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## DSIMB Helpdesk Survey Questions

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| **ICIS Survey Questions** | **Answer Format** |
| Thank you for calling or emailing the ICIS Helpdesk. Your feedback is important to us. This Customer Satisfaction Survey regarding your interaction with the ICIS Helpdesk has 4 questions and should take approximately 2-5 minutes of your time. Note: we are not asking about your satisfaction with ICIS, ***only your interaction with the helpdesk***. The \* denotes a question that must be completed to submit. |
| **1** | Please rate your overall satisfaction using the ICIS Helpdesk. \* | Rating Scale: 1-5 (1: not satisfied, very satisfied) |
| **2** | Please explain why you gave that rating. | Short Answer (optional)  |
| **3** | Please rate how useful you find the information on the ServiceNow ICIS Support portal. | Rating Scale: 1-5 (1: not useful, very useful) |
| **4** | Please explain why you rated the ICIS Support portal that way. If you have not visited the ICIS Support portal, we recommend exploring it. | Short Answer (optional)  |

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| **NPDES e-Reporting Survey Questions** | **Answer Format** |
| Thank you for calling or emailing the NPDES e-Reporting Helpdesk. Your feedback is important to us. This Customer Satisfaction Survey regarding your interaction with the NPDES e-Reporting Helpdesk has 4 questions and should take approximately 2- 5 minutes of your time. Note: we are not asking about your satisfaction with NeT or NetDMR, ***only your interaction with the helpdesk***. The \* denotes a question that must be completed to submit. |
| **1** | Please rate your overall satisfaction using the NPDES e-Reporting Helpdesk. \* | Rating Scale: 1-5 (1: not satisfied, very satisfied) |
| **2** | Please explain why you gave that rating. | Short Answer (optional)  |
| **3** | Please rate how useful you find the information on the ServiceNow NeT or NetDMR Support portals.  | Rating Scale: 1-5 (1: not useful, very useful) |
| **4** | Please explain why you rated the NeT or NetDMR Support portals that way. If you have not visited the NeT or NetDMR Support portals, we recommend exploring them. | Short Answer (optional) |