

**OMB Control #0693-0031**

**Expiration Date: 05/31/2018**

**NIST Generic Request for Customer Service Related Data Collections**

Building 3 CTL Workspace Survey SPRING 2018

## **FOUR STANDARD SURVEY QUESTIONS**

### **1. Explain who will be surveyed and why the group is appropriate to survey.**

77 CTL staff members (federal employees and associates) will be surveyed. These 77 people have moved into new workspace in a newly remodeled building. This group is appropriate since they are the ones who have moved in, and we want to obtain their feedback on the new space to make certain their needs have been met.

### **2. Explain how the survey was developed including consultation with interested parties, pre-testing, and responses to suggestions for improvement.**

The survey is being used as part of a capstone project for NIST, enabling the preparation of the best possible workspace for these employees and associates. The survey was evaluated by two professors at the University of Colorado, Denver as well as by the Executive Officer of CTL, Brian Copello. The survey was found to be user-friendly and the questions appropriate for what the laboratory hopes to learn. All requests for changes were made.

### **3. Explain how the survey will be conducted, how customers will be sampled if fewer than all customers will be surveyed, expected response rate, and actions your agency plans to take to improve the response rate.**

The entire affected population will be surveyed, so no sampling procedure is necessary. The expected response rate is approximately 60%. The agency will accept the responses that are submitted and will not contact the population to improve the response rate.

### **4. Describe how the results of the survey will be analyzed and used to generalize the results to the entire customer population.**

Because we are surveying the entire population in the new space, the validity of the survey is not risked by sampling. However, we are limited by those staff members who are willing to respond. Most of the questions are qualitative in nature. These responses will be coded in an Excel spreadsheet to determine patterns in response, and the responses will be considered as feedback to help determine if needs are being met for a productive workspace. By evaluating what is missing/lacking in the new workspace attempts can be made to improve the new workspaces and provide these missing amenities if possible.