



### EHBs Customer Service Feedback Survey

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Thank you for your participation in the survey.



### EHBs Customer Service Feedback Survey

1. In the past 3 months, how many times have you logged into the Electronic Handbooks system ( EHB)?

2. When you needed to reset your password, have you tried the reset option on the main page?

- Yes
- No
- N/A

3. When needing help with the EHBs, have you used the Knowledge Base to find answers to your questions?

- Yes
- No

Other (please specify)

4. Please rate how helpful the Knowledge Base was to find answers to your questions:

- Very Unhelpful
- Somewhat Unhelpful

4. Please rate how helpful the Knowledge Base was to find answers to your questions:

- Very Unhelpful
- Somewhat Unhelpful
- Neither Helpful or Unhelpful
- Somewhat Helpful
- Very Helpful

5. How would you rate your overall use of the EHBs?

- Very easy to use
- Easy to use
- Neither easy or difficult
- Very difficult to use

Other (please specify)

6. In the past 3 months, how many times have you had to contact your grant Project Officer or Grant Management Specialist?

7. Have you ever experienced a time where you were unsuccessful in reaching your Project Officer or Grant Management Specialist?

- Yes
- No
- Other (please specify)

8. Was your Project Officer or Grant Management Specialist able to answer your questions when you reached out to them ?

- Yes
- No
- Other (please specify)

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9. How would you rate your overall experience when you have contacted HRSA Contact Center Representative?

- Excellent
- Very Good
- Good
- Poor

Why did you provide this rating?

\_\_\_\_\_

10. Thinking back to the last time you corresponded with a HRSA Contact Center Representative, do you feel he/she was knowledgeable of the EHBs to help you resolve your request?

- Not knowledgeable at all.
- Somewhat knowledgeable, but needed additional assistance.
- Enough knowledge to answer my request
- Expert knowledge. Knew exactly what the issue was and how to resolve the problem.

If your answer was not knowledgeable at all, can you provide details of that interaction?

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11. Thinking back to the last time you contacted the HRSA Contact Center, how long do you think you had to wait before you spoke with a representative?

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