Public reporting burden of this collection of information is estimated to be less than 5 minutes per response, including the time to review instructions, search existing data sources, gather and maintain the data needed, and complete and review the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Rachel Flagg (rachel.flagg@gsa.gov), General Services Administration, 1800 F Street NW, Washington, DC 20405.

OCSIT Government Customer Experience Index (GCXi)
Agency-Facing Survey

Note, the average respondent uses 1-3 GSA programs. Respondents will be asked whether or not they use a particular type of program.
If yes, they will be asked 5 questions (see below) about the specific program they use.
If no, they will skip it and move on to the next program/group of programs.

Program Type	Program Name
Do you belong to any of these Communities of Practice?	Government Contact Center Council (G3C) Mobile Gov Open Data (Data.gov) SocialGov Web / Content Managers Forum
Do you use any of these Innovation programs?	Challenges & Prizes 18F Open Opportunities
Do you use any of these programs to improve your websites/digital products?	Digital Analytics Program (DAP) DigitalGov Search DigitalGov User Experience (UX) Program
Do you use either of these Contact Center Services?	NCC Tier One USAContact
Have you attended a DigitalGov University (DGU) event?	DigitalGov University (DGU)
Do you use Portfolio Management (eCPIC) or cloud computing (FedRAMP) services?	eCPIC FedRAMP
Do you use our Publications service?	Publications

Questions we'll ask about each program used:

1. **How would you rate your overall experience with [the program]?**

a. Very good
    b. Good
    c. Fair
    d. Poor
    e. Very poor

2. How likely are you to continue using [the program]?
    a. Very likely
    b. Likely
    c. Neither likely nor unlikely
    d. Unlikely
    e. Very unlikely

3. How likely are you to recommend [this program] to a friend?
    a. Very likely
    b. Likely
    c. Neither likely nor unlikely
    d. Unlikely
    e. Very unlikely

4. What are the greatest strengths of [this program]?
    a. Open-ended

5. What are the greatest weaknesses of [this program]?
    a. Open-ended