

## Page 1: Welcome

Preview

The OASAM Chief Procurement Officer (CPO) is responsible for providing Department-wide procurement oversight to include overseeing all DOL contracting and grant activities, DOL acquisition policy, and DOL's Office of Small and Disadvantaged Business Utilization.

Edit

Move

The CPO values your opinion regarding the experience you had during your recent interaction with us. We want to ensure that we are providing the highest level of customer service, and your feedback will serve as an important measure of that goal. All of your responses will remain anonymous unless you decide to provide your contact information for follow-up upon completion of the questionnaire.

Copy

Remove

Thank you for your time.

### Paperwork Reduction Act Notice

The Paperwork Reduction Act of 1995 provides that no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. This survey has been approved for use under control number 1225-0088 (Expires 08/31/2017). Public reporting burden for this collection of information is estimated to average 6 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Responding to this collection is voluntary. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of the Chief Information Officer, Attention: Departmental Clearance Officer, 200 Constitution Avenue, N.W., Room N-1301, Washington, DC 20210 or email [DOL\\_PRA\\_PUBLIC@dol.gov](mailto:DOL_PRA_PUBLIC@dol.gov) and reference the OMB control number 1225-0088.

Add New: [Question](#) [Text/Media](#) [Action](#) [From Library](#)

Add Page

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Skip/Disqualify Logic

Merge Pages

## Page 2: Identify the CPO Office

Preview

1. My primary CPO feedback is regarding: \*

Edit

Move

Copy

Remove

2. Is your feedback regarding a specific employee?

- Yes
- No

- Edit
- Move
- Copy
- Remove

This question has display logic

[View Conditions](#)

3. Please select the OAMS employee your feedback is regarding:

- Edit
- Move
- Copy
- Remove

This question has display logic

[View Conditions](#)

Please provide the name of the employee your feedback is regarding.

- Edit
- Move
- Copy
- Remove

This question has display logic

[View Conditions](#)

4. Please select the OSDBU employee your feedback is regarding:

- Edit
- Move
- Copy
- Remove

This question has display logic

[View Conditions](#)

Please provide the name of the employee your feedback is regarding.

- Edit
- Move
- Copy
- Remove

This question has display logic [View Conditions](#)

5. Please select the OPS employee your feedback is regarding:

- Edit
- Move
- Copy
- Remove

This question has display logic [View Conditions](#)

Please provide the name of the employee your feedback is regarding.

- Edit
- Move
- Copy
- Remove

This question has display logic [View Conditions](#)

6. Please select the DCD employee your feedback is regarding:

- Edit
- Move
- Copy
- Remove

This question has display logic [View Conditions](#)

Please provide the name of the DCD employee your feedback is regarding.

- Edit
- Move
- Copy
- Remove

This question has display logic [View Conditions](#)

7. Please type in the name of the AMS employee your feedback is regarding:

This question has display logic

[View Conditions](#)

7. Please type in the name of the AMS employee your feedback is regarding.

- Edit
- Move
- Copy
- Remove

8. Please select the name of the Suspension and Debarment employee your feedback is regarding.

- Edit
- Move
- Copy
- Remove

This question has display logic

[View Conditions](#)

9. Please type in the name of the Suspension and Debarment employee your feedback is regarding.

- Edit
- Move
- Copy
- Remove

10. Please rate your overall level of satisfaction with your service from your most recent contact with CPO. \*

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Edit
- Move
- Copy
- Remove

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[Skip/Disqualify Logic](#)

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### Page 3: CPO Customer Service Matrix

Preview

11. Please rate your most recent experience with [question("value"), id="4"] on the following attributes. \*

	Very Poor	Poor	Average	Good	Excellent
Responsiveness*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attitude*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communications*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow-Up*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Edit
- Move
- Copy
- Remove

12. Would you be willing to answer nine more questions to provide us with additional feedback relating to your customer service experience? \*

- Yes, I will answer additional questions.
- No (skip to final 3 questions)

- Edit
- Move
- Copy
- Remove

Add New: Question | Text/Media | Action | From Library

#### Skip/disqualify Action

New Page Logic Action

**IF** The answer to Question Would you be willing to answer nine more questions to provide us with additional feedback relating to your customer service experience? #12 is one of the following answers No (skip to final 3 questions) **THEN** Jump to page 5 - Qualitative Review

- Edit
- Remove

### Page 4: CPO Customer Service Quality Assessment

Preview

13. My CPO contact understands my needs and priorities. \*

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Not Applicable

Edit  
Move  
Copy  
Remove

14. My CPO contact presented information in a clear and understandable manner. \*

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Not Applicable

Edit  
Move  
Copy  
Remove

15. My CPO contact offered me alternative solutions to meet my needs. \*

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Not Applicable

Edit  
Move  
Copy  
Remove

16. My CPO contact was prompt and responsive to my calls and/or e-mails. \*

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Not Applicable

Edit  
Move  
Copy  
Remove

17. My CPO contact seemed to share my sense of urgency. \*

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Not Applicable

Edit  
Move  
Copy  
Remove

18. My CPO contact kept me aware of the status of my requests/inquiries/actions. \*

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Not Applicable

Edit  
Move  
Copy  
Remove

19. My CPO contact displayed that s/he is knowledgeable and proficient in relevant rules, regulations, policies and procedures. \*

- Strongly disagree

Edit  
Move

19. My CPO contact displayed that s/he is knowledgeable and proficient in relevant rules, regulations, policies and procedures. \*

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Not Applicable

Edit  
Move  
Copy  
Remove

My CPO contact used her/his technical knowledge to find solutions that met my needs. \*

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Not Applicable

Edit  
Move  
Copy  
Remove

20. My CPO contact went the 'extra mile' for solutions or answers (i.e. additional research, consultation with experts, policy advisors, or supervisors). \*

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Not Applicable

Edit  
Move  
Copy  
Remove

21. My CPO contact provided a clear and concise explanation of the... \*

Edit



21. My CPO contact displayed a 'can do' attitude. \*

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Not Applicable

Edit  
Move  
Copy  
Remove

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### Page 5: Qualitative Review

Preview

22. If there was one thing CPO could have done better to provide you with excellent customer service, what would that have been?

Edit  
Move  
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Remove

23. Do you have any other comments or suggestions that will help CPO to improve our customer service?

Edit  
Move  
Copy  
Remove

23. Do you have any other comments or suggestions that will help CPO to improve our customer service?

- Edit
- Move
- Copy
- Remove

24. May we contact you to gain additional details regarding your experience and feedback? \*

- Yes
- No

- Edit
- Move
- Copy
- Remove

Add New: Question Text/Media Action From Library

Skip/disqualify Action

New Page Logic Action

**F** The answer to Question May we contact you to gain additional details regarding your experience and feedback? #24 is one of the following answers No **THEN** Jump to page 7 - Thank You!

- Edit
- Remove

Add Page Insert from Library Skip/Disqualify Logic Merge Pages

1 2 3 4 5 6 ... 7

Show 5 pages at a time

Please provide your name and e-mail address. \*

Customer Name:

Customer E-Mail:

- Edit
- Move
- Copy
- Remove

Add New: [Question](#) | [Text/Media](#) | [Action](#) | [From Library](#)

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### Thank You Page: Thank You!

Preview

Responses are marked as complete when they reach this page (The survey will end on this page)

Edit

Thank you for taking the time to complete our survey. Your feedback is very important to us.

- Edit
- Move
- Copy
- Remove

#### Post Survey Actions

- Send Confirmation Email to: Me
- Send Confirmation Email to: Respondent
- Redirect to a URL: <http://yourdomain.com>

Add New: [Text/Media](#) | [Action](#)