



Email sent to Customer:

Customer Satisfaction Survey 182 for Stephanie C. Maynard

 Assistance Center (ITAC) or (CIC)
To: [Redacted]

 Tue 7/16/2024 10:26 AM

Hello *Stephanie C. Maynard*,

You have received this email because you recently utilized the *CIC HelpDesk*. The *CIC HelpDesk* team would like to know how your experience was in order to help improve service quality or highlight positive areas *CIC HelpDesk* should continue.

With only 5 questions, we encourage and appreciate your participation. Customer Satisfaction Survey 182 *Link*:
https://nist.servicenowservices.com/self_service?id=take_survey&instance_id=f6a3893f97db86102e03b877f053afdd

To locate the Survey from the NIST Service Portal Homepage, click on "My Tickets" in the upper right corner of the page. Next, click on "Surveys" in the dropdown and select "Customer Satisfaction Survey 182". When you are finished with the survey click the "Submit" button.

Once submitted, your feedback is included in reports provided to *CIC HelpDesk* management. A follow-on phone call from the Team Leader, *Alice F. Cody*, may take place to further discuss your experience. Thank you.

Ticket: [SCTASK0754250](#)

Please Note:

1. Only low-impact, non-sensitive information should be included in your comments. Avoid including IP addresses, home phone numbers, etc.

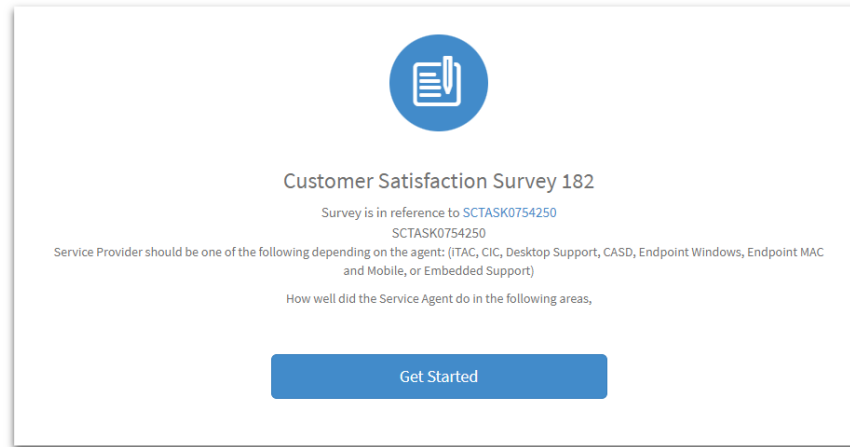
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OMB Control #0693-0031
Expiration Date 08/31/2024

A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995 unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 0693-0031. Without this approval, we could not conduct the NIST Generic Request for Customer Service-Related data collections/NIST IT Assistance Center (ITAC) Customer Satisfaction measurement survey/information collection. Public reporting for this information collection is estimated to be approximately 2 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering, and maintaining the data needed, and completing and reviewing the information collection. All responses to this information collection are voluntary. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to the National Institute of Standards and Technology (NIST) at: 100 Bureau Drive, MS182, Gaithersburg, MD 20899, Attn: Alice Cody, alice.cody@nist.gov.

Ref:MSG010917151

When click on link from email:



The Actual Survey:

Customer Satisfaction Survey

	Very Poor	Poor	Average	Good	Very Good
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments: (Open Text field)

[Cancel](#) 1/1 [Save](#) [Submit](#)