

All data collected from this survey will be used in a form that will make it impossible to determine the identity of the individual responders. That is, the survey responses will not be integrated, analyzed, or reported in any way in which the confidentiality of the survey responses is not absolutely guaranteed.

***1. Are you aware of the NASA Ombudsman Program?**

- Yes
- No

***2. Would you consider consulting one of the NASA Ombudsmen, if needed?**

- Yes
- No

Please explain why you would OR wouldn't.

***3. Have you ever used the services of a NASA Ombudsman?**

- Yes
- No

If NO, is there a reason you have not utilized the services?

***4. Were you aware that you may contact an Ombudsman from another Center?**

- Yes
- No

5. Below are questions based on your experience with the Ombudsman Program. If you have not used the services of the Ombudsman Program please skip down to question 9.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My discussion with the Ombudsman took place in a safe, private environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having an informal 'off-the-record' conversation influenced my decision to use the Ombudsman program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Ombudsman brought an objective perspective to my situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Ombudsman responded in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowing the Ombudsman is not part of management influenced my decision to use the Ombudsman program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working with the Ombudsman improved my ability to be an advocate for my own interests and respond effectively to the situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Ombudsman was knowledgeable about other Agency processes and/or referrals which might apply.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Ombudsman treated me with courtesy and respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Ombudsman helped me consider multiple options to address my situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Ombudsman maintained the confidentiality of my situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Would you use the Ombudsman again?

- Yes
- No

Please explain why you would OR wouldn't utilize these services again.

7. Did the Ombudsman assist you in assessing NASA formal resources such as the Anti-Harassment Coordinator, Office of the Inspector General (IG), Office of Equal Opportunity and Diversity (OEOD), Office of Human Capital Management (OHCM), Union, NASA Safety Reporting System (NSRS), or the Office of Procurement?

- Yes
- No

8. If the Ombudsman Program didn't exist, what would you have done regarding your issue?

- Nothing
- Gone to NASA formal resources for help
- Used external resources
- Left the organization
- Taken legal action
- Gone to colleagues for advice
- Union
- Other

Please explain your answer.

9. Please provide any comments you feel would improve our services.

Please consider providing general demographic information below.

10. Gender

- Male
- Female

11. Status. Select all that apply.

- Civil Servant
- Supervisor
- Student/Intern
- On-Site Contractor
- Other

12. Tenure with NASA

- 0-3 years
- 4-10 years
- 10-20 years
- 20+ years

Paperwork Reduction Act Statement: This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 2700-0153 and expires on 06/30/2014. We estimate that it will take 7.5 minutes to read the instructions, gather the facts and answer the questions. Send only comments relating to our time estimate to: Fatima.c.johnson@nasa.gov