

## TSA Applicants Customer Satisfaction Survey

**Public Burden Statement:**

We estimate this form takes an average of 15 minutes to complete including the time for getting the needed data and reviewing both the instructions and completed form. Send comments regarding our estimate or any other aspect of this form, including suggestions for reducing completion time, to the Office of Personnel Management (OPM), Assessment Services, Steve Burnkrant (3206- 0236), Washington, DC 20415-7900. The OMB Number, 3206-0236, is currently valid. OPM may not collect this information, and you are not required to respond, unless this number is displayed.





## Satisfaction with the Help Desk

**A Help Desk was available to you for advice and assistance in all areas related to the application process. The items in this section refer only to advice and assistance you may have received from the Help Desk by calling their 800 number, emailing them, or using the self-service website.**

12. During the application process, which methods, if any, did you use to obtain advice or assistance? (Mark all that apply)
- None: I did not contact the Help Desk
  - Phone
  - Email
  - Web-based self-service
13. What difficulties, if any, did you have contacting the Help Desk? (Mark all that apply)
- No difficulties
  - Difficulty with automated “800” number
  - Telephone rang without answer or stayed busy
  - Telephone messages were not returned
  - Telephone call transferred multiple times
  - Telephone Interactive Voice Response system took too long
  - Kept on hold too long
  - No response to e-mail messages
  - E-mail forwarded multiple times
  - Difficulty getting through to the fax number
  - Responses to faxes were too slow
  - Difficulty using the website for web-based self-service
  - Other

**For the following items, indicate the extent to which you agree or disagree with each statement.**

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
14. It was easy to find someone from the Help Desk who could answer my questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. The Help Desk staff was courteous.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. The Help Desk staff was knowledgeable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. The Help Desk solved my problems quickly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. The Help Desk provided accurate information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. The Help Desk kept an accurate history of all my requests for assistance. (Mark "Not Applicable" if you contacted the Help Desk only once).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. The Help Desk staff acted professionally.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Very Poor	Poor	Fair	Good	Very Good	Not Applicable
How would you rate the quality of Help Desk support related to each of the following:						
21. Creating user accounts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Password resets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Assistance in completing e-86 form	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Questions about benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
25. How satisfied are you with the Help Desk's web-based self-service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. How satisfied are you with Help Desk support provided by phone?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. How satisfied are you with Help Desk support provided by e-mail?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Overall, how satisfied are you with the Help Desk?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



### Overall Satisfaction

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
29. Overall, it was easy to apply for this job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. I am satisfied with the time it took to complete the application process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. I am satisfied with the appearance of websites, manuals, brochures, and other communication materials.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
32. I am satisfied with the way problems or mistakes were handled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
33. Overall, how satisfied are you with the application process?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

34. Use the following space to describe what you feel worked well with the application process.

35. Use the following space to describe how you think the application process can be improved.

## Background Information

The following items ask for background information that will help categorize responses. Responses will **NOT** be used to identify individual respondents.

36. For what type of position are you a candidate?
- TSO (Transportation Security Officer) D Band
  - MAP (Management, Administrative, and Professional) – Airport
  - MAP (Management, Administrative, and Professional) – HQ Offices
  - LEO/FAM (Law Enforcement Officer/Federal Air Marshal)
  - TSES (Transportation Senior Executive Service)
37. Are you currently employed?
- Yes
  - No
38. If you answered “Yes” to the previous item, indicate which of the following best describes your current employer. If you answered “No” to the previous item, indicate which of the following best describes your most recent employer.
- TSA (I am applying for a new position in TSA)
  - Another DHS organization
  - Another Federal agency
  - Private sector
  - State government
  - Other
39. How long have you worked for the Federal government, excluding military service?
- I have never worked for the Federal government
  - Less than 1 year
  - 1 year – less than 5 years
  - 5 years – less than 10 years
  - 10 years – less than 15 years
  - 15 years – less than 20 years
  - 20 years or more
40. What methods did you use to submit your application and related materials?  
(Mark all that apply)
- Website
  - E-mail
  - Fax
  - Mail
  - Phone in
  - In person