

### Customer Experience

Below is a list of statements regarding your interaction with the CHRIS Contractor Support personnel at NETL. Please indicate how strongly you agree or disagree with the statements given below. If you do not have any information about a particular statement or the item is not applicable to you, indicate that with a rating of N/A.

5-Strongly Agree

4-Somewhat Agree

3-Neutral

2-Somewhat Disagree

1-Strongly Disagree

N/A - Not Applicable (or not enough interaction to evaluate)

1. \_\_\_\_ CHRIS support personnel possess the knowledge, skill, and abilities to perform their functions.
2. \_\_\_\_ CHRIS support personnel are responsive to requests for information or assistance.
3. \_\_\_\_ I have found the CHRIS support staff members to be professional and courteous.
4. \_\_\_\_ The deliverables generated by CHRIS support personnel are current, accurate, and complete.
5. \_\_\_\_ CHRIS support personnel complete scheduled items on time.
6. \_\_\_\_ Overall, I am satisfied with the services I received from the CHRIS support team member(s).

### Customer Comments:

Please provide any additional comments you may have about the CHRIS support below. Ideas leading to process improvement are especially appreciated. General comments are welcome!

### 7. Comments: