

# Public Debt Accounting and Reporting System (PARS) 2010 Customer Satisfaction Survey

OMB No. 1535-0122

Thank you for using PARS. You have been selected to take part in this three-page survey conducted by the Bureau of the Public Debt (BPD), Office of Public Debt Accounting. Please take some time and provide us with your opinions for the following statements. Your responses will help us enhance our current system or analyze a replacement system to serve you better. **Please note that an agency may not conduct or sponsor, and the public is not required to respond to, a collection that does not display a currently approved OMB control number.**

If you have any questions, please email them to [PARSSurvey@bpd.treas.gov](mailto:PARSSurvey@bpd.treas.gov).

## Satisfaction with the PARS System

1. Rate the ease of accessing PARS.	Excellent <input type="checkbox"/>	Above Average <input type="checkbox"/>	Average <input type="checkbox"/>	Substandard <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
2. Rate the ease of navigation.	Excellent <input type="checkbox"/>	Above Average <input type="checkbox"/>	Average <input type="checkbox"/>	Substandard <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
3. Rate the response time of navigating.	Excellent <input type="checkbox"/>	Above Average <input type="checkbox"/>	Average <input type="checkbox"/>	Substandard <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
4. Rate the ease of entering transactions.	Excellent <input type="checkbox"/>	Above Average <input type="checkbox"/>	Average <input type="checkbox"/>	Substandard <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
5. Rate the ease of entering and balancing a batch.	Excellent <input type="checkbox"/>	Above Average <input type="checkbox"/>	Average <input type="checkbox"/>	Substandard <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
6. Rate the ease of changing a batch.	Excellent <input type="checkbox"/>	Above Average <input type="checkbox"/>	Average <input type="checkbox"/>	Substandard <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
7. Rate the ease of deleting a batch.	Excellent <input type="checkbox"/>	Above Average <input type="checkbox"/>	Average <input type="checkbox"/>	Substandard <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
8. Rate the usefulness of inquiry results.	Excellent <input type="checkbox"/>	Above Average <input type="checkbox"/>	Average <input type="checkbox"/>	Substandard <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
9. Rate the ease of using the screens.	Excellent <input type="checkbox"/>	Above Average <input type="checkbox"/>	Average <input type="checkbox"/>	Substandard <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
10. Rate the reliability of performance.	Excellent <input type="checkbox"/>	Above Average <input type="checkbox"/>	Average <input type="checkbox"/>	Substandard <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
11. Rate the availability of the system.	Excellent <input type="checkbox"/>	Above Average <input type="checkbox"/>	Average <input type="checkbox"/>	Substandard <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
12. Rate the ease of submitting a job.	Excellent <input type="checkbox"/>	Above Average <input type="checkbox"/>	Average <input type="checkbox"/>	Substandard <input type="checkbox"/>	Not Applicable <input type="checkbox"/>

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13. Rate the usefulness of the reports requested.  <table><tr><td>Excellent</td><td>Above Average</td><td>Average</td><td>Substandard</td><td>Not Applicable</td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></table>	Excellent	Above Average	Average	Substandard	Not Applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excellent	Above Average	Average	Substandard	Not Applicable						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
14. Rate the technical support you receive from BPD (new passwords, reset passwords, etc.).  <table><tr><td>Excellent</td><td>Above Average</td><td>Average</td><td>Substandard</td><td>Not Applicable</td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></table>	Excellent	Above Average	Average	Substandard	Not Applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excellent	Above Average	Average	Substandard	Not Applicable						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
15. Rate your overall satisfaction with PARS?  <table><tr><td>Excellent</td><td>Above Average</td><td>Average</td><td>Substandard</td><td>Not Applicable</td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></table>	Excellent	Above Average	Average	Substandard	Not Applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excellent	Above Average	Average	Substandard	Not Applicable						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
16. What type of transactions do you report?  <table><tr><td><input type="checkbox"/> Savings Bonds</td><td><input type="checkbox"/> Marketable</td></tr><tr><td><input type="checkbox"/> Both</td><td><input type="checkbox"/> Other</td></tr></table>	<input type="checkbox"/> Savings Bonds	<input type="checkbox"/> Marketable	<input type="checkbox"/> Both	<input type="checkbox"/> Other						
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<input type="checkbox"/> Both	<input type="checkbox"/> Other									
17. What do you like about PARS? (Check all that apply.)  <table><tr><td><input type="checkbox"/> Efficiency</td><td><input type="checkbox"/> Effectiveness</td></tr><tr><td><input type="checkbox"/> Maintainability</td><td><input type="checkbox"/> Productivity</td></tr><tr><td><input type="checkbox"/> Security</td><td><input type="checkbox"/> Availability</td></tr><tr><td><input type="checkbox"/> Reliability</td><td><input type="checkbox"/> Other (Explain in #21.)</td></tr></table>	<input type="checkbox"/> Efficiency	<input type="checkbox"/> Effectiveness	<input type="checkbox"/> Maintainability	<input type="checkbox"/> Productivity	<input type="checkbox"/> Security	<input type="checkbox"/> Availability	<input type="checkbox"/> Reliability	<input type="checkbox"/> Other (Explain in #21.)		
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<input type="checkbox"/> Maintainability	<input type="checkbox"/> Productivity									
<input type="checkbox"/> Security	<input type="checkbox"/> Availability									
<input type="checkbox"/> Reliability	<input type="checkbox"/> Other (Explain in #21.)									
18. How frequently do you use PARS?  <table><tr><td><input type="checkbox"/> Daily</td><td><input type="checkbox"/> Weekly</td></tr><tr><td><input type="checkbox"/> Monthly</td><td><input type="checkbox"/> Less than monthly</td></tr></table>	<input type="checkbox"/> Daily	<input type="checkbox"/> Weekly	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than monthly						
<input type="checkbox"/> Daily	<input type="checkbox"/> Weekly									
<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than monthly									
19. Would you like PARS User training?  <table><tr><td><input type="checkbox"/> Yes</td><td><input type="checkbox"/> No</td></tr></table>	<input type="checkbox"/> Yes	<input type="checkbox"/> No								
<input type="checkbox"/> Yes	<input type="checkbox"/> No									
20. Which organization do you represent?  <table><tr><td><input type="checkbox"/> Federal Reserve Bank</td><td><input type="checkbox"/> BPD - Office of Financing</td></tr><tr><td><input type="checkbox"/> BPD - Office of Public Debt Accounting</td><td><input type="checkbox"/> BPD - Office of Information Technology</td></tr><tr><td><input type="checkbox"/> BPD - Office of Retail Securities</td><td><input type="checkbox"/> Other (Explain in #21.)</td></tr></table>	<input type="checkbox"/> Federal Reserve Bank	<input type="checkbox"/> BPD - Office of Financing	<input type="checkbox"/> BPD - Office of Public Debt Accounting	<input type="checkbox"/> BPD - Office of Information Technology	<input type="checkbox"/> BPD - Office of Retail Securities	<input type="checkbox"/> Other (Explain in #21.)				
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21. Additional Comments:  <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>										

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## Satisfaction with the PARS Representative

22. Rate the courteousness.

Excellent

Above Average

Average

Substandard

Not Applicable

23. Rate the helpfulness.

Excellent

Above Average

Average

Substandard

Not Applicable

24. Rate the knowledge.

Excellent

Above Average

Average

Substandard

Not Applicable

25. Rate the availability.

Excellent

Above Average

Average

Substandard

Not Applicable

26. Rate the resolution time for issues addressed.

Excellent

Above Average

Average

Substandard

Not Applicable

27. Rate your overall satisfaction.

Excellent

Above Average

Average

Substandard

Not Applicable

28. What customer service aspect do you like most?

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29. What customer service aspect do you like least?

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