

**Screen Capture of OSC's electronic survey  
with commentary on each screen. 9/10/12**

Screen 1 which appears when you insert the link into a browser and click it open.

**OFFICE OF SPECIAL COUNSEL (OSC)  
ANNUAL SURVEY**

[Paperwork Reduction Act Notice](#)

**TO BEGIN SURVEY,** PLEASE ENTER YOUR SURVEY NUMBER:

[Begin Survey](#)

DATE/TIME OF SUBMISSION: [9/10/2012 9:12:07 AM](#)

\* This is an anonymous survey. In order to protect your privacy, the survey access number you were sent was randomly generated. It is not linked in any way to your case or your personal information.

OSCS Control No. 1355-0001  
(Revision: \*10/2011)

1.a. This warning message appears if you insert a previously used survey number that has already been used by someone else.

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**OFFICE OF SPECIAL COUNSEL (OSC)  
ANNUAL SURVEY**

Paperwork Reduction Act Notice

**TO BEGIN SURVEY,** PLEASE ENTER YOUR SURVEY NUMBER:  
The survey number you just entered has already been used to submit a survey, and each number is limited to a single submission to OSC. Thank you.

DATE/TIME OF SUBMISSION: 9/10/2012 9:21:58 AM

\* This is an anonymous survey. In order to protect your privacy, the survey access number you were sent was randomly generated. It is not linked in any way to your case or your personal information.

OSCE Control No. 1155-0001  
(Revision: \*\*10/2011)

3.

1b. Although rare, in a few cases, the randomly generated survey number does not work:

**OFFICE OF SPECIAL COUNSEL (OSC)  
ANNUAL SURVEY**

Paperwork Reduction Act Notice

**TO BEGIN SURVEY,** PLEASE ENTER YOUR SURVEY NUMBER:

Error: Invalid survey number.

DATE/TIME OF SUBMISSION: 9/10/2012 9:25:23 AM

\* This is an anonymous survey. In order to protect your privacy, the survey access number you were sent was randomly generated. It is not linked in any way to your case or your personal information.

OSCE Control No. 1155-0001  
(Revised: 11/01/11)

Screen 2: Paperwork Reduction Act Notice which appears when you click the blue button on the previous screen.

## OSC Annual Survey

### Paperwork Reduction Act Notice:

OSC is asking for the information in this form because § 13 of Public Law 103-424 (1994) requires OSC to conduct an annual survey program, and because the information received will help OSC in its ongoing efforts to provide better service. OSC will use survey results to: (1) evaluate satisfaction with service provided in connection with its receipt of complaints; (2) increase staff awareness of perceptions of service provided; (3) identify areas where improvements can be made, and (4) provide a summary of survey results in its annual report to Congress. Survey forms are not filed or retrieved by personal identifiers such as names or case numbers. Respondents are not asked to provide their name, case number, or other personally identifying data, therefore, no such information will be used in the summary of survey results that OSC is required to include in its annual report to Congress. You are not required to participate in the survey, and your response is not required to obtain or keep any benefit. OSC estimates that the average burden of this collection of information on you will be 12 minutes. If you would like to comment on the accuracy of this estimate, or suggest ways to reduce it, please send your comments or suggestions to: Survey Coordinator, Office of Special Counsel, 1730 M Street, N.W., Suite 218, Washington, DC 20036-4505. Finally, an agency may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a currently valid OMB control number.

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3. Screen 3 is seen immediately after logging in, and it divides respondents into the three separate groups completing the survey.

**Question 1:**

**What was the nature of your correspondence to OSC? (Please choose only one answer)**

- a. (PPP), You filed a complaint concerning a Prohibited Personnel Practice.
- b. (HA), You requested a written advisory opinion from OSC concerning a possible violation of the Hatch Act (unlawful political activity)
- c. (USERRA), your case involved a USERRA complaint

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4. Screen four, all respondents who choose PPP answer this question.. Regardless of the option chosen, the next screen seen is #7.

**Question 2**

**Did the agency against which you filed the complaint inform you about your rights and responsibilities with regard to prohibited personnel practices?**

- a. Yes
- b. No
- c. Do not recall
- d. Never employed by a federal agency

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Screen 5: All respondents who chose HA see screen 14 after completing the following:

Question 3

**As a result of our written advisory opinion given to you concerning the proposed political activity, what was the impact?**

- a. The OSC opinion advised that the person in question was free to carry out his or her planned political activity.
- b. The OSC opinion advised that the person in question should not continue his or her planned political activity.
- c. The OSC opinion was in response to a general question concerning the application of the Hatch Act.
- d. Other

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Screen 6: All respondents who choose USERRA see the following screen: Regardless of the response chosen, everyone moves next to screen 7.

Question 4

**Did the agency against which you filed the complaint inform you about your rights and remedies with regard to USERRA?**

- a. Yes
- b. No
- c. Do not recall
- d. Never employed by a federal agency

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Screen 7. If they answer “yes,” they go to screen 14. If they answer “no”, they move to screen 8.

**Question 5**

**Did you obtain the result that you wanted from OSC?**

- a. Yes
- b. No

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Screen 8. If they answer “yes”, they then move to screen 9A. If they answer “no”, they go to screen 9B.

**Question 6**

<b>Did your complaint include any allegation of reprisal for whistleblowing?</b>	
<input type="radio"/> a. Yes	
<input type="radio"/> b. No	
<a href="#">&lt;&lt; Previous</a>	<a href="#">Next &gt;&gt;</a>

Screen 9A Regardless of the option chosen, they now move to screen 10.

Question 7

**What reason did OSC give for closing any reprisal for whistleblowing allegation in your complaint without obtaining the result that you desired? (*Check all that apply.*)**

- a. No OSC jurisdiction over your position, the agency, or agency official involved in the complaint
- b. No personnel action taken by the agency involved
- c. Information that you disclosed did not appear to be a legally protected disclosure
- d. Your disclosure occurred after the personnel action involved in your complaint
- e. Insufficient proof that the agency official (who took the personnel action against you) knew about your disclosure.
- f. Insufficient proof of connection between your disclosure and the personnel action involved in your complaint
- g. OSC could not disprove the reason given by the agency involved for the personnel action taken, as described in your complaint.
- h. Insufficient evidence that the personnel action involved in your complaint violated a law or regulation
- i. You or OSC settled the matter with the agency involved
- j. You declined corrective action offered by the agency involved
- k. You notified OSC that you had filed or would file an Individual Right of Action (IRA) or other appeal with the Merit Systems Protection Board (MSPB)
- l. You withdrew your complaint
- m. Other
- n. Do not recall

Screen 9B. Regardless of the option chosen, they now move to screen 10

**Question 8**

**What reason did OSC give for closing your complaint without obtaining the result that you desired? (Check all that apply.)**

- a.** No OSC jurisdiction over your position, the agency, or agency official involved in the complaint
- b.** No personnel action taken by the agency involved
- c.** OSC could not disprove the reason given by the agency involved for the personnel action taken, as described in your complaint
- d.** Insufficient evidence that the personnel action involved in your complaint violated a law or regulation
- e.** You or OSC settled the matter with the agency involved
- f.** You declined corrective action offered by the agency involved
- g.** You withdrew your complaint
- h.** OSC filed a petition with the Merit Systems Protection Board (MSPB) for corrective action
- i.** OSC obtained a decision in the corrective action proceeding filed with the MSPB
- j.** Closed for further action on discrimination allegations through EEO processes
- k.** Resolved through OSC's Mediation Program
- l.** Other
- m.** Do not recall

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Screen 10. If they choose “yes”, they move to screen 11. If they choose “no” or “have not decided whether to file”, they go to screen 14.

### Question 9

**Did you file an Individual Right of Action or other appeal with the MSPB in connection with the same events that you reported in your complaint to OSC?**

- a. Yes
- b. No
- c. Have not decided whether to file

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Screen 11. If they answer “yes”, they move to screen 12. If they answer “no” or “do not recall”, they move to screen 14.

**Question 10**

**Did you ask for the same relief that you sought from OSC?**

- a. Yes
- b. No
- c. Do not recall

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Screen 12. If they chose “yes” or “partially”, they move to screen 13.

Question 11

**Were you successful at the MSPB in obtaining the same result that you sought from OSC?**

- a. Yes
- b. Partially
- c. No
- d. Appeal pending

**<< Previous**      **Next >>**



Screen 13. Regardless of the answer, everyone moves to screen 14 after responding.

Question 12

**If the answer to previous question was "Yes" or "Partially," how did you obtain that result?**

- a. Settlement
- b. Decision after hearing
- c. Other

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Screen 14.

Question 13

**How would you rate the service provided by OSC in each of the following areas?**

**Courtesy**

- a. Very Satisfied
- b. Satisfied
- c. No Opinion
- d. Dissatisfied
- e. Very Dissatisfied

**Oral Communication**

- a. Very Satisfied
- b. Satisfied
- c. No Opinion
- d. Dissatisfied
- e. Very Dissatisfied

**Written Communication**

- a. Very Satisfied
- b. Satisfied
- c. No Opinion
- d. Dissatisfied
- e. Very Dissatisfied

**Timeliness**

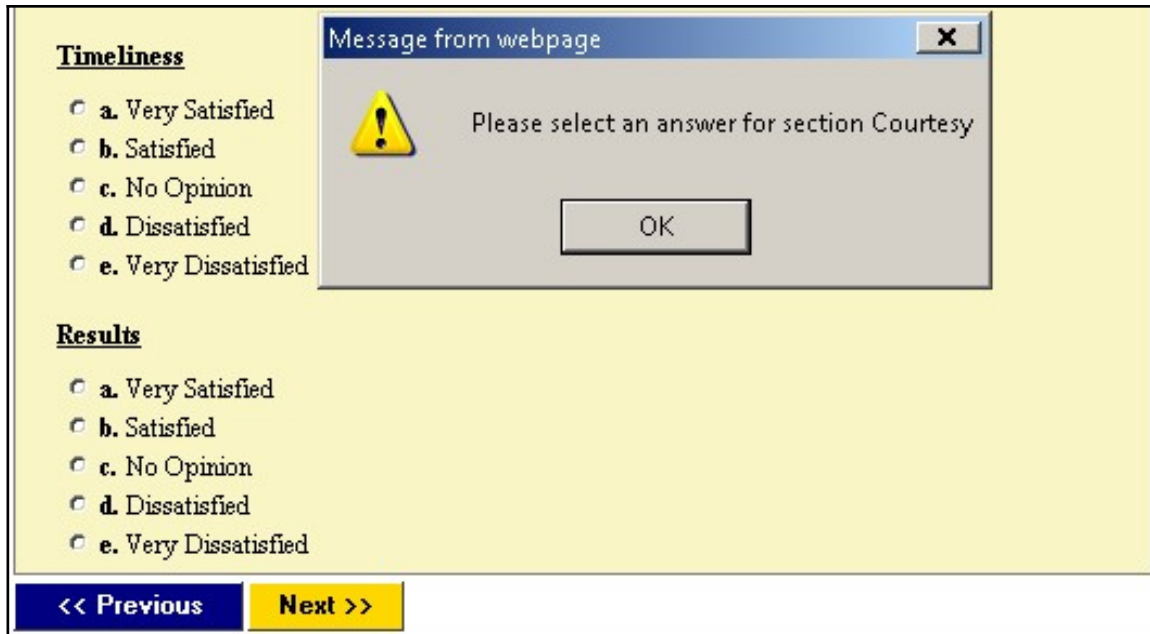
- a. Very Satisfied
- b. Satisfied
- c. No Opinion
- d. Dissatisfied
- e. Very Dissatisfied

**Results**

- a. Very Satisfied
- b. Satisfied
- c. No Opinion
- d. Dissatisfied
- e. Very Dissatisfied

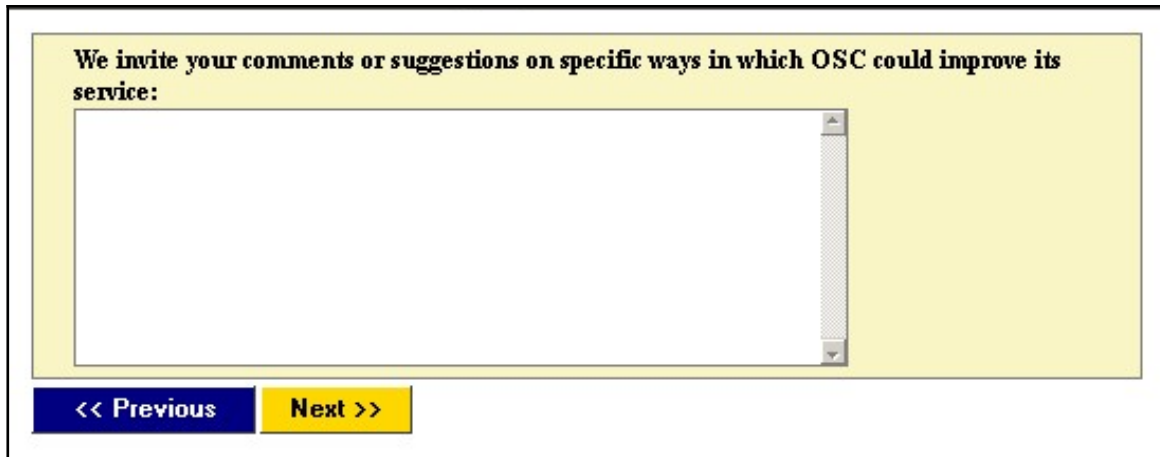


Screen 15. This screen shows the error message you get when you try to advance to the next screen without making a choice.



Screen 16. After screen 14, everyone arrives here where they can write comments. This field allows for several pages of text to be typed in.

Question 14.



The screenshot shows a web form with a yellow background. At the top, the text reads: "We invite your comments or suggestions on specific ways in which OSC could improve its service:". Below this text is a large, empty text input area with a vertical scrollbar on the right side. At the bottom of the form, there are two buttons: a blue button with white text that says "<< Previous" and a yellow button with black text that says "Next >>".

Screen 17. If you choose review, then you will see screen 18. If you choose “send final submission”, you will see screen x.

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**Thank you for taking the time to complete this survey. Please be sure to first review your responses below, then click to send your final survey selections.**

END OF SURVEY QUESTIONS

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- Click here to [review](#) final submission
- Click here to [send](#) final submission  
*(once you click this entry you cannot make any corrections to your survey responses)*

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Screen 18. This is the review page, which shows all of the selections you have made for the entire survey (prior to submission). The button at the end of the page “to submit” moves you back to the submission page after you have finished your review. Should you need to do so, the “previous” buttons can be used until you space back to the page that you need to modify.

**What was the nature of your correspondence to OSC? (Please choose only one answer)**

- a. (PPP), You filed a complaint concerning a Prohibited Personnel Practice.
- b. (HA), You requested a written advisory opinion from OSC concerning a possible violation of the Hatch Act (unlawful political activity)
- c. (USERRA), your case involved a USERRA complaint

**Did the agency against which you filed the complaint inform you about your rights and responsibilities with regard to prohibited personnel practices?**

- a. Yes
- b. No
- c. Do not recall
- d. Never employed by a federal agency

**Did you obtain the result that you wanted from OSC?**

- a. Yes
- b. No

**Did your complaint include any allegation of reprisal for whistleblowing?**

- a. Yes
- b. No

Screen 18 (continued)

**What reason did OSC give for closing any reprisal for whistleblowing allegation in your complaint without obtaining the result that you desired? (Check all that apply.)**

- a.** No OSC jurisdiction over your position, the agency, or agency official involved in the complaint
- b.** No personnel action taken by the agency involved
- c.** Information that you disclosed did not appear to be a legally protected disclosure
- d.** Your disclosure occurred after the personnel action involved in your complaint
- e.** Insufficient proof that the agency official (who took the personnel action against you) knew about your disclosure.
- f.** Insufficient proof of connection between your disclosure and the personnel action involved in your complaint
- g.** OSC could not disprove the reason given by the agency involved for the personnel action taken, as described in your complaint.
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- i.** You or OSC settled the matter with the agency involved
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- l.** You withdrew your complaint
- m.** Other
- n.** Do not recall



Screen 18 (continued)

**Did you file an Individual Right of Action or other appeal with the MSPB in connection with the same events that you reported in your complaint to OSC?**

- a. Yes
- b. No
- c. Have not decided whether to file

**Did you ask for the same relief that you sought from OSC?**

- a. Yes
- b. No
- c. Do not recall

**Were you successful at the MSPB in obtaining the same result that you sought from OSC?**

- a. Yes
- b. Partially
- c. No
- d. Appeal pending

**If the answer to previous question was "Yes" or "Partially," how did you obtain that result?**

- a. Settlement
- b. Decision after hearing
- c. Other

**How would you rate the service provided by OSC in each of the following areas?**

**Courtesy**

- a. Very Satisfied
- b. Satisfied
- c. No Opinion
- d. Dissatisfied
- e. Very Dissatisfied

**Oral Communication**

- a. Very Satisfied
- b. Satisfied
- c. No Opinion
- d. Dissatisfied
- e. Very Dissatisfied

Screen 18 (continued)

**Timeliness**

- a. Very Satisfied
- b. Satisfied
- c. No Opinion
- d. Dissatisfied
- e. Very Dissatisfied

**Results**

- a. Very Satisfied
- b. Satisfied
- c. No Opinion
- d. Dissatisfied
- e. Very Dissatisfied

Screen 18 (continued)

We invite your comments or suggestions on specific ways in which OSC could improve its service:

I thought the Hatch Act advisory opinion I recieved was spot on. My coworker renounced his government position to take a political job

<< To Submit

Screen 19. After submission, this is the final page that you see.

