



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

Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the 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: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda MD 20892-7974, ATTN: PRA (0925-0648). Do not return this completed form to this address.

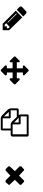


1. Which system did you receive help with today? ***This question is required.**

- 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

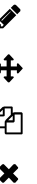
Timeliness of resolving your issue

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 ▲

◀ 1 2 ▶

Show 2 pages at a time ▼