

# NIH HRSS Customer Satisfaction Survey

---

## NIH HRSS Customer Satisfaction Survey - Page 1

**NIH HR Systems Support (HRSS) provides assistance to NIH staff using NIH's automated HR systems. This brief survey should take less than 5 minutes to complete, and all responses are anonymous. Thank you for your feedback on your HRSS experience!**

OMB#: 0925-0648 ExpDate: 3/31/18

Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0648). Do not return the completed form to this address.

**Logic: Show/hide trigger exists.**

**1) Are you an NIH Office of Human Resources (OHR) employee?\***

- Yes
- No
- I Don't Know

**Logic: Hidden by default Dynamically shown if "Are you an NIH Office of Human Resources (OHR) employee?" = No or "Are you an NIH Office of Human Resources (OHR) employee?" = I Don't Know**

**Institute or Center (REQUIRED)\***

- CC
- CIT
- CSR
- FIC
- NCATS
- NCCAM/ NCCIH
- NCI
- NCMHD

- NCRR
- NEI
- NHGRI
- NHLBI
- NIA
- NIAAA
- NIAID
- NIAMS
- NIBIB
- NICHD
- NIDA
- NIDCD
- NIDCR
- NIDDK
- NIEHS
- NIGMS
- NIMH
- NINDS
- NINR
- NLM
- OD
- NA/Do Not Know

**Logic: Show/hide trigger exists.**

**2) What system did you request assistance with?\***

- Access Management System (AMS)
- Business Process Management (BPM)
- Capital HR (EHRP)
- Classification (HR CARDS)
- EBIS
- eOPF
- FHR Navigator

- GRB Platform
- HHS Careers (USA Staffing)
- LMS/HHS Learning Portal
- MyPay/EE
- nVision/nSight
- OHR Website, IntraHR Website, Jobs Website, or OHR SharePoint
- Onboarding Manager
- SMARTHR
- Survey
- USAJOBS
- WiTS
- Other (Please Specify): \_\_\_\_\_

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("Access Management System (AMS)", "Business Process Management (BPM)", "Capital HR (EHRP)", "Classification (HR CARDS)", "EBIS", "eOPF", "FHR Navigator", "GRB Platform", "HHS Careers (USA Staffing)", "LMS/HHS Learning Portal", "MyPay/EE", "nVision/nSight", "OHR Website, IntraHR Website, Jobs Website, or OHR SharePoint", "Onboarding Manager", "SMARTHR", "Survey", "USAJOBS", "WiTS", "Other (Please Specify)") Dynamically shown if "What system did you request assistance with?" = Business Process Management (BPM) or "What system did you request assistance with?" = Capital HR (EHRP) or "What system did you request assistance with?" = Classification (HR CARDS) or "What system did you request assistance with?" = EBIS or "What system did you request assistance with?" = eOPF or "What system did you request assistance with?" = FHR Navigator or "What system did you request assistance with?" = HHS Careers (USA Staffing) or "What system did you request assistance with?" = LMS/HHS Learning Portal or "What system did you request assistance with?" = MyPay/EE or "What system did you request assistance with?" = nVision/nSight or "What system did you request assistance with?" = OHR Website, IntraHR Website, Jobs Website, or OHR SharePoint or "What system did you request assistance with?" = Onboarding Manager or "What system did you request assistance with?" = SMARTHR or "What system did you request assistance with?" = Survey or "What system did you request assistance with?" = USAJOBS or "What system did you request assistance with?" = WiTS or "What system did you request assistance with?" = Other (Please Specify)**

**3) Did you first try to resolve your issue using OHR systems information on the web?**

- Yes
- No
- Issue Not Applicable for Use of Online Resources [What is this?](#) (Please specify):  
\_\_\_\_\_

**Logic: Hidden by default Dynamically shown if "Did you first try to resolve your issue using OHR systems information on the web?" = Yes**

**If so, which website did you use?**

- OHR Website - <http://hr.od.nih.gov>
- IntraHR - <https://intrahr.od.nih.gov>
- Other (Please specify): \_\_\_\_\_

**Logic: Hidden by default Dynamically shown if "Did you first try to resolve your issue using OHR systems information on the web?" = Yes or "Did you first try to resolve your issue using OHR systems information on the web?" = No**

**Please provide a brief description of what you needed help with:**

---

---

## **NIH HRSS Customer Satisfaction Survey - Page 2**

**Page exit logic:** New Page Logic ActionIF: (Question "Did HR Systems Support refer you to another help desk (outside of HRSS)? [Examples of other help desks](#)" #4 is exactly equal to ("No") OR Question "Did HR Systems Support refer you to another help desk (outside of HRSS)? [Examples of other help desks](#)" #4 is exactly equal to ("Do Not Know")) **THEN:** Jump to [page 4 - NIH HRSS Customer Satisfaction Survey - Page 4](#)

**4) Did HR Systems Support refer you to another help desk (outside of HRSS)? [Examples of other help desks](#)\***

- Yes (Please specify): \_\_\_\_\_
- No
- Do Not Know

---

## NIH HRSS Customer Satisfaction Survey - Page 3

**Page exit logic:** New Page Logic Action**IF:** Question "Did HR Systems Support refer you to another help desk (outside of HRSS)? [Examples of other help desks](#)" #4 is one of the following answers ("Yes (Please specify)") **THEN:** Jump to [page 6 - HRSS Experience](#)

**5) Please rate your experience with HRSS in the following areas:  
(Scale is Very Dissatisfied --> Very Satisfied)**

	<b>Very Dissatisfied</b>	<b>Somewhat Dissatisfied</b>	<b>Neither Dissatisfied nor Satisfied</b>	<b>Somewhat Satisfied</b>	<b>Very Satisfied</b>	<b>Not Applicable</b>
Courteousness of the Staff	( )	( )	( )	( )	( )	( )
Staff's Ability to Explain Why You are being Referred	( )	( )	( )	( )	( )	( )
Ease of Access to HRSS	( )	( )	( )	( )	( )	( )
Timeliness of HRSS's Response	( )	( )	( )	( )	( )	( )
Overall Experience	( )	( )	( )	( )	( )	( )

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("Access Management System (AMS)")**

**6) Who helped you with your Access Management System (AMS) issue today?**

- Charmayne
- Dave B.
- Harlee
- Janis
- Lillian
- Naz
- Sharon C.
- Terri
- Not Listed
- Do Not Know

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("nVision/nSight")**

**7) Who helped you with your nVision/nSight issue today?**

- Charmayne
- Dave B.
- Harlee
- Janis
- Lillian
- Naz
- Sharon C.
- Sylvia
- Terri
- Zina
- Not Listed
- Do Not Know

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("Other (Please Specify)") Dynamically shown if "What system did you request assistance with?" = ePMAP or "What system did you request assistance with?" = HRIBS**

**8) Who helped you with your HR System issue today?**

- Charmayne
- Dave B.
- Harlee
- Naz
- Not Listed
- Do Not Know

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("Onboarding Manager")**

**9) Who helped you with your Onboarding Manager issue?**

- Amber
- Charmayne
- Courtney
- Dave B.
- Dinah
- Harlee
- Karen
- Nathalie
- Naz
- Pam
- Susie V.
- Not Listed
- Do Not Know

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("FHR Navigator")**

**10) Who helped you with your FHR Navigator issue today?**

- Charmayne
- Dave B.
- Harlee
- Naz
- Not Listed
- Do Not Know

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("MyPay/EE")**

**11) Who helped you with your MyPay/EE issue today?**

- Charmayne
- Dave B.
- Harlee
- Naz
- Not Listed
- Do Not Know

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("Classification (HR CARDS)")**

**12) Who helped you with your Classification (HR CARDS) issue today?**

- Amber
- Charmayne
- Courtney
- Dave B.
- Dinah
- Harlee
- Karen
- Nathalie
- Naz
- Pam
- Susie V.



- Not Listed
- Do Not Know

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("HHS Careers (USA Staffing)")**

**13) Who helped you with your HHS Careers (USA Staffing) issue today?**

- Amber
- Charmayne
- Courtney
- Dave B.
- Dinah
- Harlee
- Karen
- Nathalie
- Naz
- Pam
- Susie V.
- Not Listed
- Do Not Know

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("USAJOBS")**

**14) Who helped you with your USAJOBS issue today?**

- Amber
- Charmayne
- Courtney
- Dave B.
- Dinah
- Harlee
- Karen
- Nathalie

- Naz
- Pam
- Susie V.
- Not Listed
- Do Not Know

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("WiTS")**

**15) Who helped you with your WiTS issue today?**

- Charmayne
- Dave B.
- Harlee
- Jenn P.
- Mike D.
- Naz
- Negy
- Sam L.
- Terrye
- Not Listed
- Do Not Know

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("OHR Website, IntraHR Website, Jobs Website, or OHR SharePoint")**

**16) Who helped you with your OHR Website, IntraHR Website, Jobs Website, or OHR SharePoint issue today?**

- Charmayne
- Dave B.
- Harlee
- Jasper
- Jennifer S.
- Jon B.

- Kim S.
- Naz
- Wayne D.
- Not Listed
- Do Not Know

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("LMS/HHS Learning Portal")**

**17) Who helped you with your LMS/NIH Learning Portal issue today?**

- Charmayne
- Dave B.
- Harlee
- Kim H.
- Naz
- Tom
- Zaib
- Not Listed
- Do Not Know

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("GRB Platform")**

**18) Who helped you with your GRB Platform issue?**

- Charmayne
- Dave B.
- Harlee
- Naz
- Randi
- Tom
- Not Listed
- Do Not Know

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("Capital HR (EHRP)")**

**19) Who helped you with your Capital HR (EHRP) System issue today?**

- Charmayne
- Dave B.
- Harlee
- Jaime
- Janis
- Naz
- Randi
- Satou
- Terri
- Not Listed
- Do Not Know

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("eOPF")**

**20) Who helped you with your eOPF issue today?**

- Charmayne
- Dave B.
- Harlee
- Naz
- Randi
- Satou
- Not Listed
- Do Not Know

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("Business Process Management (BPM)")**

**21) Who helped you with your Business Process Management issue?**

- Charmayne
- Dave B.
- Harlee
- Janis
- Naz
- Sharon C.
- Shekila
- Terri
- Not Listed
- Do Not Know

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("EBIS")**

**22) Who helped you with your EBIS issue?**

- Charmayne
- Dave B.
- Harlee
- Naz
- Shekila
- Not Listed
- Do Not Know

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("SMARTHR")**

**23) Who helped you with your SMARTHR request/issue?**

- Ava
- Charmayne
- Dave B.

- Harlee
- Janis
- Lillian
- Luis
- Naz
- Orlando
- Sylvia
- Zina
- Not Listed
- Do Not Know

**Logic: Hidden unless: Question "What system did you request assistance with?" #2 is one of the following answers ("Survey")**

**24) Who helped you with your Survey request/issue?**

- Ava
- Charmayne
- Dave B.
- Harlee
- Janis
- Lillian
- Naz
- Sylvia
- Zina
- Not Listed
- Do Not Know

**Logic: Hidden by default Dynamically shown if "Who helped you with your Access Management System (AMS) issue today?" = Not Listed or "Who helped you with your nVision/nSight issue today?" = Not Listed or "Who helped you with your HR System issue today?" = Not Listed or "Who helped you with your Onboarding Manager issue?" = Not Listed or "Who helped you with your FHR Navigator issue today?" = Not Listed or "Who helped you with your MyPay/EE issue today?" = Not Listed or "Who helped you with your Classification (HR CARDS) issue today?" = Not Listed or "Who helped you with your HHS Careers (USA Staffing) issue today?" = Not Listed or "Who helped you with your USAJOBS issue today?" = Not Listed or "Who helped you with**

your WiTS issue today?" = Not Listed or "Who helped you with your OHR Website, IntraHR Website, Jobs Website, or OHR SharePoint issue today?" = Not Listed or "Who helped you with your LMS/NIH Learning Portal issue today?" = Not Listed or "Who helped you with your Capital HR (EHRP) System issue today?" = Not Listed or "Who helped you with your eOPF issue today?" = Not Listed or "Who helped you with your Business Process Management issue?" = Not Listed or "Who helped you with your EBIS issue?" = Not Listed or "Who helped you with your SMARTHR request/issue?" = Not Listed or "Who helped you with your Survey request/issue?" = Not Listed

Please indicate who helped you with your request.

---

---

## NIH HRSS Customer Satisfaction Survey - Page 5

Logic: Dynamically shown if "Did HR Systems Support refer you to another help desk (outside of HRSS)? [Examples of other help desks](#)" = No or "Did HR Systems Support refer you to another help desk (outside of HRSS)? [Examples of other help desks](#)" = Do Not Know

25) Was your issue resolved?

- Yes
- No
- Unsure

Logic: Dynamically shown if "Was your issue resolved?" = No or "Was your issue resolved?" = Unsure

26) Please provide feedback on how we can make your next experience better.

---

---

---

---





Subject Knowledge of the Staff	( )	( )	( )	( )	( )	( )
Timeliness of Resolution	( )	( )	( )	( )	( )	( )
Overall Experience	( )	( )	( )	( )	( )	( )

**Logic: Hidden by default Dynamically shown if "Please rate our customer service in the following areas: (Scale is Very Dissatisfied --> Very Satisfied)" = Very Dissatisfied or "Please rate our customer service in the following areas: (Scale is Very Dissatisfied --> Very Satisfied)" = Somewhat Dissatisfied**

**You have indicated dissatisfaction with one or more elements above. Please elaborate below, so we can ensure improvements are made in the future.**

---



---



---



---

**29) Do you have any additional feedback or suggestions on how HRSS can improve customer service? If so, please enter them into the space below.**

---



---



---



---

**30) Please identify any additional areas or services for which you would like assistance from NIH HR Systems Support.**

---



---

---

---

---

## **HRSS Experience**

**31) Please provide any additional comments you have regarding your HR Systems Support experience.**

---

---

---

---

---

**Thank You!**

**Thank you for your time and participation.  
Your response will help the NIH HR Systems Support Help Desk improve their services.**

---