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OFCCP Customer Experience Survey

1) What is your company's status as a federal contractor? (select one)

We currently hold at least one federal contract _____

We held at least one federal contract in the past, but we do not currently hold a federal contract _____

We have never held a federal contract _____

Unsure/Don't know _____

2) Has your company ever undergone a compliance evaluation by OFCCP?

Yes _____ No _____ Unsure/Don't know _____

(If the answer to #2 was "No" or "Unsure/Don't Know" please do not complete this survey.)

3) When was the most recent compliance evaluation initiated?

Initiated prior to 2008 _____

Initiated after 2008 _____

Unsure/Don't know _____

4) When was the most recent compliance evaluation completed?

Completed prior to 2008 _____

Completed after 2008 _____

The compliance evaluation is still ongoing _____

Unsure/Don't Know _____

5) Which regional office oversaw your company's most recent compliance evaluation?

Northeast _____

Mid-Atlantic _____

Pacific _____

Midwest _____

Southeast _____

Southwest and Rocky Mountain _____

Unsure/Don't Know _____

6) Overall, what is your company's level of satisfaction with OFCCP during its most recent compliance evaluation?

Very Dissatisfied	Dissatisfied	Neither Satisfied Nor Dissatisfied	Satisfied	Very Satisfied
1	2	3	4	5

7) Please rate your most recent OFCCP compliance evaluation process in the following areas:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Sure
The compliance officer's written communications were easy to understand.	1	2	3	4	5	6
The compliance officer's oral communications were easy to understand.	1	2	3	4	5	6
The compliance officer kept my company timely informed as the compliance evaluation progressed.	1	2	3	4	5	6
The compliance officer provided information that was technically accurate.	1	2	3	4	5	6

8) If your company has had an onsite entrance conference, please rate the thoroughness of the onsite entrance conference held during your company's most recent compliance evaluation in the following areas:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Sure
The compliance officer provided a summary of my company's obligations under the laws OFCCP enforces.	1	2	3	4	5	6
The compliance officer described the scope of the onsite review.	1	2	3	4	5	6
The compliance officer indicated how long he or she would be onsite.	1	2	3	4	5	6
The compliance officer provided a description of the information needed during the onsite review.	1	2	3	4	5	6

9) If your company has had an onsite exit conference, please rate the following activities from the onsite exit conference held during your company's most recent compliance evaluation:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Sure
The compliance officer informed my company that intimidation or retaliation of anyone assisting or participating in the investigation is prohibited.	1	2	3	4	5	6
The compliance officer discussed the tentative findings of the compliance evaluation.	1	2	3	4	5	6
The compliance officer informed my company of the next steps in the compliance evaluation process.	1	2	3	4	5	6
The compliance officer informed my company of outstanding and/or additional requests for information.	1	2	3	4	5	6
The compliance officer informed my company of the possibility that a Pre-Determination Notice or a Notice of Violation could be issued.	1	2	3	4	5	6

10) If your company has undergone multiple compliance evaluations, please rate the following activities:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Sure
The compliance evaluations were consistent across compliance officers.	1	2	3	4	5	6
The compliance evaluations were consistent across regional offices.	1	2	3	4	5	6
The compliance evaluations were consistent across district offices.	1	2	3	4	5	6

11) Did your company experience difficulty providing the documents or records requested during its most recent compliance evaluation? Yes ____ No ____ Unsure/Don't know ____

12) If the answer to question 11 was "yes," please select the areas that were a source of difficulty:

- Identifying documents for submission _____
- Volume of documents _____
- Deadline for document submission _____
- Identifying appropriate OFCCP official for document submission _____
- Document availability _____
- Method of document submission _____
- Documents were not created _____
- Other (please describe) _____

13) If your company submitted documents during a compliance evaluation, how where the documents submitted to OFCCP? (check all that apply)

- Email _____
- US Mail _____
- UPS, FedEx, or Other Carrier _____
- Fax _____
- Online _____
- Courier _____

14) Would your company consider using an online submission option for documents requested during an OFCCP compliance evaluation? Yes _____ No _____ Unsure _____

15) What factors are important to you when submitting documents online? (check all that apply)

- Security _____
- Privacy _____
- Confirmation of Receipt of Document _____
- Ease of Use _____
- Adequate Customer Support _____
- Other (please specify) _____

16) During the course of your company's most recent compliance evaluation how courteous were the OFCCP personnel?

- Very Courteous _____
- Somewhat Courteous _____
- Neither Courteous nor Discourteous _____
- Somewhat Discourteous _____
- Very Discourteous _____
- Unsure/Don't know _____

17) Please provide any suggestions for improving your interaction with OFCCP during a compliance evaluation?