Agree	Strongly Agree	I do not use this tool	I did not know about this feature
Video Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jabber	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WebEx	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NCI Conference Bridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 5. I am satisfied with how the following tool allows me to **meet virtually with my colleagues**.

	Strongly Disagree	Disagree	Neither agree/disagree	Agree	Strongly Agree	I do not use this tool	I did not know about this feature
Video Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jabber	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WebEx	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NCI Conference Bridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 6. I am satisfied with how the following tool allows me to share my computer screen virtually with my colleagues.

	Strongly Disagree	Disagree	Neither agree/disagree	Agree	Strongly Agree	I do not use this tool	I did not know about this feature
Video Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jabber	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WebEx	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NCI Conference Bridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Please use the following space to describe other telecommunication tools or functionality you would like CBIIT to offer and why.



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Thank you for your response!

For more information about NCI's telecommunication services or to contact a CBIIT technician about your telecommunications services, visit [service.cancer.gov](http://service.cancer.gov).