OMB control number: 0503-0024

Expiration Date: 04/30/2023

1. How satisfied are you with the services you received from the IT Service Desk today?

- Satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Dissatisfied

2. Please indicate your level of agreement with the following statements:

It was **easy** to complete what I needed to today.	★★★★★	5
It took a **reasonable amount of time** to receive the help I needed.	☆☆☆☆☆	
I understood what was being asked of me throughout the process.	☆☆☆☆☆	
The employee(s) I interacted with were **helpful.**	☆☆☆☆☆	
This visit increased my **confidence** in the IT Service Desk.	☆☆☆☆☆	
My needs were addressed.	☆☆☆☆☆	

3. Please share any additional feedback you have about your IT Service Desk request, or just click "Submit Response". If you would like a direct response from the IT Service Desk, you must include your email contact information in the text block below.

Comments:

Email for Follow-up:

Next

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0503-0024. The expiration date is 04/30/2023. The time required to complete this information collection is estimated to average 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. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to fpac.customerexperience@usda.gov.