

PDR Satisfaction Survey - Microsoft Internet Explorer provided by USNRC

http://www.surveymonkey.com/s/FTLSL77

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US NRC ADAMS Common... Web-based ADAMS TOCs Technical Library Electron... Report an ADAMS System... Plant outage schedule SECY NUREG CR

US NRC ADAMS Co... PDR Satisfaction...

PDR Satisfaction Survey

1. I was satisfied with the ADAMS database.

☐ Strongly Agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly Disagree

☐ N/A

2. I found what I was looking for in ADAMS.

☐ Strongly Agree

☐ Agree

☐ Neutral

☒ Disagree

☐ Strongly Disagree

☐ N/A

3. Please provide any additional comments about your experience with searching and retrieving documents from ADAMS.

Done

Internet | Protected Mode: On 130%

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3. Please provide any additional comments about your experience with searching and retrieving documents from ADAMS.

4. My question, problem or request was handled in a timely fashion.

☐ Strongly Agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly Disagree

☐ N/A

5. PDR staff conducted themselves in a friendly and professional manner.

☐ Strongly Agree

☐ Agree

☒ Neutral

☐ Disagree

☐ Strongly Disagree

☐ N/A

6. I was satisfied with the knowledge, responsiveness and skill level of the PDR staff when I called for assistance.

Done

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6. I was satisfied with the knowledge, responsiveness and skill level of the PDR staff when I called for assistance.

☐ Strongly Agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly Disagree

☐ N/A

7. I was satisfied with the knowledge, responsiveness and skill level of the PDR staff when I received a reply to my E-mail asking for assistance.

☐ Strongly Agree

☐ Agree

☐ Neutral

☐ Disagree

☒ Strongly Disagree

☐ N/A

8. Overall, I am satisfied with the level of service that I received.

☐ Strongly Agree

☐ Agree

☐ Neutral

Done

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8. Overall, I am satisfied with the level of service that I received.

☐ Strongly Agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly Disagree

☐ N/A

9. Please provide any additional comments about the level of service you received.

OMB 3150-0197 Expires 03/31/2014

Estimated burden per response to comply with this voluntary collection request: 10 minutes. The information submitted will be used to assess customer satisfaction with the NRC PDR services and modify staff service provided. Send comments regarding the burden estimate to the Information Services Branch (T5-F53), U.S. Nuclear Regulatory Commission, Washington, DC, 20555-0001, or by e-mail to Infocollects.Resource@nrc.gov, and to the Desk Officer, Office of Information and Regulatory Affairs, NEOB-10202, (3150-0197), Office of Management and Budget, Washington, DC, 20503. If a means used to impose an information collection does not display a currently valid OMB control number, the NRC may not conduct or sponsor, and a person is not required to respond to, the information collection.

Done

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