

1. How easy was it to request what you needed from Web Services?
  - a. Very Easy
  - b. Easy
  - c. Difficult
  - d. Very Difficult
2. Was the wait time to receive service acceptable?
  - a. Wait time was too long.
  - b. Wait time was acceptable.
  - c. Wait time was shorter than expected.
3. Did you receive the product or service that you expected?
  - a. Yes
  - b. No
  - c. Partially
  - d. If you answered "No" or "Partially," what could we do to improve the outcome?
    - i. Comment Box
4. Did you feel you were appropriately involved and informed as work progressed?
  - a. Yes
  - b. No
  - c. Partially
  - d. If you answered "No" or "Partially," please explain.
    - i. Comment Box
5. Do you have any specific recommendations for us to improve our current process?
  - a. Comment Box

#### OMB BURDEN STATEMENT

Public reporting burden for this collection of information is estimated to average 10 minutes per response including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, Indian Health Service, Office of Management Services, Division of Regulatory Affairs, 5600 Fishers Lane, Mail Stop 09E70, Rockville, MD 20857, RE: OMB Control No. 0917-0030. Please DO NOT SEND this form to this address.