



Beta test1
U.S. Environmental Protection Agency
Office of Inspector General
Financial Management Product Line
Customer Satisfaction Survey

Questions marked with an asterisk (*) are mandatory.

EPA Office of Inspector General Customer Survey on 2006 Products/Services
(EPA ICR Number 1711.05, OMB Control No. 2090-0019, Expiration Date
8/31/2009).

Should you have any questions or comments about this survey form, please call
(202) 566-2649 or (202) 566-2903.

1 About you (optional)

Name:

Phone:

E-mail Address:

2 *Report No and Title:

3 *Please specify your status as:

- EPA Office
- State Government
- Legislative Branch
- Association/Public Interest Group/NGO
- Local Government
- Other Federal Agency
- Other/Public

4 *Are you familiar with the IG Act & OIG mission and role ?

| No | A Little | Yes |
|----|----------|-----|
| 1 | 2 | 3 |

Please select the appropriate response to the following questions. Please provide explanations in space 9 below for any 'Strong Disagreement.' Skip any questions you do not care to answer or do not apply.

5 This OIG Product/Service

| | 1 Strongly Disagree | 2 Disagree | 3 Somewhat Disagree | 4 Somewhat Agree | 5 Agree | 6 Strongly Agree |
|--|---------------------------|---------------|---------------------------|------------------------|------------|------------------------|
| a. Is factually accurate and consistent with available information | 1 | 2 | 3 | 4 | 5 | 6 |
| b. Is objective & balanced (recognizes Agency assistance, progress and limitations) | 1 | 2 | 3 | 4 | 5 | 6 |
| c. Addresses relevant or significant issues | 1 | 2 | 3 | 4 | 5 | 6 |
| d. Is/was useful for decisions, actions and improvements | 1 | 2 | 3 | 4 | 5 | 6 |
| e. Contains recommendations or information that are practical & appropriate | 1 | 2 | 3 | 4 | 5 | 6 |
| f. Is clear, logical and understandable | 1 | 2 | 3 | 4 | 5 | 6 |
| g. Is/was timely (for your needs & purposes) | 1 | 2 | 3 | 4 | 5 | 6 |
| h. Is/was responsive to Agency needs or requests for assistance | 1 | 2 | 3 | 4 | 5 | 6 |
| i. Contributes to the attainment of Agency's Strategic Goals or resolution of problems | 1 | 2 | 3 | 4 | 5 | 6 |

6 OIG Staff

| | 1 Strongly Disagree | 2 Disagree | 3 Somewhat Disagree | 4 Somewhat Agree | 5 Agree | 6 Strongly Agree |
|--|---------------------------|---------------|---------------------------|------------------------|------------|------------------------|
| a. Are professional and courteous | 1 | 2 | 3 | 4 | 5 | 6 |
| b. Are knowledgeable about the programs and/or issues involved | 1 | 2 | 3 | 4 | 5 | 6 |

c. Communicate clearly (purpose, process, progress, issues, results & recommendations)

1 2 3 4 5 6

d. Seek and consider input, comments and clarification on issues

1 2 3 4 5 6

e. Encourage a constructive working relationship

1 2 3 4 5 6

Suggestions and Comments

7 How can we improve the OIG products/services, processes or results?

8 With what products or services or areas of review can the OIG best serve EPA?

9 How do OIG products or services add value? If you do not believe they add value, why not?

10 Additional Space for Comments: Please describe reasons for "Strongly Agree" and "Strongly Disagree" responses, or any other issues, suggestions or compliments. For further information or to discuss comments and results call (202) 566-2903 or (202) 566-2649. THANK YOU!

"Burden Statement: Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, gathering information, and completing and reviewing the collection of information. Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggestions for reducing the burden, including the use of automated collection techniques to the Director, OEI Collections Strategies Division, United States Environmental Protection Agency,

Mail Code 2822, 1200 Pennsylvania Avenue, N.W., Washington, DC 20460-0001; and to the Office of Information and Regulatory Affairs, Office of Management & Budget, 725 17th Street NW, Washington, DC 20503. Attention : Desk Officer for EPA. Include the EPA ICR number (1711.05) and the OMB Control Number (2090-0019) in any correspondence."

