

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 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)

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 or NetDMR 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)

