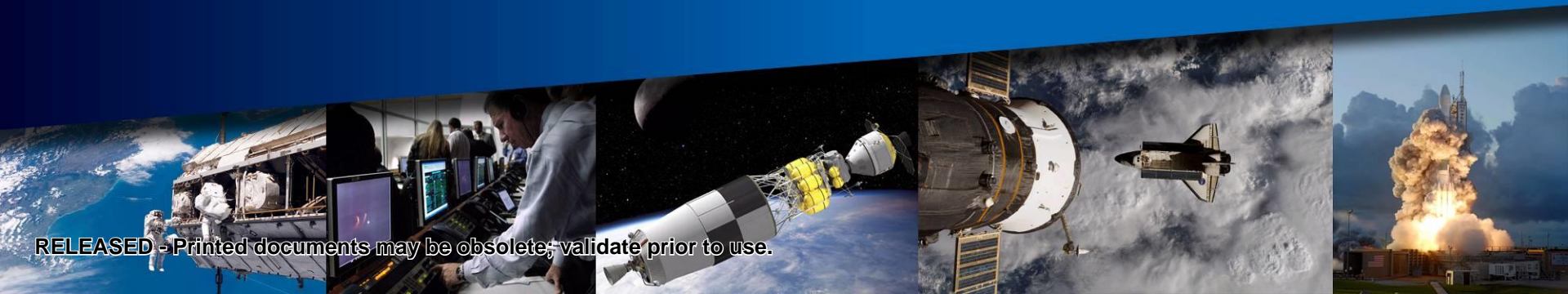


# NSSC

NASA Shared Services Center

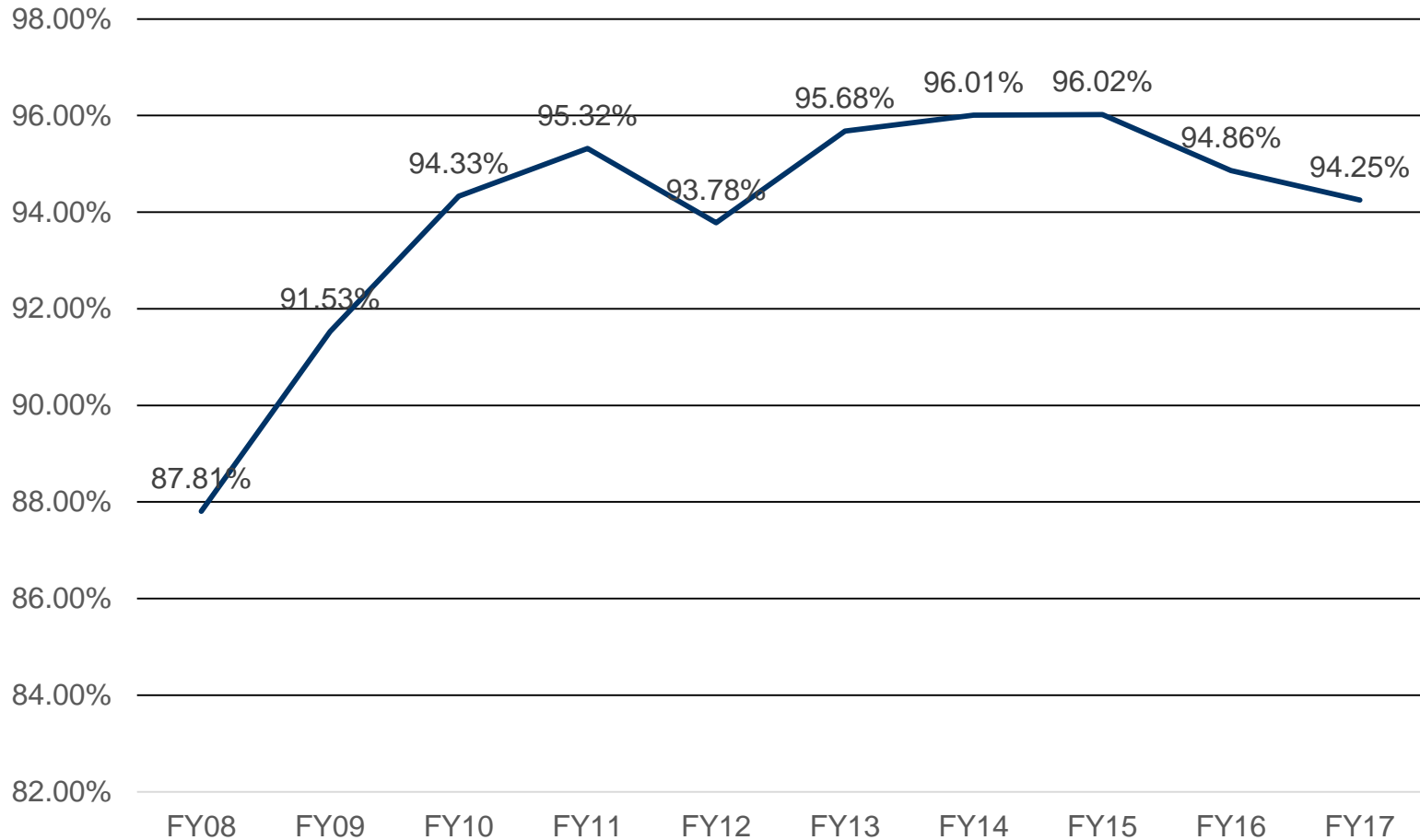
## Customer Contact Center Customer Satisfaction Survey (2008-2017)



RELEASED - Printed documents may be obsolete; validate prior to use.

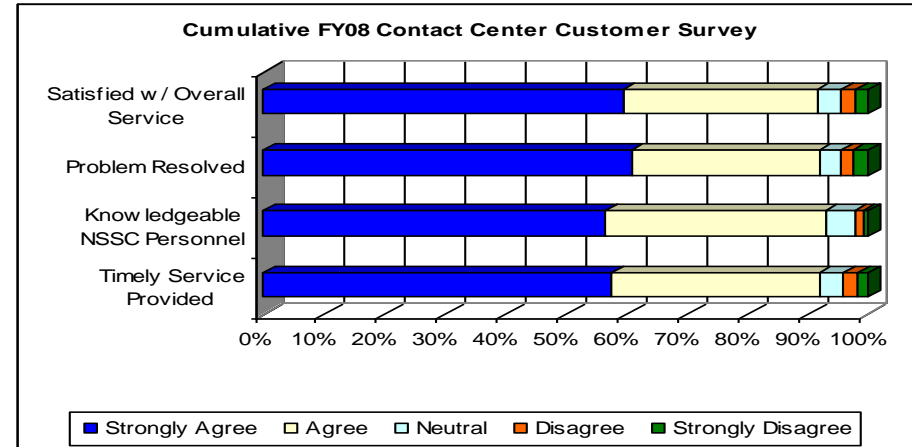
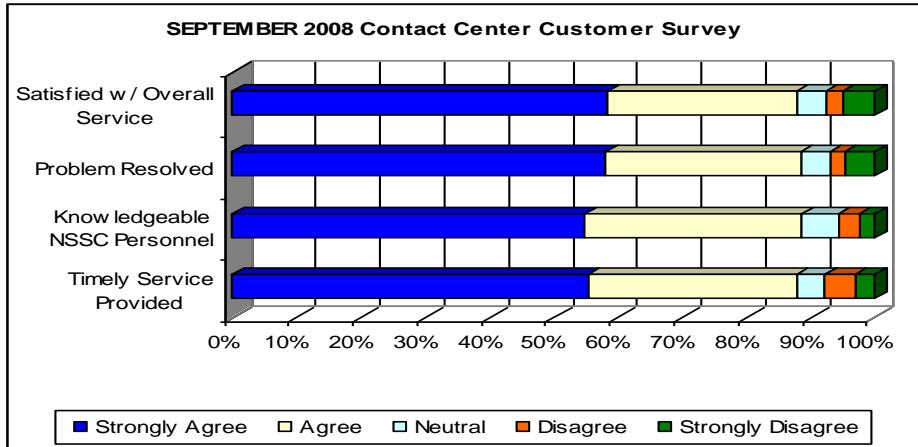
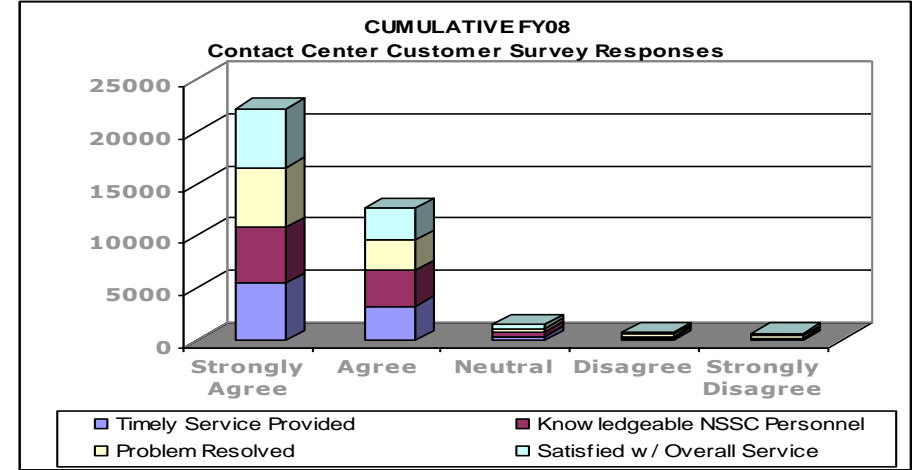
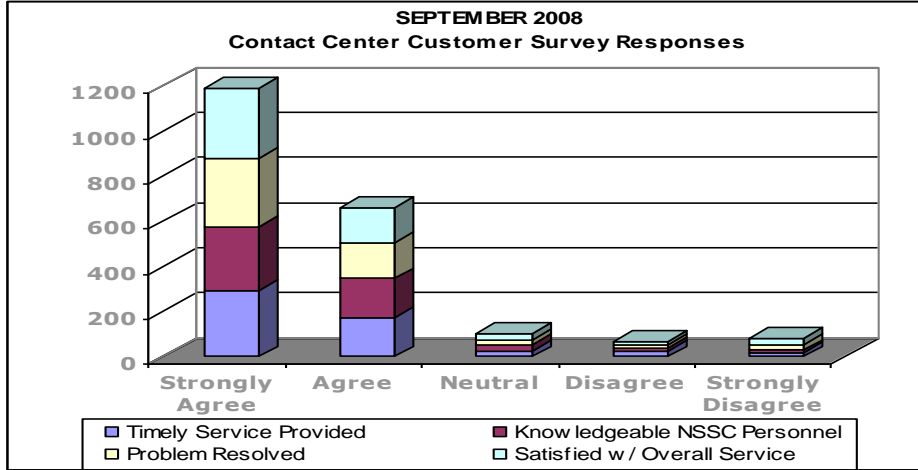
# Customer Contact Center Customer Satisfaction Survey

## Overall Satisfaction



# Customer Contact Center Customer Satisfaction Survey

## CUSTOMER SATISFACTION SURVEY



**Assessment:**

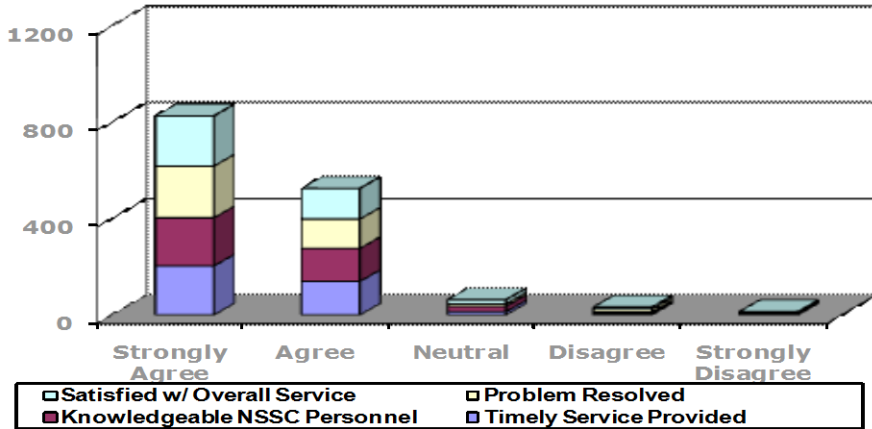
87.81% of randomly selected customers "agree" or "strongly agree" that they were satisfied with the overall service of the NSSC.

88.53% of randomly selected customers "agree" or "strongly agree" that their problem was resolved to their satisfaction.

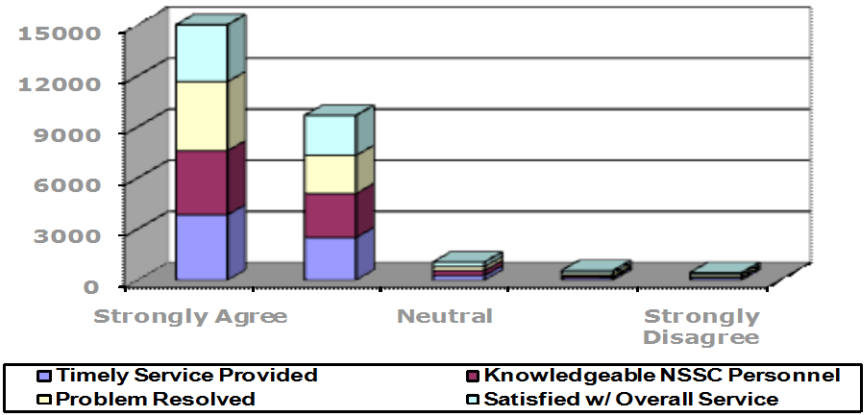
# Customer Contact Center Customer Satisfaction Survey

## CUSTOMER SATISFACTION SURVEY

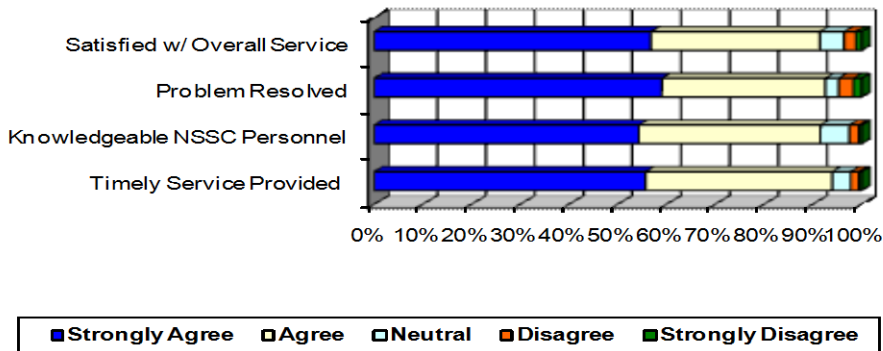
SEPTEMBER 2009  
Contact Center Customer Survey Responses



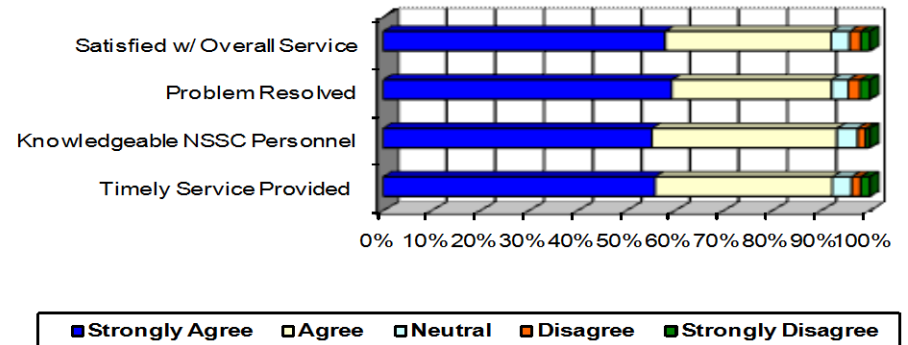
CUMULATIVE FY09  
Contact Center Customer Survey Responses



SEPTEMBER 2009 Contact Center Customer Survey



Cumulative FY09 Contact Center Customer Survey



### Assessment:

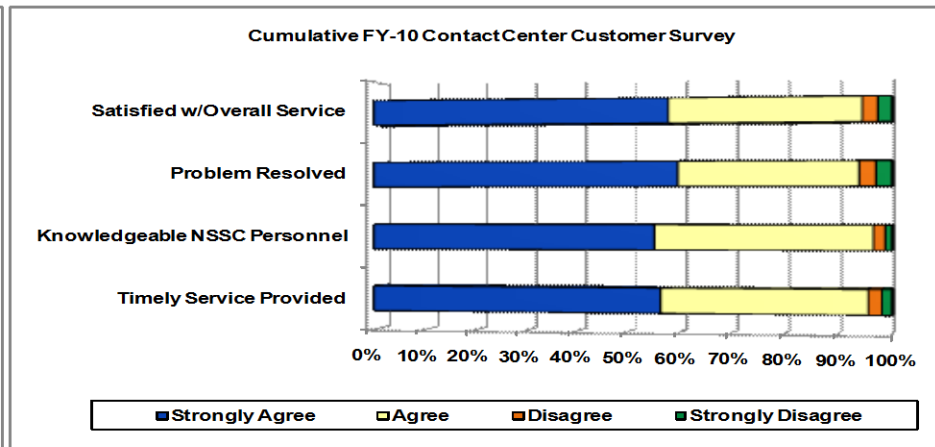
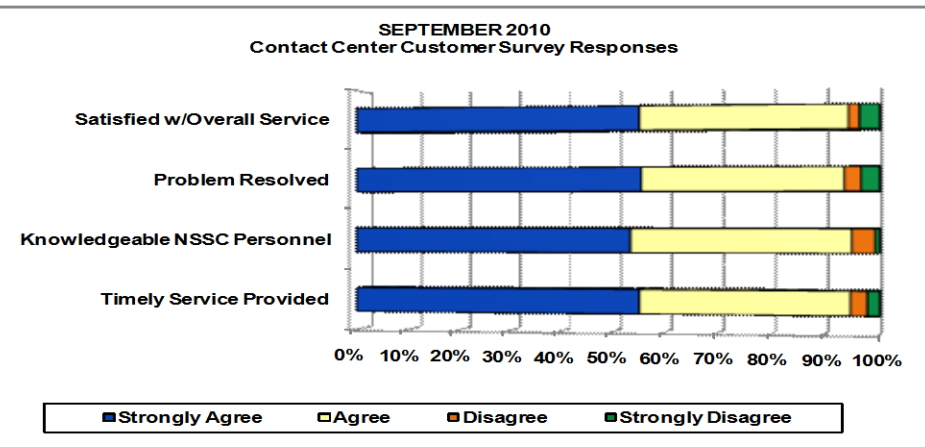
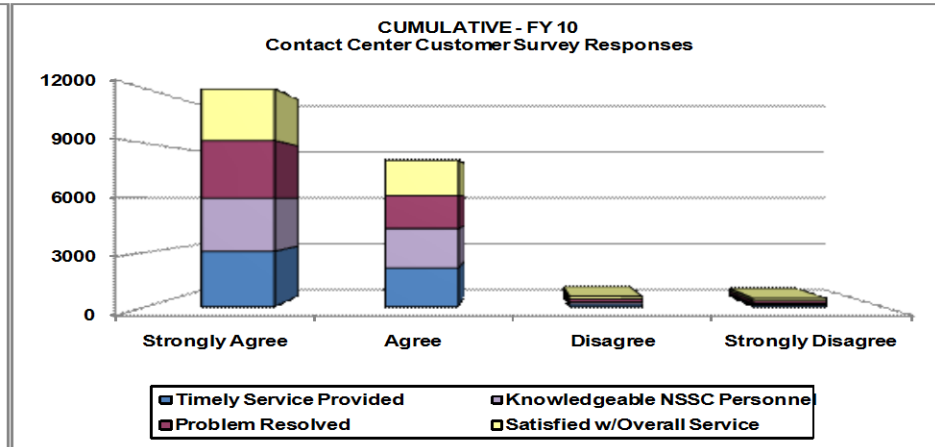
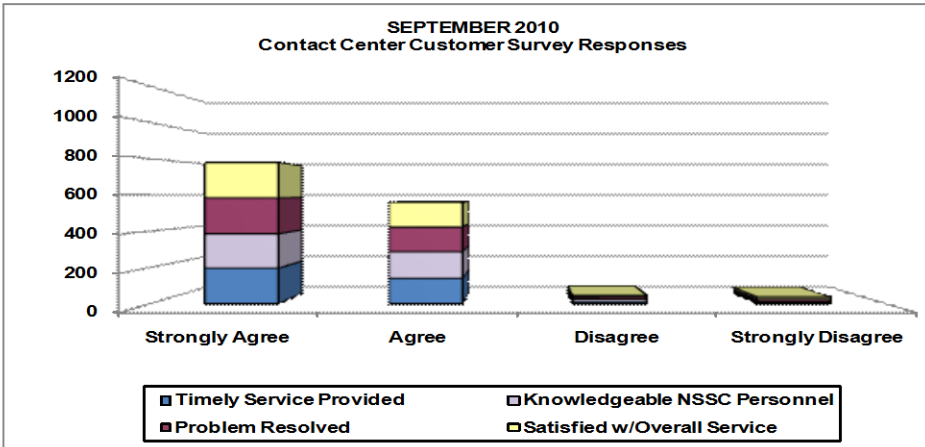
91.53% of randomly selected customers "agree" or "strongly agree" that they were satisfied with the overall service of the NSSC.

92.59% of randomly selected customers "agree" or "strongly agree" that their problem was resolved to their satisfaction.

RELEASED-- Printed documents may be obsolete; validate prior to use.

# Customer Contact Center Customer Satisfaction Survey

## CUSTOMER SATISFACTION SURVEY - FY 10

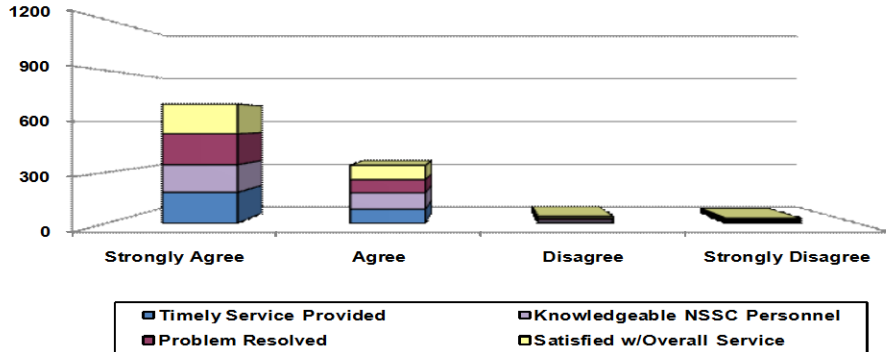


**Assessment:**  
**94.33%** of randomly selected customers "agree" or "strongly agree" that they were satisfied with the overall service of the NSSC.  
**93.54%** of randomly selected customers "agree" or "strongly agree" that their problem was resolved to their satisfaction.

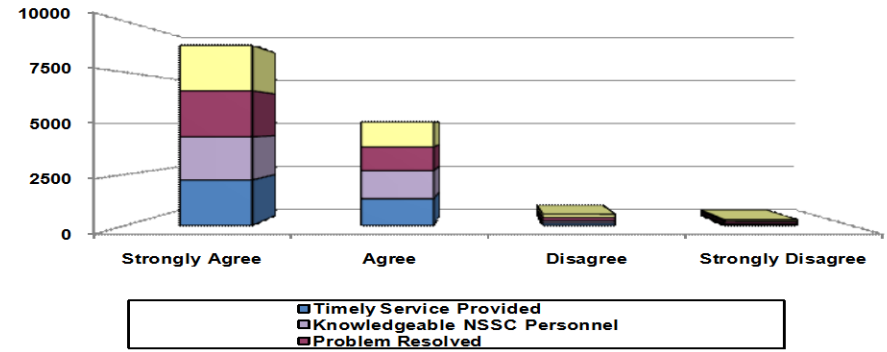
# Customer Contact Center Customer Satisfaction Survey

## CUSTOMER SATISFACTION SURVEY - FY 11

SEPTEMBER 2011  
Contact Center Customer Survey Responses

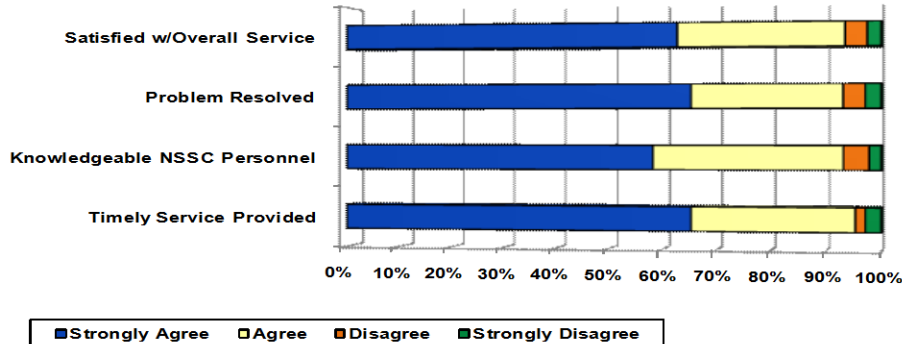


CUMULATIVE - FY 11  
Contact Center Customer Survey Responses

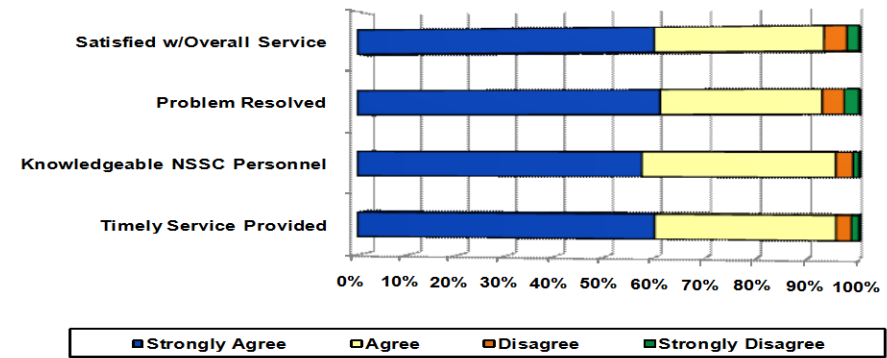


	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
Monthly Satisfaction	94.23%	94.87%	93.79%	96.23%	92.21%	93.08%	93.20%	94.08%	94.98%	95.16%	95.08%	93.80%
Cumulative Satisfaction	94.23%	94.55%	94.29%	94.78%	94.27%	94.07%	93.94%	93.96%	94.07%	94.18%	94.26%	94.32%

August 2011  
Contact Center Customer Survey Responses



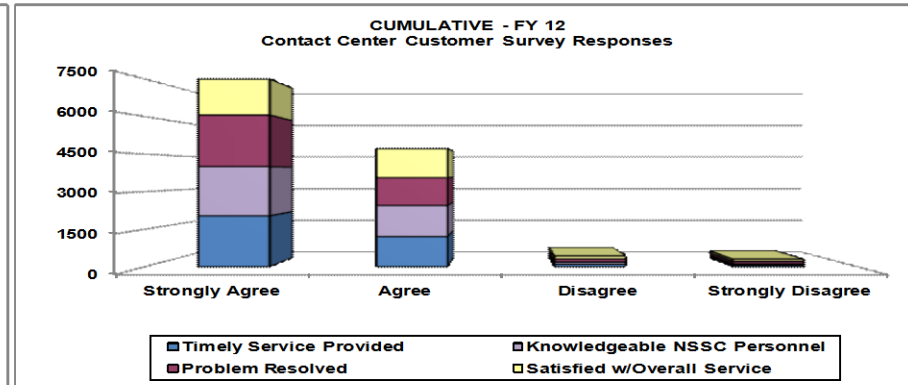
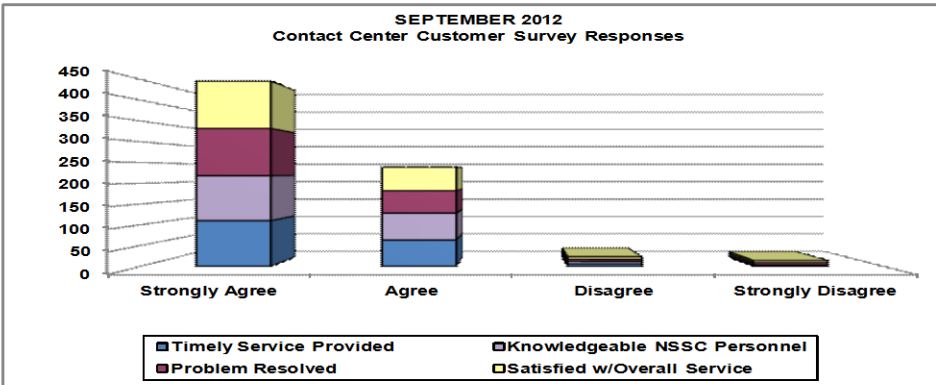
Cumulative FY-11 Contact Center Customer Survey



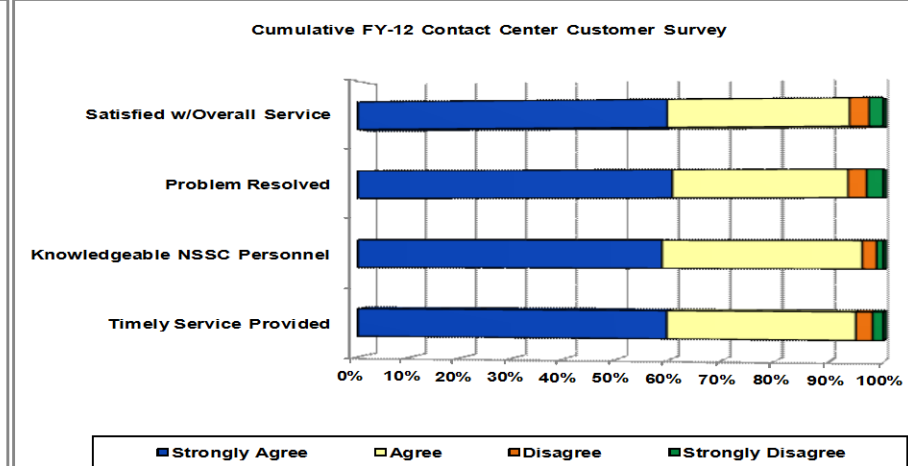
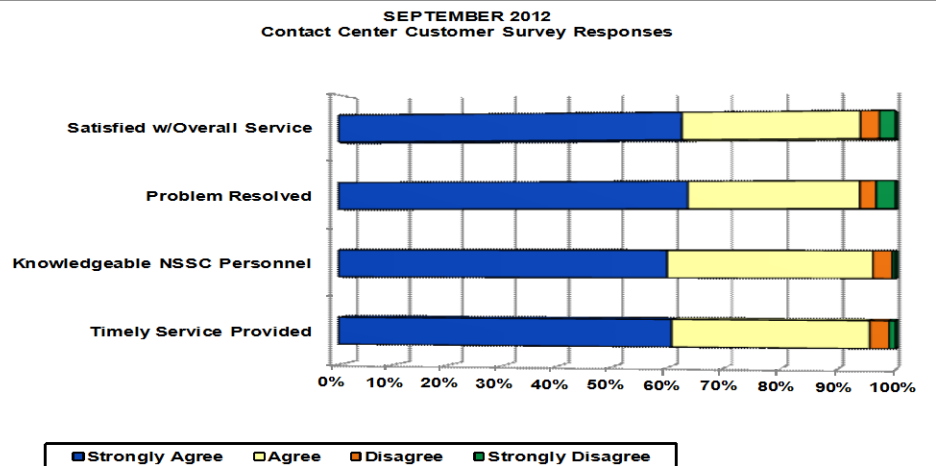
**Assessment:** 95.32% of the randomly selected customers responded that Timely Service was provided; 93.19% of the randomly selected customers thought the NSSC Personnel were Knowledgeable; 93.17% of randomly selected customers thought that their problem was resolved to their satisfaction; 93.53% of the randomly selected customers were satisfied with the overall service of the NSSC.

# Customer Contact Center Customer Satisfaction Survey

## CUSTOMER SATISFACTION SURVEY - FY 12



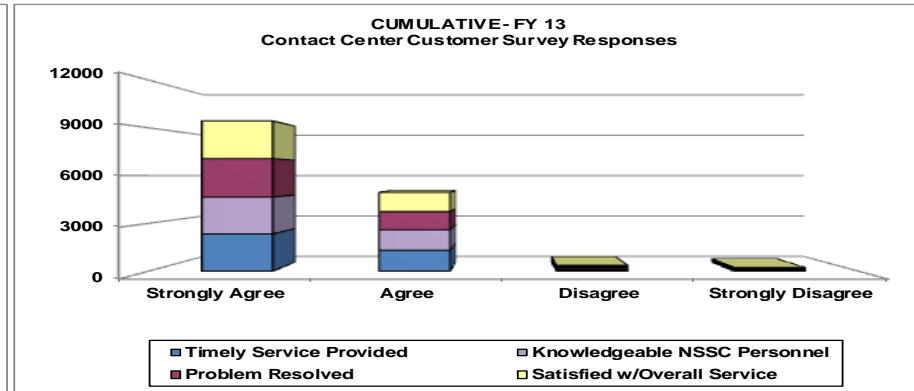
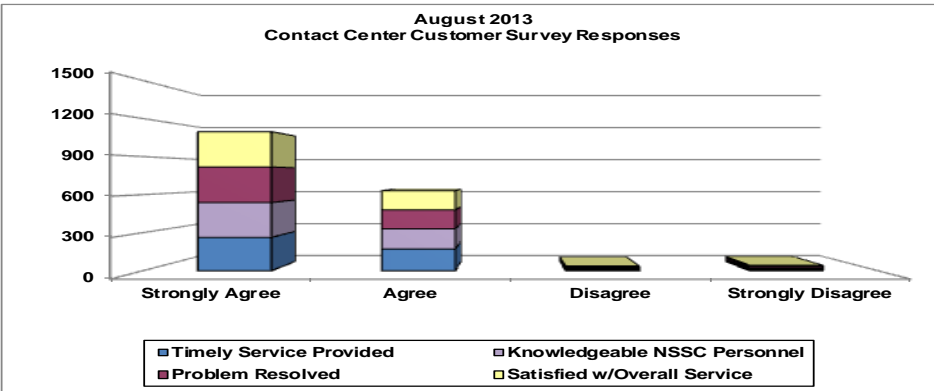
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
<b>Monthly Satisfaction</b>	96.21%	93.53%	92.66%	91.64%	92.92%	96.62%	94.40%	92.71%	93.75%	93.25%	94.14%	93.96%
<b>Cumulative Satisfaction</b>	96.21%	94.74%	94.08%	93.54%	93.46%	93.86%	93.93%	93.80%	93.79%	93.75%	93.78%	93.78%



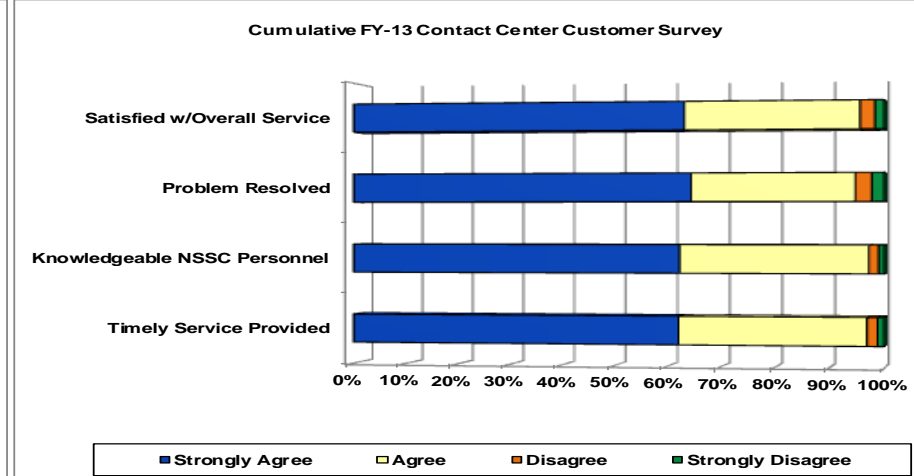
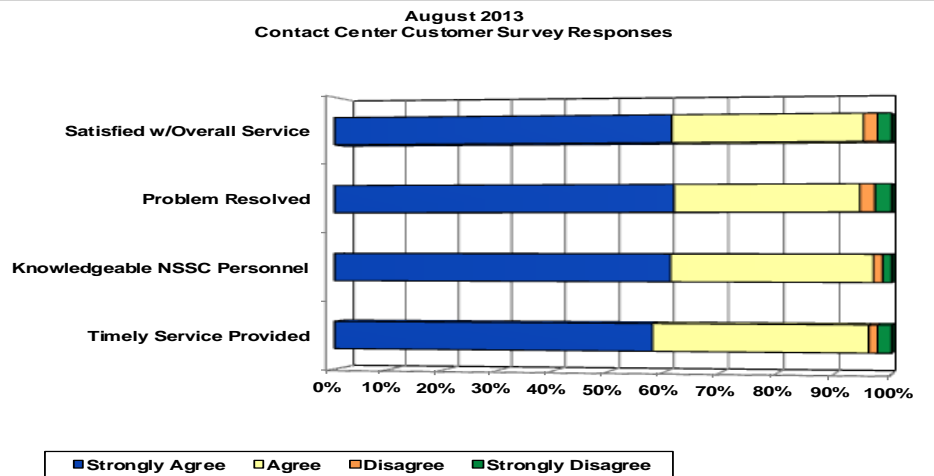
**Assessment:** 95.58% of the randomly selected customers responded that Timely Service was provided; 96.11% of the randomly selected customers thought the NSSC Personnel were Knowledgeable; 93.85% of randomly selected customers thought that their problem was resolved to their satisfaction; 93.96% of the randomly selected customers were satisfied with the overall service of the NSSC.

# Customer Contact Center Customer Satisfaction Survey

## CUSTOMER SATISFACTION SURVEY - FY 13



	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
<b>Monthly Satisfaction</b>	95.13%	95.21%	94.80%	95.72%	95.24%	96.38%	95.50%	97.21%	95.71%	94.66%	95.13%	N/A
<b>Cumulative Satisfaction</b>	95.13%	95.17%	95.05%	95.35%	95.32%	95.52%	95.51%	95.92%	95.89%	95.76%	95.68%	95.68%



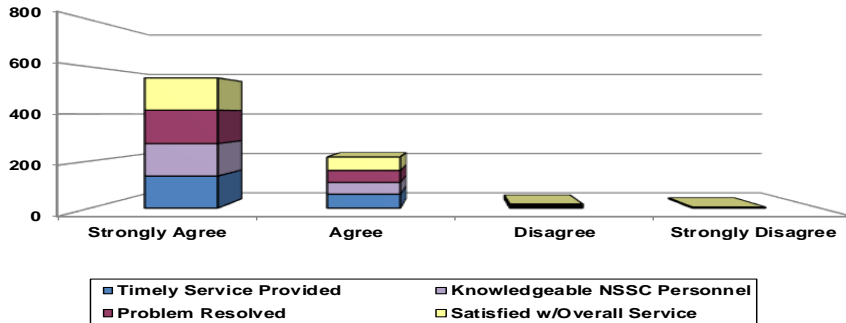
Assessment: Due to the Government shutdown, the NSSC was not able to launch the September Customer Satisfaction Surveys in a timely manner. For the September 2013 reporting period only, the NSSC will not be reporting Customer Contact Center survey responses.



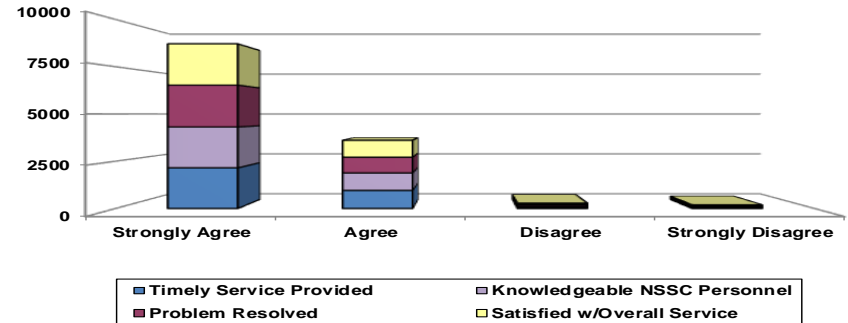
# Customer Contact Center Customer Satisfaction Survey

## CUSTOMER SATISFACTION SURVEY - FY14

September 2014  
Contact Center Customer Survey Responses

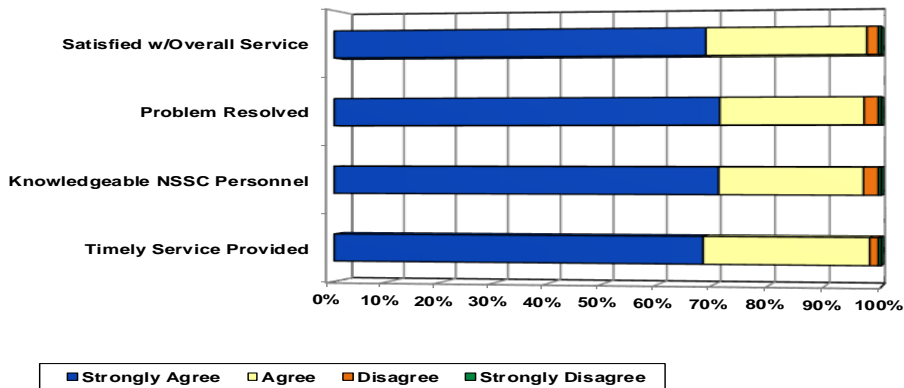


CUMULATIVE - FY 14  
Contact Center Customer Survey Responses

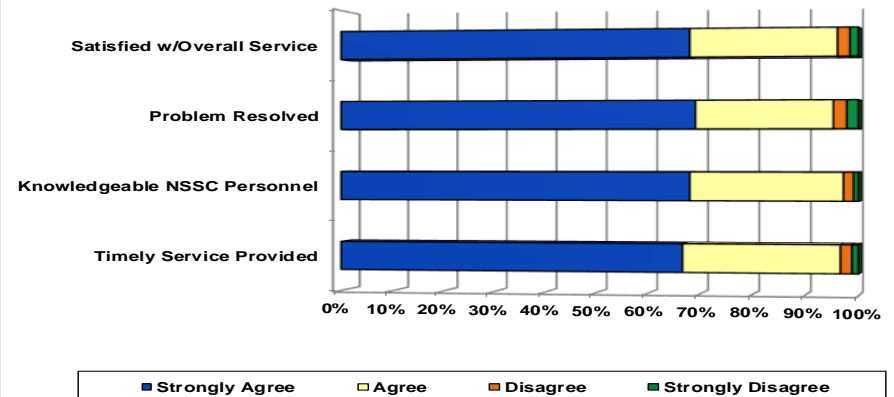


	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
Monthly Satisfaction	95.03%	95.19%	95.45%	95.00%	95.80%	96.47%	97.14%	96.15%	97.13%	95.21%	97.50%	97.49%
Cumulative Satisfaction	95.03%	95.14%	95.24%	95.17%	95.29%	95.50%	95.75%	95.81%	95.93%	95.88%	96.26%	96.10%

September 2014  
Contact Center Customer Survey Responses



Cumulative FY-14 Contact Center Customer Survey



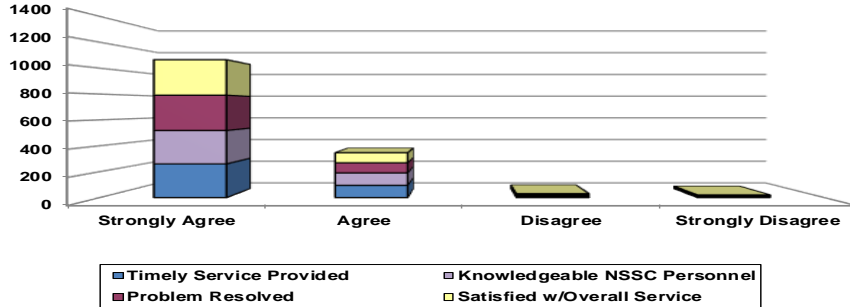
**Assessment:** 97.99% of the randomly selected customers responded that Timely Service was provided; 96.91% of the randomly selected customers thought the NSSC Personnel were Knowledgeable; 96.98% of randomly selected customers thought that their problem was resolved to their satisfaction; 97.49% of the randomly selected customers were satisfied with the overall service of the NSSC.

RELEASED - Printed documents may be obsolete; validate prior to use.

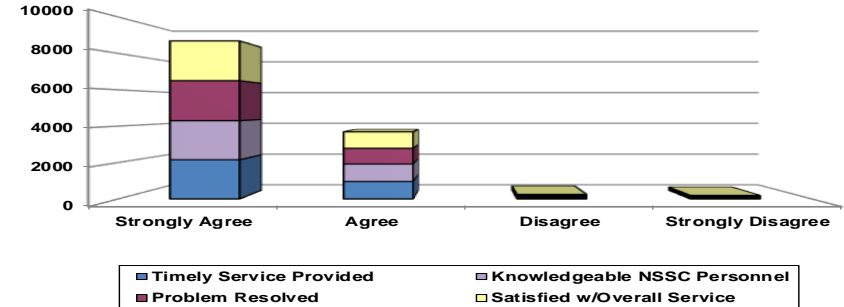
# Customer Contact Center Customer Satisfaction Survey

## CUSTOMER SATISFACTION SURVEY - FY15

September 2015  
Contact Center Customer Survey Responses

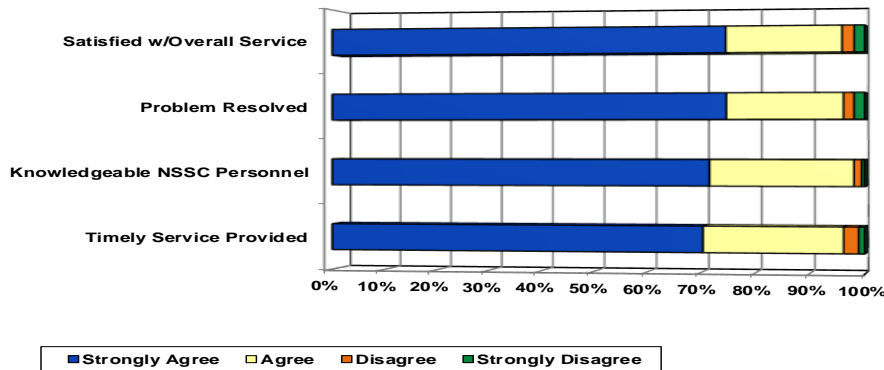


CUMULATIVE - FY 15  
Contact Center Customer Survey Responses

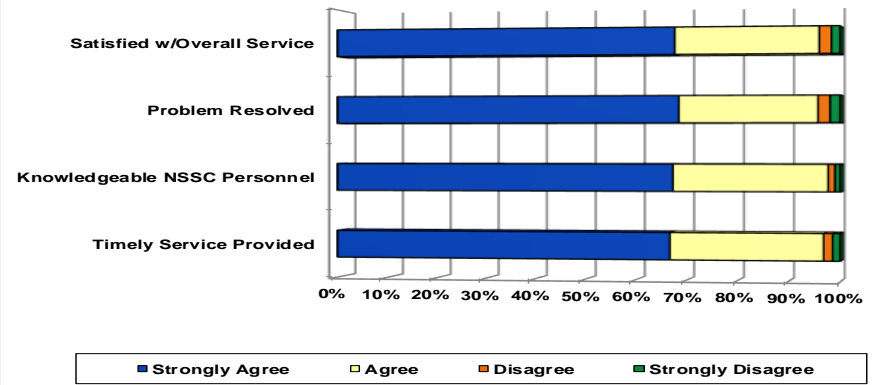


	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP
Monthly Satisfaction	96.20%	92.92%	96.77%	94.29%	96.76%	96.18%	97.01%	97.13%	96.38%	97.21%	96.10%	95.91%
Cumulative Satisfaction	96.20%	94.65%	95.28%	94.92%	95.25%	95.43%	95.67%	95.88%	95.94%	96.03%	96.04%	96.02%

September 2015  
Contact Center Customer Survey Responses



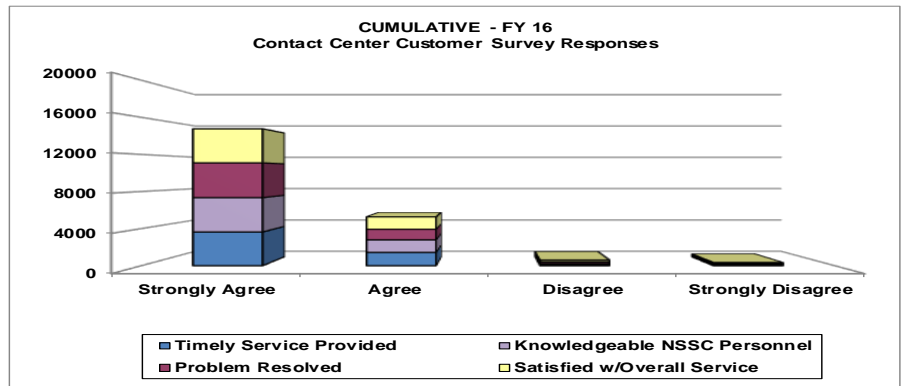
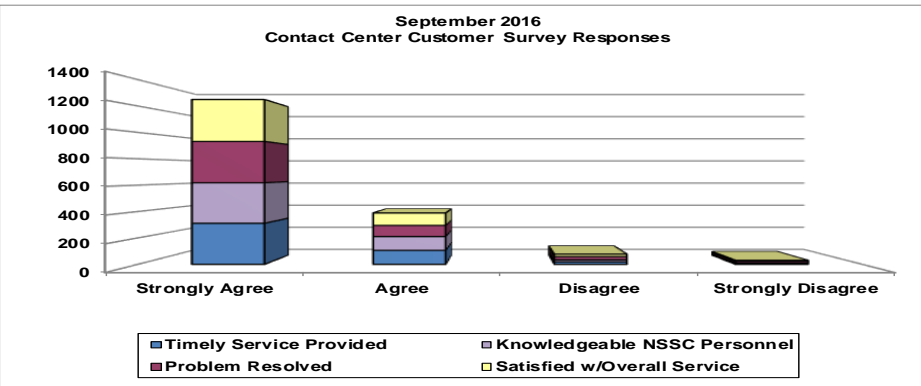
Cumulative FY-15 Contact Center Customer Survey



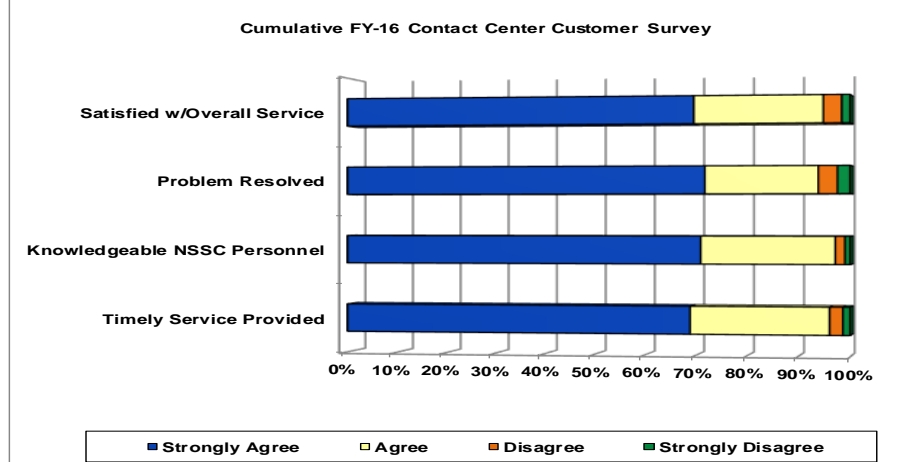
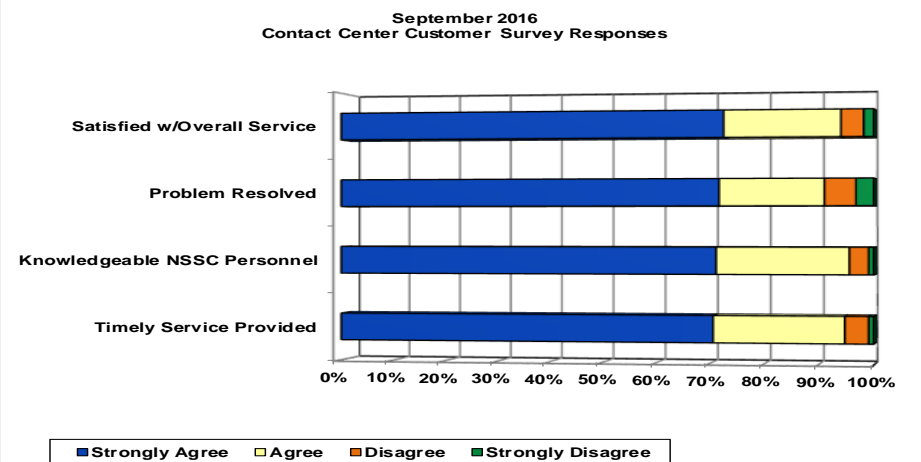
**Assessment:** 96.21% of the randomly selected customers responded that Timely Service was provided; 98.06% of the randomly selected customers thought the NSSC Personnel were Knowledgeable; 96.16% of randomly selected customers thought that their problem was resolved to their satisfaction; 95.91% of the randomly selected customers were satisfied with the overall service of the NSSC.

# Customer Contact Center Customer Satisfaction Survey

## CUSTOMER SATISFACTION SURVEY - FY16



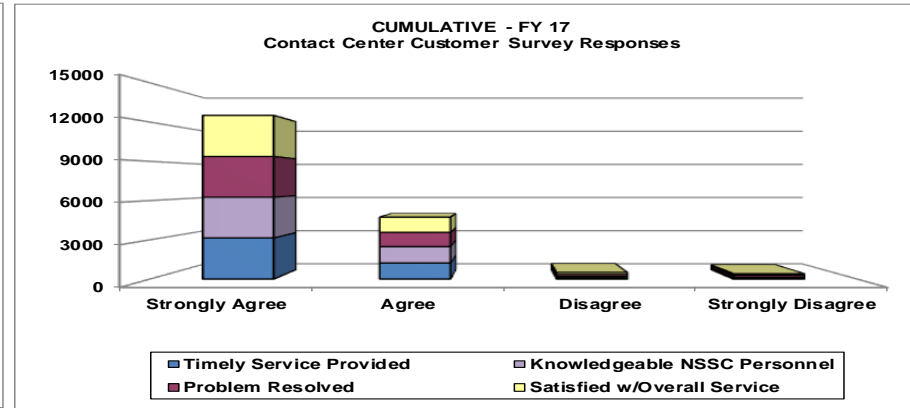
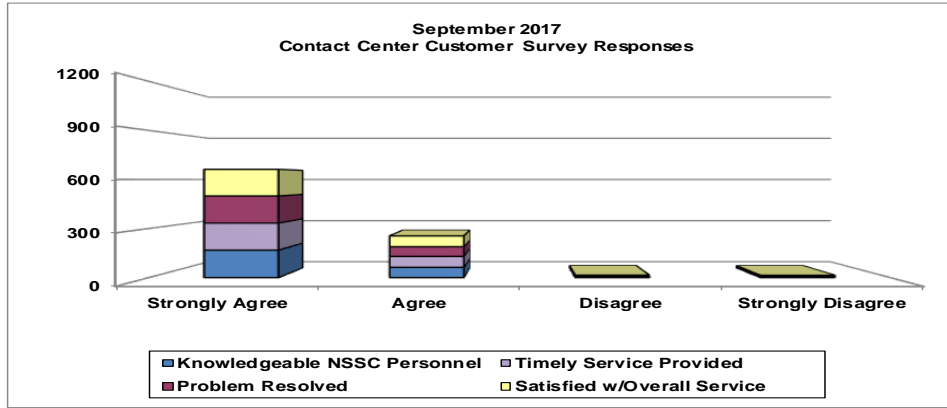
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
Monthly Satisfaction	87.34%	91.93%	89.45%	97.66%	95.95%	96.61%	95.69%	95.20%	95.98%	93.89%	94.82%	94.06%
Cumulative Satisfaction	87.34%	89.23%	89.30%	92.61%	93.65%	94.61%	94.82%	94.89%	95.08%	94.95%	94.94%	94.86%



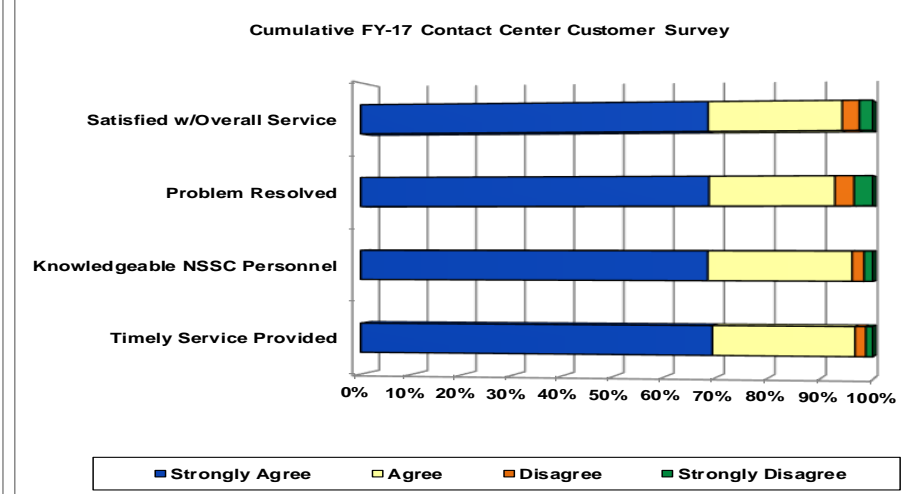
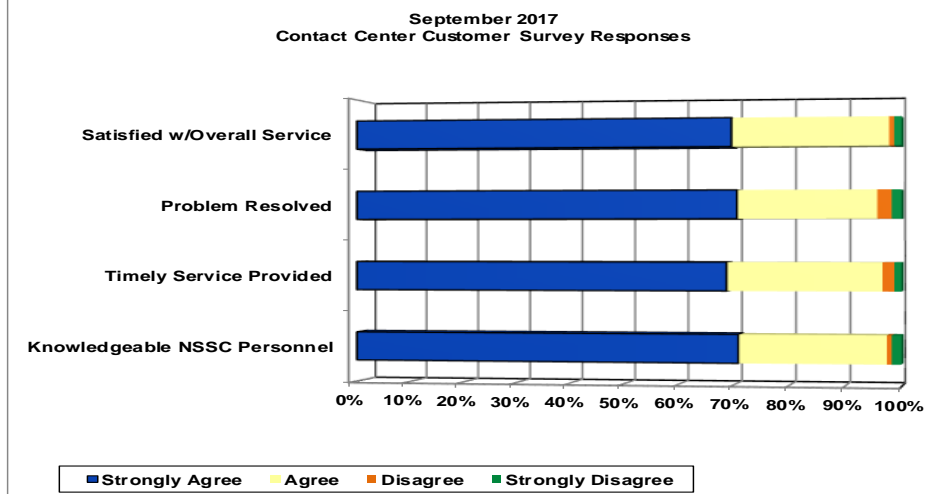
**Assessment:** 94.77% of the randomly selected customers responded that Timely Service was provided; 95.59% of the randomly selected customers thought the NSSC Personnel were Knowledgeable; 91.06% of randomly selected customers thought that their problem was resolved to their satisfaction; 94.06% of the randomly selected customers were satisfied with the overall service of the NSSC.

# Customer Contact Center Customer Satisfaction Survey

## CUSTOMER SATISFACTION SURVEY - FY17



	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
<b>Monthly Satisfaction</b>	91.81%	93.22%	93.46%	94.07%	95.02%	93.60%	96.05%	94.71%	93.15%	96.06%	93.64%	97.86%
<b>Cumulative Satisfaction</b>	91.81%	92.54%	92.79%	93.18%	93.55%	93.55%	93.90%	94.02%	93.94%	94.04%	94.06%	94.25%



**Assessment:** 97.47% of the randomly selected customers responded that Timely Service was provided; 96.67% of the randomly selected customers thought the NSSC Personnel were Knowledgeable; 95.74% of randomly selected customers thought that their problem was resolved to their satisfaction; 97.86% of the randomly selected customers were satisfied with the overall service of the NSSC.

RELEASED--Printed documents may be obsolete; validate prior to use.