

## NASA Ombudsman Program 2016 Customer Satisfaction Survey

### Paperwork Reduction Act Statement

This information collection meets the requirements of 44 U.S.C. § 3507 as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 2700-0153 and this information collection expires on 07/31/2018. We estimate that it will take 7 minutes to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate to: [fatima.c.johnson@nasa.gov](mailto:fatima.c.johnson@nasa.gov)

**1. Were you aware of the Ombudsman Office prior to receiving this request to fill out the survey?**

- Yes
- No

**2. If yes, how did you first hear about the Ombudsman Office?**

- Article in Center Newsletter
- Center Brochure
- Center Website
- Presentation from the Ombudsman
- Annual Report
- Word of Mouth/Colleague
- Other (please specify)

**3. Do you know the NASA Ombudsman Program...**

	Yes	No
<b>...is committed to <u>confidentiality</u>?</b>	<input type="radio"/> Yes	<input type="radio"/> No
<b>...is expected to provide a <u>neutral/impartial</u> perspective?</b>	<input type="radio"/> Yes	<input type="radio"/> No
<b>...is not a decision maker or formal investigator?</b>	<input type="radio"/> Yes	<input type="radio"/> No
<b>...is an independent entity from the formal NASA management chain?</b>	<input type="radio"/> Yes	<input type="radio"/> No
	Yes	No
<b>Safety of NASA employees and contractors?</b>	<input type="radio"/> Yes	<input type="radio"/> No

<b>Obstacles to mission success?</b>	<input type="radio"/> Yes	<input type="radio"/> No
<b>Performance of individuals or the organization?</b>	<input type="radio"/> Yes	<input type="radio"/> No
<b>Conflict in relationships?</b>	<input type="radio"/> Yes	<input type="radio"/> No
<b>Violation of agency policy?</b>	<input type="radio"/> Yes	<input type="radio"/> No
<b>Financial wrong doing?</b>	<input type="radio"/> Yes	<input type="radio"/> No
<b>Disrespectful treatment?</b>	<input type="radio"/> Yes	<input type="radio"/> No

**4. Do you know you can surface the following issues when meeting with a NASA Ombudsman?**

**5. Would you consider using the Ombudsman Program if the need arose?**

- Yes
- No

**6. Have you used the Ombudsman Program in the past two years?**

- Yes
- No

**7. If you consulted with a NASA Ombudsman, which of the outcomes listed below applies to your situation?**

- I received information/coaching, and no other action was expected from the Ombudsman.
- I took action (with help from the Ombudsman) and my situation is better than it was before I contacted the Ombudsman.
- I took action (with help from the Ombudsman) and my situation is not better than it was before I contacted the Ombudsman.
- The Ombudsman took action on my behalf and my issue is better than before I contacted the Ombudsman.
- The Ombudsman took action on my behalf and my issue is not better than before I contacted the Ombudsman.
- I chose to take no action.
- The issue is not yet resolved.

**8. How well did the Ombudsman meet your expectations?**

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<b>Timeliness</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Respectfulness</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Confidentiality</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Usefulness</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If the Ombudsman did not meet your expectations, what could they have done differently?

**9. Would you use the services of the NASA Ombudsman Program again?**

- Yes
- No

**10. If the NASA Ombudsman Program did not exist, what would you do or what have you done regarding your issue?**

- Nothing
- Gone to NASA formal resources (Human Resources, the Union, Management Chain, etc.) for help
- Used external resources
- Left the organization
- Taken legal action
- Gone to colleagues for advice

**11. If you have not used the Ombudsman Program, why not? (Check all that apply.)**

- I did not know it existed
- I did not have an issue or need
- I used other NASA resources to resolve my issue
- I did not believe you were really confidential
- I did not believe you could be unbiased and neutral
- I did not understand how you could help
- I was fearful of speaking up
- Other (please specify)

**12. Center Name (Optional)**

**\* 13. Gender**

- Male
- Female

**\* 14. Status**

- Civil Service Employee
- On-Site Contractor
- Student

**\* 15. Tenure**

- 0-1 year with NASA
- 2-4 years with NASA
- 5-10 years with NASA
- More than 10 years with NASA

**\* 16. Job Level**

- GS 4-8
- GS 9-12
- GS 13-15
- SES
- N/A

Thank you for participating in this survey.