



DLD Virtual Help Desk Satisfaction Survey

Burden Estimate: 10 minutes

Expiration Date: 3-31-2024

Public reporting burden for this collection of information is estimated to average 10 minutes per response, including time required for searching existing data sources, gathering the necessary documentation, providing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless this collection displays a currently valid OMB control number. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to: fsidldreq@state.gov.

We value your participation in this evaluation and will use results for continuous quality improvement. All feedback is confidential and will be presented in aggregate. Completion should take no more than 10 minutes.

1. Educational Technology Instructional trainer who helped me

Aina
Emilie
Philip

2. Overall quality of Remote Support



3. Knowledge and professionalism of the Remote Support staff



4. Communication and follow-up on problem resolution



5. Time required to resolve your problem



6. Overall quality of the solution



7. Please add any additional feedback on how we can provide better support.