



HR Systems Support Customer Satisfaction Survey (CX)



BUILD

STYLE

TEST

SHARE

RESULTS ▼

TOOLS ▼

Restore

Page 1: Your HRSS Experience

Please help us make your HR Systems Support experience better by completing this quick survey. This survey should take less than 5 minutes to complete, and all responses are anonymous.



OMB#: 0925-0648 ExpDate: 06/30/2024

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1. Which system did you receive help with today? ***This question is required.**

- EHCM
- eOPF
- GRB
- HR CARDS
- LMS
- OHR Websites or SharePoint
- PARS
- SMART HR
- USA Staffing
- USA Staffing Onboarding
- WITS
- Other - Write In (Required) Please enter an 'other' value for this selection.

2. Who helped you with your issue today? ***This question is required.**

- Amanda/Mandy C.
- Amber P.
- Bruce D.
- Christine J.
- Danielle S.
- David M.
- Greg D.
- Jasper F.
- Jackie O.
- Jacob B.



- Jennifer S.
- Karen P.
- Kim R.
- Naz N. (NN)
- Nick E.
- Randi F.
- Tom H.
- Wayne D.
- Other - Write In (Required) Please enter an 'other' value for this selection.
- Not Sure

3. Did our customer representative assist with resolving your issue? ***This question is required.**

- Yes
- No



This question has display logic

View Conditions ▼

4. We're sorry your issue did not get resolved. Please tell us more about what happened. ***This question is required.**



5. How would you rate your customer experience (CX) representative in the following categories? ***This question is required.**



Space Cell

x

Poor (1) to Excellent (5)

Overall service provided

- Reset star selection
- 1 out of 5 stars for Overall service provided: Poor (1) to Excellent (5)
- 2 out of 5 stars for Overall service provided: Poor (1) to Excellent (5)
- 3 out of 5 stars for Overall service provided: Poor (1) to Excellent (5)
- 4 out of 5 stars for Overall service provided: Poor (1) to Excellent (5)
- 5 out of 5 stars for Overall service provided: Poor (1) to Excellent (5)
- Reset star selection

Timeliness of addressing your issue

- 1 out of 5 stars for Timeliness of addressing your issue: Poor (1) to Excellent (5)
- 2 out of 5 stars for Timeliness of addressing your issue: Poor (1) to Excellent (5)
- 3 out of 5 stars for Timeliness of addressing your issue: Poor (1) to Excellent (5)
- 4 out of 5 stars for Timeliness of addressing your issue: Poor (1) to Excellent (5)
- 5 out of 5 stars for Timeliness of addressing your issue: Poor (1) to Excellent (5)

Empathy towards the issue you were experiencing

- Reset star selection
- 1 out of 5 stars for Empathy towards the issue you were experiencing: Poor (1) to Excellent (5)
- 2 out of 5 stars for Empathy towards the issue you were experiencing: Poor (1) to Excellent (5)
- 3 out of 5 stars for Empathy towards the issue you were experiencing: Poor (1) to Excellent (5)
- 4 out of 5 stars for Empathy towards the issue you were experiencing: Poor (1) to Excellent (5)
- 5 out of 5 stars for Empathy towards the issue you were experiencing: Poor (1) to Excellent (5)

Space Cell

Timeliness of resolving your issue

Conciseness of the resolution provided

Poor (1) to Excellent (5)

Reset star selection

1 out of 5 stars for Timeliness of resolving your issue: Poor (1) to Excellent (5)

2 out of 5 stars for Timeliness of resolving your issue: Poor (1) to Excellent (5)

3 out of 5 stars for Timeliness of resolving your issue: Poor (1) to Excellent (5)

4 out of 5 stars for Timeliness of resolving your issue: Poor (1) to Excellent (5)

5 out of 5 stars for Timeliness of resolving your issue: Poor (1) to Excellent (5)

Reset star selection

1 out of 5 stars for Conciseness of the resolution provided: Poor (1) to Excellent (5)

2 out of 5 stars for Conciseness of the resolution provided: Poor (1) to Excellent (5)

3 out of 5 stars for Conciseness of the resolution provided: Poor (1) to Excellent (5)

4 out of 5 stars for Conciseness of the resolution provided: Poor (1) to Excellent (5)

5 out of 5 stars for Conciseness of the resolution provided: Poor (1) to Excellent (5)

6. Is there anything else you would like to share with us about your experience on the HR Systems Support Help Desk?



Question

More ▲

Thank You Page: Thank You!

🚩 Responses are marked as complete when they reach this page (The survey will end on this page)



Thank you for your feedback on your HRSS experience!



📘 Getting Started Guide



Survey Actions let you do all kinds of things with your survey or data - send a thank you email, push data to salesforce, run custom code, and more. Build your own Action, or use one of these to get started:

Send Me a Confirmation Email

Send Respondent a Confirmation Email

🔒 Redirect To a URL

Text/Media

More ▲

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Show 2 pages at a time ▼