

Office of Acquisitions

Customer Service Board (CSB) - Customer Feedback Form

Please take our survey to assess your satisfaction with the contractual support and customer service provided by the Office of Acquisitions. We look forward to reviewing your response.

1. Please rate your overall satisfaction with Office of Acquisition Services.

- Very Satisfied
- Satisfied
- Neutral
- Not Satisfied
- Very Dissatisfied

2. How responsive is our Office of Acquisitions?

- Extremely Responsive
- Very Responsive
- Moderately Responsive
- Slightly Responsive
- Not at all Responsive

3. How well does the Contracting Officer or Contract Specialist answer your questions?

- Extremely Well
- Very Well
- Moderately Well
- Slightly Well
- Not at all Well

4. How knowledgeable was our Contracting Officer or Contract Specialist?

- Extremely Knowledgeable
- Quite Knowledgeable
- Moderately Knowledgeable
- Slightly Knowledgeable
- Not at all Knowledgeable

5. How clear was the information that our Contracting Officer or Contract Specialist provided to you?

- Extremely Clear
- Quite Clear
- Moderately Clear
- Slightly Clear
- Not at all Clear

6. Was the Contracting Officer or Contract Specialist able to resolve your issues?

- All of them
- Most of them
- About half of them
- Some of them
- None of them

Expand on your answer here:

7. How would you rate our quality of work and customer service?

- Very Satisfied
- Satisfied
- Neutral
- Not Satisfied
- Very Dissatisfied

8. What could we have done better?

Optional Information:

Name:

Title:

I/C:

Phone Number:

Please email the survey to Brian.Goodger@nih.gov

Thank you for your time and feedback!