

# National Park Service Contracting Office Customer Satisfaction Study Questionnaire

**Survey to be administered via the Web. Instructions and headings in BOLD and question numbers will not be seen by the respondents.**

## **Survey Introduction**

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The National Park Service (NPS) Contracting and Financial Assistance workforce is committed to continuous performance improvement. As part of this commitment we are requesting feedback on your experiences with the NPS Contracting and Financial Assistance. Your participation, while voluntary, is critical for us to understand how well we are delivering service to you. This information will be used by the NPS to make improvements to ensure the best possible customer experience.

This survey is being administered by CFI Group, an independent third-party research group and is hosted via a secure server. Your answers will remain anonymous and will be combined with those from other respondents to identify opportunities for improvement. This survey is authorized by Office of Management and Budget Control No. 1090-0007 which expires May 31, 2018.

The survey will take approximately 10 minutes to complete. Thank you in advance for completing the survey.

Please click on the "Next" button below to begin.

## **Introduction**

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Intro1 Have you contacted a National Parks Service contracting/financial assistance office in fiscal year (FY) 2016?

- a. Yes
- b. No [TERMINATE SURVEY]
- c. Can't remember [TERMINATE SURVEY]

Intro2 Please select the center or region contracting/financial assistance office you have the most experience working with.

- a. Alaska Region
- b. Denver Service Center
- c. Harpers Ferry Center
- d. Intermountain Region
- e. Midwest Region
- f. National Capital Region
- g. Northeast Region
- h. Pacific West Region

- i. Southeast Region
- j. Other (please specify)

Intro3 How many times did you interact with the contracting/financial assistance office in FY2016?

- a. Just once
- b. 2 -5 times
- c. 5-10 times
- d. More than 10 times

Intro4 For what type of action did you most recently contact the contracting/financial assistance office in FY 2016?

- a. Acquisition (e.g. contract, purchase order, BPA call, delivery order, task order, etc.)
- b. Inter/Intra Agency Agreement
- c. Financial Assistance (e.g. grant, cooperative agreement, task agreement)
- d. Other (please specify)

Intro5 **[IF Intro3=a]** Which of the following best describes your primary work area?

- a. Natural Resource Stewardship and Science
- b. Information Resources
- c. Visitor and Resource Protection
- d. Workforce, Relevancy, and Inclusion
- e. Cultural Resources, Partnerships, and Science
- f. Business Services, Budget, Communications or Administration
- g. Interpretation, Education, and Volunteers
- h. Park Planning, Facilities, and Lands
- i. Partnerships and Civic Engagement
- j. Other (please specify)

Intro6 **[IF Intro3=b]** Which Region/Center do you work for?

- a. Alaska Region
- b. Denver Service Center
- c. Harpers Ferry Center
- d. Intermountain Region
- e. Midwest Region
- f. National Capital Region
- g. Northeast Region
- h. Pacific West Region
- i. Southeast Region
- j. Other (please specify)

Intro7 Which of the following best describes your job location?

- a. Washington Area Service Office (WASO)
- b. Regional Office
- c. Park

- d. Other (please specify)

Intro8 Which of the following best describes your role working with contracting/financial assistance?

- a. Contracting Officer's Representative (COR/COTR)
- b. Senior Leader (Superintendent, Division Chief, project manager)
- c. Agreements Technical Representative (ATR)
- d. Requisitioner
- e. Administrative Officer
- f. Other point of contact

### **Representative**

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Please think about the representative with whom you interacted during your most recent contact with the contracting/financial assistance office. Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent," please rate the contracting or financial assistance representative on the following:

- REP1 Knowledge of subject matter
- REP2 Consistency of information provided
- REP3 Professionalism

### **Contact Process**

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CONTMETH What method did you use the most recent time you contacted the contracting/financial assistance office?

- a. Phone
- b. Email
- c. Chat
- d. Website, Sharepoint or Google Drive
- e. In-person
- f. Other (please specify)

Consider your most recent experience contacting the contracting/financial assistance office. Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent," please rate the process for obtaining assistance on the following:

- CONTACT1 Ease of reaching representative
- CONTACT2 Timeliness of getting questions answered

### **Information/Communication**

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Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent," please rate the information and communication you have received from the contracting/financial assistance office on the following:

- INFO1 Frequency of communication from the office
- INFO2 Helpfulness of the content provided
- INFO3 Helpfulness of Procurement Acquisition Lead Time (PALT) explanation
- INFO4 Ease of understanding the information and communication

COMMTYPE Through which of the following channels do you receive communication from the contracting office? Please select all that apply.

- a. Phone
- b. Email
- c. Chat
- d. Website, Sharepoint or Google Drive
- e. In-person
- f. Other (please specify)

STATUS How do you typically find out the status of your question or request?

- a. Representative contacts me
- b. I contact a representative directly
- c. I check online for an update
- d. Other (please specify)

INFOHELP What suggestions for improvement do you have regarding the communication the contracting/financial assistance office provides that would help you better understand the office's roles and responsibilities or keep you more informed of changes or other updates? [OPEN END]

### **Procurement Execution**

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Using a scale from 1 to 10, where 1 is "Poor" and 10 is "Excellent," please rate the procurement process on the following:

PROCURE1 Timeliness  
PROCURE2 Consistency of the information received  
PROCURE3 Adequacy of instructions in completing paperwork

PROIMP How could the contracting/financial assistance office improve the overall procurement/award process?

### **Customer Satisfaction Index**

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SAT 1 Please consider all of the experiences you have had with the NPS contracting/financial assistance office. Using a scale from 1 to 10 where 1 means "Very Dissatisfied" and 10 means "Very Satisfied," how satisfied are you with the NPS contracting/financial assistance office?

SAT 2 Using a scale from 1 to 10 where 1 means "Falls Short of Your Expectations" and 10 means "Exceeds Your Expectations," to what extent has the NPS contracting/financial assistance office fallen short of or exceeded your expectations?

SAT 3 How do the services from the NPS contracting/financial assistance office compare to an ideal contracting office? Please use a scale from 1 to 10, where 1 means "Not very close to the ideal" and 10 means "Very close to the ideal."

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## Outcomes

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- RECOM On a scale from 1 to 10 where 1 means “Not at All Likely” and 10 means “Very Likely,” how likely are you to recommend the NPS contracting/financial assistance office to colleagues?
- CONFIDEN On a scale from 1 to 10 where 1 means “Not Very Confident” and 10 means “Very Confident,” please rate your level of confidence in the NPS contracting/financial assistance office.

## Demographics

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- TENURE How long have your job duties involved interacting with the contracting/financial assistance office?
- Less than a year
  - Between 1 and 3 years
  - Between 3 and 5 years
  - More than 5 years
- COMPARE **[IF TENURE <> a]** How would you compare the overall experience in working with the contracting/financial assistance office in 2016?
- Much better than before
  - Slightly better than before
  - About the same
  - Slightly worse than before
  - Much worse than before
- BETTEROE **[IF COMPARE=a or b]** What specifically has made the experiences of the past year better?
- WORSEOE **[IF COMPARE=d or e]** What specifically has made the experiences of the past year worse?
- ADDLHELP What additional resources would be helpful toward your interactions with the NPS contracting office?
- On-site training
  - Conference calls/webinars to discuss policies and procedures
  - Individual meetings to discuss specific questions
  - Written communication that gives updates on procedural changes
  - Website tools
  - Other (please specify)
- FEEDBACK Thinking of the entire process of interacting with the NPS contracting office, in which areas would you like to have a better understanding or more training? [OPEN END]

## Closing

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Thank you very much for providing your input. Your feedback is greatly appreciated.