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QualityNet Help Desk Customer Feedback Survey

This survey is being conducted by Intelligentics on behalf of the QualityNet Help Desk. The QualityNet Help Desk team has asked us to contact a select group of customers for a short survey about your recent experience in working with the QualityNet Help Desk. Your answers will be confidential and will help HQR/QNET to improve service to clients like you. The survey should only take about 5-6 minutes of your time. Please click below to begin. THANK YOU FOR YOUR HELP!

**(BEGIN SURVEY)**

1. For each item below, please think back to your most recent contact with QualityNet Help Desk and rate the service you received.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Very Satisfied 5 | 4 | 3 | 2 | Very Dissatisfied 1 | Not Applicable or No Opinion  0 |
| 1. Ease in navigating and finding your way around the QualityNet.org or HQR portal | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| 1. Functionality of submissions and reports through the NextGen portal | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| 1. Ease of account access and management in the HQR portal | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| 1. Ease in finding the right phone number to contact the HQR/QNET Service Center | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| 1. Quickness in reaching a HQR/QNET customer service representative | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| 1. Courtesy and friendliness of the customer service representative | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| 1. Taking time to listen carefully to your questions or concerns | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| 1. Providing clear and knowledgeable answers to your questions | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| 1. Effectiveness in resolving your question | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| 1. Your general satisfaction with this particular call |  |  |  |  |  |  |
| 1. (FOR ANY 101 TO 109 RATED 2 OR LOWER) Comments or suggestions for improvement | (*open end*) | | | | | |

1. Overall, how many contacts with the QualityNet Help Desk, whether website visits, phone calls or emails, were needed to resolve your question?

(1 ) 1

(2 ) 2

(3 ) 3

(4 ) 4 or more

(9 ) Not yet resolved (ANSWER Q2A)

Q2A How many contacts have you had so far?

(1 ) 1

(2 ) 2

(3 ) 3

(4 ) 4 or more

1. Overall, how much effort did you personally have to put forth to handle your request?

(5 ) Very Low Effort

(4 ) Low Effort

(3 ) Moderate Effort

(2 ) High Effort\*

(1 ) Very High Effort\*

\*(FOR ALL Q3 RATED 2 OR 1) Q3com Can you comment about what took more effort on your part than it should have? (*Open end*)

1. Please rate your overall satisfaction with the service you received from the QualityNet Help Desk on this particular question or issue.

(5 ) Very Satisfied

(4 ) Satisfied

(3 ) Neutral

(2 ) Dissatisfied

(1 ) Very Dissatisfied

**Thank you for your time and your help today!**