

## NHSN Help Desk Customer Satisfaction Survey

Thank you for contacting the NHSN Help Desk. Please complete this short survey to let us know how we are doing.

Overall, how satisfied are you with your NHSN Help Desk experience?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

How satisfied are you with the Help Desk representative that assisted you?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

How satisfied are you with the time it took to resolve your case?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Assurance of Confidentiality: The voluntarily provided information obtained in this surveillance system that would permit identification of any individual or institution is collected with a guarantee that it will be held in strict confidence, will be used only for the purposes stated, and will not otherwise be disclosed or released without the consent of the individual, or the institution in accordance with Sections 304, 306 and 308(d) of the Public Health Service Act (42 USC 242b, 242k, and 242m(d)). CDC (NHSN-HD-2025-01) Rev (1.0; 1/1/2025).

Public reporting burden of this collection of information is estimated to average two (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 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 CDC, Reports Clearance Officer, 1600 Clifton Rd., MS H21-8, Atlanta, GA 30333, ATTN: PRA (0920-0666).

We value your feedback. Please let us know what we can do to improve your overall Help Desk experience.

[free text response]

Would you like to provide feedback on the NHSN Application?

Yes

No

[if Yes is selected]

How easy is it to use the NHSN Application?

Very Easy

Easy

Neutral

Difficult

Very Difficult

Please tell us how we can improve your experience with the NHSN Application.

[free text response]

Thank you for your feedback!