

# Annex I.C

## USER SATISFACTION STUDY

*To be sent after relying to inquiries*

Ticket number: .....

**1. The Helpdesk was contacted by**

phone       email

**2. The helpdesk sufficiently answered my question**

Strongly disagree     Disagree                       Agree                       Strongly agree

Other comments:.....

**3. The Helpdesk was prompt and efficient**

Strongly disagree     Disagree                       Agree                       Strongly agree

Other comments:.....

**4. The Helpdesk understood my question**

Strongly disagree     Disagree                       Agree                       Strongly agree

Other comments:.....

**5. I understood the feedback from the Helpdesk**

Strongly disagree     Disagree                       Agree                       Strongly agree

Other comments:.....

**6. I feel confident about contacting the helpdesk the next time I have a question.**

Strongly disagree     Disagree                       Agree                       Strongly agree

Other comments:.....