DLD Virtual Help Desk Satisfaction Survey

Burden Estimate: 10 minutes

Expiration Date: 3-31-2024

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.

[text area]