

## **nFORM 2.0 Help Desk Customer Service Feedback Surveys Email Notifications and Survey Questions**

### **1. Initial Email Invitation to Participate in Survey**

SUBJECT: nFORM 2.0 Help Desk Feedback Survey

Hello! You submitted one or more nFORM 2.0 Help Desk tickets in the last three months.

Please take a few minutes to let us know how we are doing by completing a customer feedback survey. <Click here> to take the survey. This simple survey will take you approximately 3 minutes to complete.

If you do not want to participate in this or future surveys about the nFORM 2.0 help desk, please email the nFORM help desk at [nform2helpdesk@mathematica-mpr.com](mailto:nform2helpdesk@mathematica-mpr.com).

Thank you for helping us make nFORM 2.0 and HMRF programming better!

### **2. Email Reminder to Participate in Survey**

SUBJECT: Please let us know how the Help Desk is doing!

Hello! We emailed about a week ago to invite you to participate in a customer feedback survey on the nFORM 2.0 Help Desk. You were invited because you submitted one or more nFORM Help Desk tickets in the last three months.

Please take a few minutes to let us know how we are doing. <Click here> to take the survey. This simple survey will take you approximately 3 minutes to complete.

If you do not want to participate in this or future surveys about the nFORM 2.0 help desk, please email the nFORM help desk at [nform2helpdesk@mathematica-mpr.com](mailto:nform2helpdesk@mathematica-mpr.com).

Your feedback will help us make nFORM 2.0 and HMRF programming better!

### **3. Survey**

Thanks for taking a moment to complete a customer service feedback survey about the nFORM 2.0 Help Desk.

This survey is sent once per quarter to any nFORM 2.0 User who submitted a Help Desk ticket during that quarter. If you submitted more than one Help Desk ticket in the last 3 months, please think about your experience across all of them. Your participation in this survey is voluntary, and your answers will be kept private. We review responses to improve our nFORM 2.0 technical assistance.

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN: The purpose of this information collection is to improve nFORM 2.0 Help Desk assistance provided to users. Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. This is a voluntary collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. The OMB # is 0970-0401 and the expiration date is X/XX/XXXX. If you have any comments on this collection of information, please contact Hannah McInerney at nform2helpdesk@mathematica-mpr.com.

1. How much do you agree or disagree with the following: The response(s) from the Help Desk answered my question(s).

[Strongly agree/Agree/Disagree/Strongly disagree]

2. How much do you agree or disagree with the following: The response(s) from the Help Desk was/were clear.

[Strongly agree/Agree/Disagree/Strongly disagree]

3. How much do you agree or disagree with the following: The response(s) from the Help Desk helped improve my program's data quality.

[Strongly agree/Agree/Disagree/Strongly disagree/Not applicable]

4. How much do you agree or disagree with the following: The Help Desk responded in a timely manner.

[Strongly agree/Agree/Disagree/Strongly disagree]

5. How much do you agree or disagree with the following: The response(s) from the Help Desk was/were courteous.

[Strongly agree/Agree/Disagree/Strongly disagree]

6. What best describes your program?

[FRAMEWorks/READY4Life/Fatherhood FIRE/I am ACF staff or federal contractor staff]

7. What best describes your role at your program?

[Data manager/Case manager/Project director/Local evaluator/Other program staff member/ACF staff or federal contractor staff]

8. What type of nFORM user account do you currently have?

[Site Administrator/Case Manager/General User/ACF User/Federal Contractor User/Don't know]

9. Is there anything else you would like us to know?

[Open-ended]