

Telecommunications Customer Satisfaction Survey OMB#: 0925-0642

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Telecommunications Customer Satisfaction SurveyThe 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 servicės.



Telecommunications Customer Satisfaction Survey Background Information

*	1. Which campus do y	ou spend the	most time using	j telecommun	ication tools?		
	NCI Shady Grove			O I work	off-site or am	a remote work	er
	NCI NIH Main Car	npus (Bethes	da)		(e.g. Rockledg ology Center)	e, Riverside, A	dvanced
*	2. How often have you	used the follo	owing tools in th	e last month?			
		None	A few times	Weekly	Daily	I have never used this tool	I do not know what this tool is
	Video Phone						
	Jabber						
	WebEx						
	NCI Conference Bridge						

Telecommunications Customer Satisfaction Survey

* '	3. The following tool is	mooting my	, tologommi	unication poods	2			
•	s. The following tool is	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							
	Jabber							
	WebEx							
	NCI Conference Bridge							
* 4	4. I am satisfied with th	ne audio ca p	ability of t	he following too	ols.			
		Strongly Disagree	Disagree	Neither agree/disagree	Agree	Strongly Agree	I do not use this tool	I did not know about this feature
	Video Phone							
	Jabber							
	WebEx							
	NCI Conference Bridge	\bigcirc						
* !	5. I am satisfied with h	ow the follow	wing tool all	ows me to mee	t virtually v	vith my col	leagues.	
		Strongly Disagree	Disagree	Neither agree/disagree	Agree	Strongly Agree	I do not use this tool	I did not know about this feature
	Video Phone							
	Jabber							
	WebEx							
	NCI Conference Bridge							

Video Phone Jabber WebEx NCI Conference Bridge 7. Please use the following space to describe other telecommunication tools or functionality you would conference and why.	Jabber WebEx NCI Conference Bridge 7. Please use the following space to describe other telecommunication tools or functionality you would	Jabber WebEx NCI Conference Bridge 7. Please use the following space to describe other telecommunication tools or functionality you would		Strongly Disagree	Disagree	Neither agree/disagree	Agree	Strongly Agree	I do not use this tool	I did know a this fe
WebEx NCI Conference Bridge 7. Please use the following space to describe other telecommunication tools or functionality you would	WebEx NCI Conference Bridge 7. Please use the following space to describe other telecommunication tools or functionality you would	WebEx NCI Conference Bridge 7. Please use the following space to describe other telecommunication tools or functionality you would	Video Phone							
NCI Conference Bridge 7. Please use the following space to describe other telecommunication tools or functionality you would	NCI Conference Bridge 7. Please use the following space to describe other telecommunication tools or functionality you would	NCI Conference Bridge 7. Please use the following space to describe other telecommunication tools or functionality you would	Jabber							
7. Please use the following space to describe other telecommunication tools or functionality you would	7. Please use the following space to describe other telecommunication tools or functionality you would	7. Please use the following space to describe other telecommunication tools or functionality you would	WebEx							
7. Please use the following space to describe other telecommunication tools or functionality you would CBIIT to offer and why.	7. Please use the following space to describe other telecommunication tools or functionality you would CBIIT to offer and why.	7. Please use the following space to describe other telecommunication tools or functionality you would CBIIT to offer and why.	NCI Conference Bridge							



Telecommunications Customer Satisfaction Survey Thank you for your response!

For more information about NCI's telecommunication services or to contact a CBIIT technician about your telecommunications services, visit <u>service.cancer.gov</u>.