## Survey Questions

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| **ICIS Survey Questions** | | **Answer Format** |
| Thank you for calling or emailing the ICIS Helpdesk. Your feedback is important to us. This Customer Satisfaction Survey regarding your interaction with the ICIS Helpdesk has 4 questions and should take approximately 3-5 minutes of your time. Note: we are not asking about your satisfaction with ICIS, ***only your interaction with the helpdesk***. The \* denotes a question that must be completed in order to submit. | | |
| **1a** | Were you satisfied using the ICIS Helpdesk? \* | Multiple Choice: Yes, No |
| **1b** | If you answered No, please explain how we can improve. | Short Answer (optional) |
| **2** | Are you aware of the [ICIS](https://icis.zendesk.com/) Support portal? \* | Multiple Choice: Yes, No |
| **3a** | Do you find the information on the ICIS Support portal useful? | Multiple Choice: Yes, No |
| **3b** | If you answered No, please explain what can be improved. | Short Answer (optional) |
| **4** | Do you have any additional comments or feedback for us regarding your interaction with the ICIS Helpdesk or the ICIS Support portal? | Short Answer (optional) |

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| **NPDES e-Reporting Survey Questions** | | **Answer Format** |
| Thank you for calling or emailing the NPDES e-Reporting Helpdesk. Your feedback is important to us. This Customer Satisfaction Survey regarding your interaction with the NPDES e-Reporting Helpdesk has 4 questions and should take **approximately 3- 5 minutes** of your time. Note: we are not asking about your satisfaction with NeT or NetDMR, ***only your interaction with the helpdesk***. The \* denotes a question that must be completed in order to submit. | | |
| **1a** | Were you satisfied using the NPDES e-Reporting Helpdesk. \* | Multiple Choice: Yes, No |
| **1b** | If you answered No, please explain how we can improve. | Short Answer (optional) |
| **2** | Are you aware of the [NeT](https://epanet.zendesk.com) or [NetDMR](https://netdmr.zendesk.com) Support portals? \* | Multiple Choice: Yes, No |
| **3** | Do you find the information on the Support portals useful? | Drop-down Options: Yes, No |
| **3b** | If you answered No, please explain what can be improved. | Short Answer (optional) |
| **4** | Do you have any additional comments or feedback for us regarding your interaction with the NPDES e-Reporting Helpdesk or the NeT and NetDMR Support portals? | Short Answer (optional) |