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Edit Header

The FSC is looking for ways to improve our Service Level Agree process. Please take a few minutes to participate in our survey directly impact our decisions. If you have any questions, please 512-460-5310.

1.



How satisfied are you with the FSC's current SLA process? *

- Very Dissatisfied
- Somewhat Dissatisfied
- Neutral
- Somewhat Satisfied
- Very Satisfied

2.



How satisfied were you with the FSC's moving the rate chart informat the SLA? *

- Very Dissatisfied
- Somewhat Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

3.



How satisfied are you with the FSC's transition from a 1 year to a 5 year SLA?

- Very Dissatisfied
- Somewhat Dissatisfied
- Neutral
- Somewhat Satisfied
- Very Satisfied

4.



How satisfied are you with the readability of the FSC's SLAs? *

- Very Dissatisfied
- Somewhat Dissatisfied
- Neutral
- Somewhat Satisfied
- Very Satisfied

5.



Are the detailed product descriptions in the SLA sufficient for your needs?

- No
- Yes

6.



On which product line(s) do you need more information? Click all that apply.

- Document Management
- Certified Payments
- Matched Payments
- Medical Payments

- Financial Reports & Accounting
- Customer Support Help Desk
- Audit Recovery
- Payroll
- TDY Travel
- PCS Travel
- Purchase Cards

7.



Would you like to receive your SLA earlier in the fiscal year? *

- No
- Yes

8.



When would you like to receive your SLA? *

- Mid July
- Late July
- Early August
- Mid August

9.



What suggestions do you have to make the FSC's SLA business pro specific. *



10.





Overall, how satisfied are you with the FSC SLA? *

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied



Edit Footer

Thank you for your feedback and participation!

Question Type Examples Select to Add A Question: Single/Multiple Answer

At the End



Add Question

Add From My Question Library ?

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How many electronic IPAC request forms do you submit via FASPAC per month? *

- 0-10
- 11-20
- 21-30
- Over 30



4.



How many hard copy IPAC request forms do you submit (via fax, e-mail, etc) per mo

- 0-10
- 11-20
- 21-30
- Over 30



5.



When do you see your FMS transaction posted for each IPAC request you submit? *

- 0-3 business days
- 3 or more business days



6.



Are you using IPAC request forms for all of your Intra-Governmental transactions? *

- Yes
- No



7.



How many check payments do you make to Other Government Agencies? *

- 0-10
- 11-20

- 21-30
- Over 30

8.



How many check payments do you accept from Other Government Agencies per mo

- 0-10
- 11-20
- 21-30
- Over 30

9.



How frequently do you contact the 224 Processing Section regarding FASPAC or IP/

- 0-5 times per month
- 6-10 times per month
- 10 or more times per month
- Other

10.



On average, how long does it take to receive a response to your inquiry from the 224

- 0-1 day
- 2-3 days
- 3 or more days

11.



Overall, how satisfied are you with the 224 Processing services you receive? *

- Very Satisfied
- Somewhat Satisfied

- Neutral
- Somewhat Dissatisfied
- Very Dissatisfied

12.

What suggestions do you have for improving the services provided by the 224 Processing Section? (Please be specific)



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If you have questions regarding this survey, please contact Sim 5111.

Please contact rachel.moffitt@mail.va.gov if you technical questions re

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Please take a few moments to evaluate the Financial Services Center Custom feedback is greatly appreciated and will help us with our impro

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Question Numbers
 Display Question Numbers ?

Global Survey Options
 Footer Header Thanks
 Default **Save** Options

Advanced Question Types
 Random Conjoint Parallel
 ? ? ?



In your most recent customer service experience, how did you contact the rep

- In person
- Telephone
- E-mail
- Fax
- Other

Ad



Do you feel sufficient information was given to you in order to solve your probl

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree

Ad



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Question Numbers
 Do Not Display Question Numbers 

Global Survey Options
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Default  Options

Advanced Question Types
 Random  Conjoint  Parallel 

Edit Header

Please take a few moments to evaluate the Financial Services Center's Financial Accounting Service Payment and Collection (FASPAC) and Intra-Governmental Payment and Collection (IGPC) application designed to allow stations to submit intra-Governmental Payment and Collection. Your response is greatly appreciated. Please be sure to complete the entire survey. Your response is better.

1.




Do you currently use Financial Accounting Service Payment And Collection (FASPAC) application designed to allow stations to submit intra-Governmental Payment and Collection? *

- Yes
- No

2.




How satisfied are you with the FASPAC functionality? *

- Very Satisfied
- Somewhat Satisfied
- Neutral
- Somewhat Dissatisfied
- Very Dissatisfied

3.






What did your representative do? (Please select all that apply) *

- Quickly identify the problem
- Appear very knowledgeable and competent
- Help you understand the causes and solution to your problem
- Handle problems with courtesy and professionalism

Ad



About how long did you have to wait before speaking to a representative? *

- I was taken care of immediately
- 1-3 Minutes
- 4-6 Minutes
- 7-10 Minutes
- MORE THAN 10 MINUTES

Ad



How long did it take to get your problem resolved? *

- Immediate resolution
- Less than 1 day
- 2-3 days
- 4-5 days
- More than 1 week
- My problem is still unresolved

Ad



We recently added a new number for VA stations to call (1-866-372-1411), has this changed your wait time to speak to a CSHD representative? *

- Yes
- No
- Not sure

Ad



Overall, how satisfied are you with your customer service experience? *

- Very Satisfied
- Somewhat Satisfied
- Neutral
- Somewhat Dissatisfied
- Very Dissatisfied

Ad



What can we do to improve our services for you? (Please be specific)



Ad

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Please contact rachel.moffitt@mail.va.gov if you have any questions regarding

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Advanced Question Types
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Edit Header

Please take a few moments to evaluate the Purchase Card services you receive from the Financial Services Center (FSC). Your answers will be used in our improvement efforts and remaining questions, please contact Rachel Moffitt at 512.460.5310 or rachel.moffitt@fsc.com

1.



How frequently do you contact the FSC for assistance regarding the FSC Program? *

- Daily
- Weekly
- BI-Weekly
- Monthly
- Quarterly
- Yearly
- Never
- Other

2.



Which topic causes you to contact the FSC staff the most? *

- Convenience Checks
- Travel
- Prime Vendor
- Fee

- Fleet
- Regular Purchase Card
- Other



3.



When dealing with the Purchase Card Program, what is the main area you contact the FSC? *

- IFCAP
- Rejects
- Missing Data
- 1099
- General Transaction Information
- Other



4.



Based on your most recent customer service experience, how would you rate the Purchase Card Program representative you encountered? (Multiple answers allowed)

- Helpful
- Unhelpful
- Patient
- Impatient
- Knowledgeable
- Unknowledgeable
- Understanding
- Irritated
- Other



5.



How satisfied were you with the Purchase Card representative's ability to solve your problem and/or inquiry? *

- Very Satisfied
- Somewhat Satisfied
- Neutral
- Somewhat Dissatisfied
- Very Dissatisfied

6.



How long did it take to get your inquiry/problem resolved? *

- Same day resolution
- 1-2 days
- 3-5 days
- Over a week
- Still not resolved
- Other

7.



How satisfied were you with the FSC response time to your Purchase

- Very Satisfied
- Somewhat Satisfied
- Neutral
- Somewhat Dissatisfied
- Very Dissatisfied

8.



Overall, how satisfied are you with the FSC's Purchase Card Program

- Very Satisfied
- Somewhat Satisfied
- Neutral
- Somewhat Dissatisfied

Very Dissatisfied



9.



What suggestions do you have for improving the current Purchase C. (be specific)



Edit Footer

Thank you for participating! Please contact rachel.moffitt@mail.va.gov if you have an

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Advanced Question Types
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Edit Header

Please take a few moments to evaluate the Financial Services (Section. Your feedback is greatly appreciated and will help us w efforts.

1. Generally, how satisfied are you with the following?


 Edit

 Page Break

	Very Satisfied	Somewhat Satisfied	Neutral	S Dis
Level of staff knowledge. *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Staff courtesy. *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Staff availability. *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Ability to solve inquiries. *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Provide necessary follow-ups. *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Clearly explain resolutions. *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Maintain a positive attitude. *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Quality of service you receive. *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

2.


 Edit

 Page Break

On average, how often do you interact with a Fiscal Section represen via telephone, e-mail, personal visits, etc) *

0-5 contacts per month

- 6-10 contacts per month
- 11-20 contacts per month
- 21-30 contacts per month
- Over 30 contacts per month



3.



Based on your most recent customer service experience, how would Section representative you encountered? (Multiple answers are allow

- Helpful
- Impatient
- Patient
- Irritated
- Knowledgeable
- Other



4.



How satisfied are you with the Fiscal Section representative's ability to handle your inquiry? *

- Very Satisfied
- Somewhat Satisfied
- Neutral
- Somewhat Dissatisfied
- Very Dissatisfied



5.



How long did it take to get your inquiry or problem resolved? *

- Same day resolution
- 1-2 days
- 3-5 days
- Over a week

Unresolved

6. In evaluating the processing of transactions are you with the following regarding time

	Very Satisfied
Obligations *	<input type="radio"/>
Expenditure Transfers *	<input type="radio"/>
Payments *	<input type="radio"/>

7.

What improvements would you make to (be specific)

8.

Overall, how would you rate the Fiscal services (the Fiscal section services to include customer inquiry, resolution, etc.) *

- Not at All Satisfied
- Somewhat Satisfied
- Neutral
- Satisfied
- Very Satisfied

Edit Footer

Thank you for participating. We look forward to your response.

Question Type Examples Select to Add A Question: Single/Multiple Answer

At the End



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Please take a few minutes to complete the Financial Services Ce
Payroll customer satisfaction survey. Please keep in mind when
that Nationwide Payroll is not responsible for policy/program guid
your input and look forward to your responses.

Survey Display Options

Question Separator Lines
 None Thin Thick

Question Numbers
 Display Question Numbers ?

Global Survey Options
 Footer Header Thanks

Slate Save Options

Advanced Question Types
 Random ? Conjoint ? Parallel ?



In evaluating your Natlonwide Payroll customer service
experience, how satisfied were you with the quality of
service you received?

- Very Satisfied
- Somewhat Satisfiefd
- Neutral
- Somewhat Dissatisfied
- Very Dissatisfied

Ad



What method do you prefer to use when contacting the
Nationwide Payroll staff?

- E-mail
- Telephone
- In person
- Mail
- Other

Ad



How long did it take a Nationwide Payroll representative to respond to your most recent inquiry?

- Immediate response
- 1 day
- 2 days
- 3 or more days
- Still awaiting response
- Other



How long did it take a Nationwide Payroll representative to resolve your problem?

- Immediate resolution
- 1 day
- 2 days
- 3 or more days
- Problem is still not resolved
- Other



How satisfied were you with the following?

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied
Nationwide Payroll staff's ability to resolve your problem? *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide Payroll staff's courtesy? *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide Payroll staff's response time to your inquiry? *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide Payroll staff's ability to quickly identify your problem? *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Nationwide Payroll staff's ability to provide a solution to your problem? *

 Staff's knowledge of Nationwide Payroll information? *

Ad



Strongly Agree Somewhat Agree Neutral Somewhat Disagr

Do you agree the monthly "Payroll Training Call" is helpful to station personnel?

Ad



What topics would you like to see Nationwide Payroll include in the monthly training calls conducted by Payroll Policy?



Ad



What improvements would you suggest the FSC make to the Nationwide Payroll services you receive? (Please be specific.)



Ad



Do you feel the FSC Website contains helpful payroll processing information?

- Yes
- No
- Somewhat
- I do not use the Web site
- I did not know information was available via the Web

Ad



What additional information would you like Nationwide Payroll to add to the Website?



Ad



Overall, how satisfied were you with the Nationwide Payroll services you received? *

- Very Satisfied
- Somewhat Satisfied
- Neutral
- Somewhat Dissatisfied
- Very Dissatisfied

Ad

Edit Footer

Thank you for your participation! If you have any questions, please call at 512-460-5235.

Question Type Examples Select to Add A Question: Single/Multiple Answer

At the End



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FSC Local Payroll Survey

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Question Separator Lines
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Question Numbers
 Display Question Numbers 

Global Survey Options
 Footer Header Thanks
 Default  **Save** Options

Advanced Question Types
 Random  Conjoint  Parallel 

In evaluating your most recent payroll customer service experience, please rate you received:

- Very Satisfied
- Somewhat Satisfied
- About average
- Somewhat Dissatisfied
- Very Dissatisfied



Ad



Please rate the process for getting your payroll problem resolved:

- Very Satisfied
- Somewhat Satisfied
- About average
- Somewhat Dissatisfied
- Very Dissatisfied

Ad





The payroll customer service representative was very courteous.

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree



Please describe the service provided by the customer service representative. (more than one response.)

- Patient
- Enthusiastic
- Listened carefully
- Responsive
- Not Patient
- Not enthusiastic
- Didn't listen carefully
- Unfriendly
- Unresponsive
- Other (Please Specify)



The payroll customer service representative handled my call quickly.

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree





The customer service representative was very knowledgeable.

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree



How long did you have to wait to speak with a customer service representative?

- 1-3 Minutes
- 4-6 minutes
- 7-10 minutes
- Had to leave a message
- My problem is still unresolved



What topics would you like to see as future tips for timekeepers, certifiers, and approvers?



How satisfied were you with the Annual Timekeeper Training Session?

- Very Satisfied
- Somewhat Satisfied
- Neutral
- Somewhat Dissatisfied
- Very Dissatisfied

Ad



What suggestions do you have for improving the Annual Timekeeper Training Session



Ad



Overall, how satisfied are you with the FSC's local payroll services? *

- Very Satisfied
- Somewhat Satisfied
- Neutral
- Somewhat Dissatisfied
- Very Dissatisfied

Ad



If you could make one improvement, what would it be? (Please be specific.)



Ad

Edit Footer

Thank you for participating in our survey. If you have any questions, please call 5310.

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 None Thin Thick

Question Numbers
 Display Question Numbers ?

Global Survey Options
 Footer Header Thanks
 Default Options

Advanced Question Types
 Random Conjoint Parallel

Based on your most recent customer service experience, how would you rate the following?

	Very Dissatisfied	Somewhat Dissatisfied	Neutral	So Se
Quality of service received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Subject knowledge of the service representative.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Representative's ability to help you understand the causes of your problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Timely process for resolving your issue?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Ability of the representative to solve your problem.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Staff ability to quickly identify your problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Representative was professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Ad

How long did it take to get your problem resolved?

Immediate resolution

- 1-3 days
- 4-6 days
- One week or more
- The problem is not resolved

Ad



How would you describe the customer service representative that assisted you? (Check all that apply)

- Patient
- Impatient
- Enthusiastic
- Unenthusiastic
- Listened carefully
- Did not listen carefully
- Friendly
- Unfriendly
- Responsive
- Unresponsive

Ad



What would best describe your experience?

- The representative kept me waiting on hold
- I had to explain my question multiple times
- The representative did not know how to solve the problem
- The representative had to call me back
- The representative directed me to another person
- The representative immediately solved my problem
- Other

Ad



What suggestions do you have for improvement? (Please be specific)



Ad



Overall, how satisfied are you with your experience? *

- Very Dissatisfied
- Somewhat Dissatisfied
- Neutral
- Somewhat Satisfied
- Very Satisfied

Ad

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Thank you for your participation! Your feedback is very important to us and will help us in contact rachel.moffitt@mail.va.gov if you have any questions regardi

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