

Federal Borrowings Program - Customer Satisfaction Survey

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Government Agency Investment Services (GAIS)

2012 Customer Satisfaction Survey
OMB No. 1535-XXXX

You have been selected to take part in a 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 customer service along with our system environment.

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.

1. How frequently do you process Federal Borrowings transactions in InvestOne?

- Daily Weekly Monthly Quarterly Yearly N/A

2. Rate the level of satisfaction with InvestOne

	Excellent	Good	Fair	Poor	Very Poor	N/A
Ease of navigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of performing transactions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of inquiry processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Rate your overall satisfaction with InvestOne

- Excellent Good Fair Poor Very Poor N/A

4. What system features do you like most?

5. What system features do you like least?

6. What additional features would you find useful?

7. Additional Comments:

Done

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