

NIH Help Desk Customer Satisfaction Report

For the Period 10/1/2004 to 12/31/2004

Tickets by Category Summary, Sources, Tickets Closed and Unresolved.

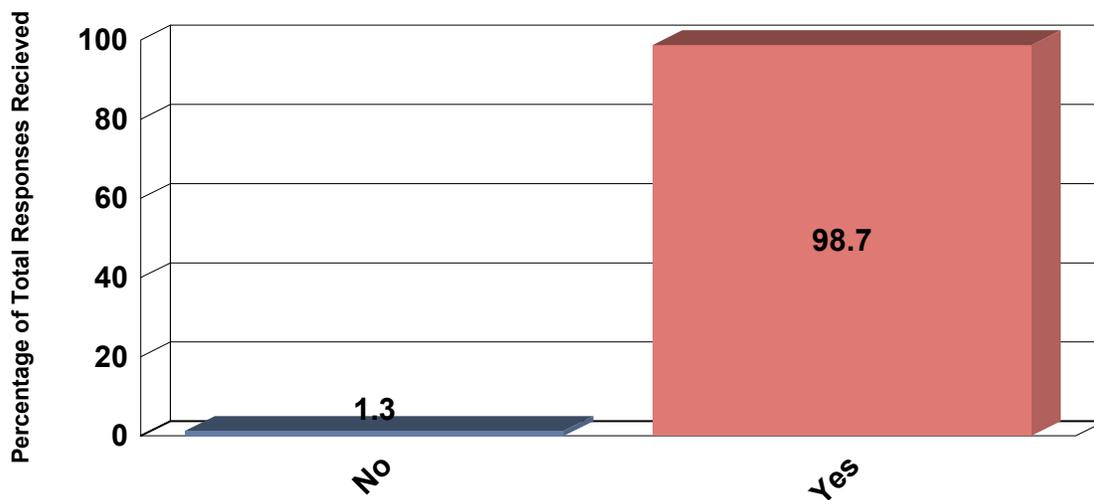
Snapshot Date: 2/4/2005

Number of Surveys Sent During Period: 9,686

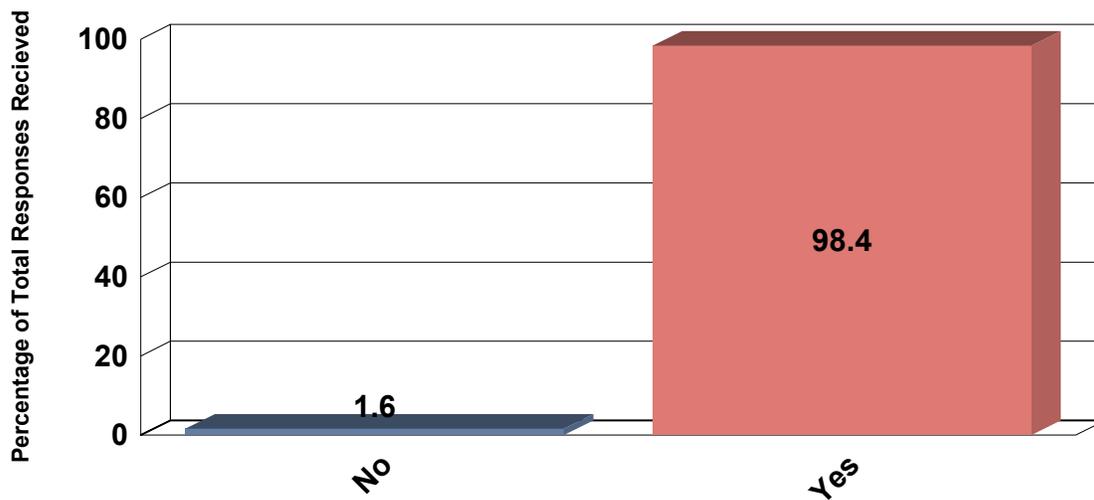
Number of Surveys Returned: 547

Rate of Return: 5.60 %

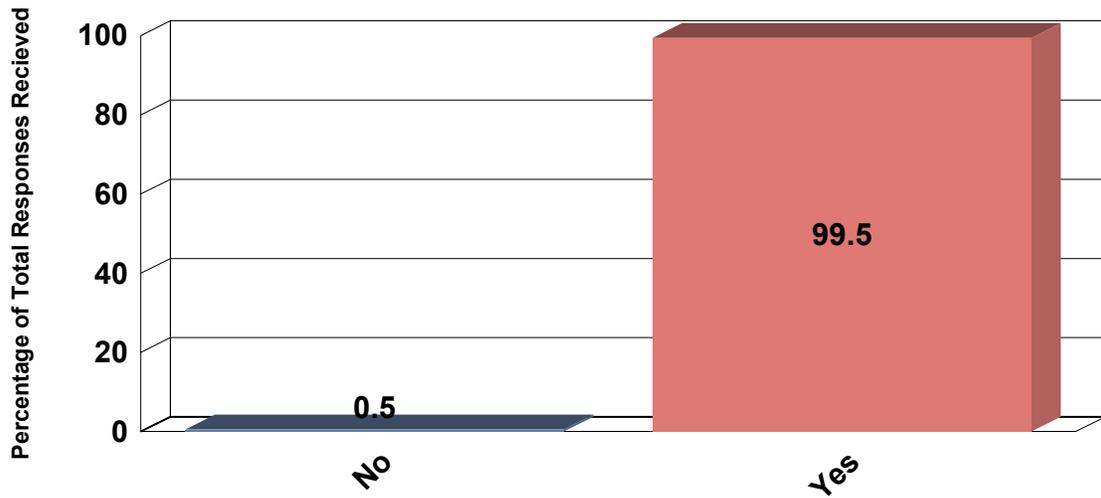
Were the Consultant(s) Courteous?



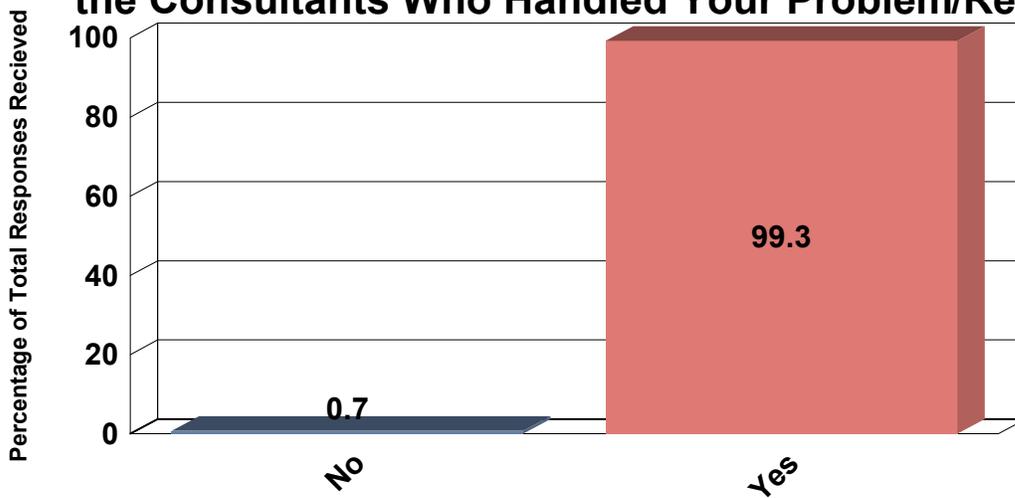
Did the Consultant(s) Understand the Problem/Request?



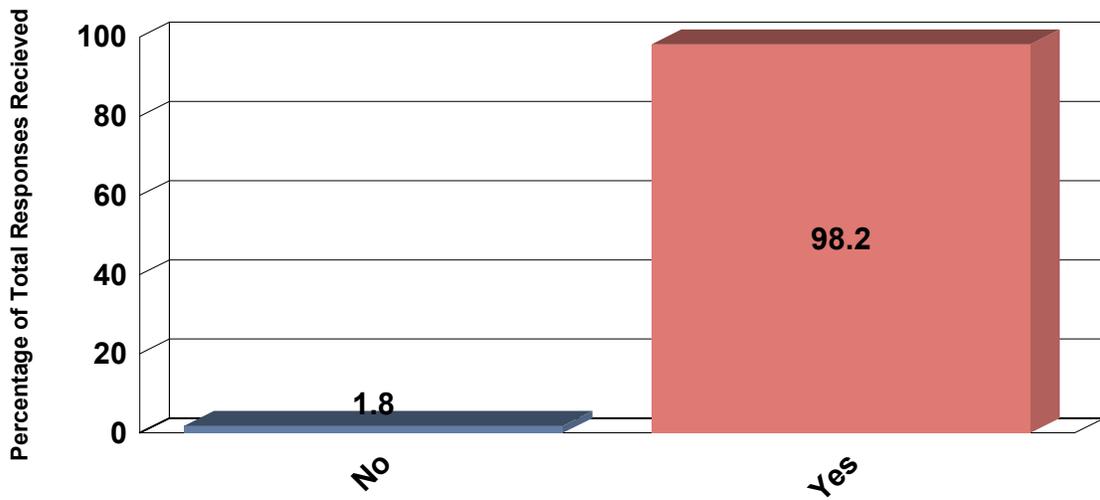
Was the Problem/Request Resolved in a Timely Manner?



Did You Feel That You Received Effective Support from All the Consultants Who Handled Your Problem/Request?



Was the Problem/Request Resolved to Your Satisfaction?



How Would You Rate Your Overall Customer Experience?

