

MSPB Customer Satisfaction Survey: Appellant Representatives Involved in Initial Appeals

Introduction and Instructions

Our records indicate you were recently involved in an appeal filed in a regional or field office of the Merit Systems Protection Board (MSPB). MSPB is interested in your perceptions and experiences with the adjudication process as it relates to this recent initial appeal. Feedback from customers helps us ensure effective and efficient processing of initial appeals, so we would appreciate your participation.

The survey is voluntary, takes approximately 4-6 minutes to complete, and there is a section for comments. Your responses are confidential and results will be reported in aggregate. No data will be reported that could be used to identify specific participants.

Thank you in advance for your participation in this customer survey!

Note, participation in the survey is not required to obtain a benefit, and participants should not respond to the survey unless a valid OMB control number is provided. The OMB Control Number for this survey is 3124-0012, approval expires 04/30/2019.

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Questions about you

1. How often have you appeared before MSPB prior to this case?

- Frequently
- Occasionally
- Once or Twice
- Never

* 2. What best describes your relationship to the appellant?

- Private Attorney
- Union Representative
- Family Member
- Other (please specify)

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Questions about the Issues Raised in the Case

3. What was the primary issue involved in this case? (Please check the one best response.)

- Adverse action related to conduct (removal, suspension, demotion)
- Retirement (under CSRA, FERS, or involving FERCCA)
- Veterans' issues (Including veteran's preference, VEOA, USERRA)
- Performance-based action or acceptable level of competence (WIGI)
- Reduction in force or furlough
- Termination of probationer or suitability
- Retaliation for whistleblowing not related to another action that can be appealed to MSPB (Also known as an Individual right of action (IRA) appeal)
- Other (please specify)

4. What other issues, if any, were related to or influenced the primary issue in this case? (Please select all that apply, add other if necessary, or select none.)

- Retaliation for whistleblowing related to an action appealable to MSPB (Also known as an otherwise appealable action (OAA) appeal)
- Discrimination on any basis prohibited by law
- Other type of reprisal prohibited by law (e.g., for past EEO activity, a previous grievance, or political activity, etc.)
- Violation of other prohibited personnel practices (PPPs)
- None

Other (please specify)

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Questions about your experience with the initial appeals process

5. Please indicate your level of agreement with each of the following statements about your interaction with the MSPB administrative judge (AJ) assigned to your case.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The administrative judge treated me fairly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The administrative judge was professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The administrative judge was responsive to inquiries and questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Please indicate your level of agreement with the following statements about your interaction with other MSPB employees beyond the AJ. (If you did not interact with other MSPB employees, please Select Not Applicable.)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
Other MSPB employees treated me fairly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other MSPB employees were professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other MSPB employees were responsive to inquiries and questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Questions about your experience with the initial appeals process

* 7. Please indicate your level of agreement with each of the following statements about the initial appeals process. (If a hearing was not conducted, please mark Not Applicable/Don't Know to that question.)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable / Don't Know
MSPB's procedures were easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MSPB's procedures were easy to follow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MSPB applied discovery rules fairly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was satisfied with the way the hearing was conducted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was satisfied with the way the appeals process was administered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability to appeal to MSPB adds value to the Federal Government's merit-based system of employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Questions about your experience with the initial appeals process

* 8. Please indicate your level of agreement with each of the following statements about timeliness. (If there were no additional procedural requirements, or if you are not sure, please mark Not Applicable/Don't Know.)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable/Don't Know
The time in which to file the appeal was reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time to meet additional procedural requirements was reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time allotted for discovery was sufficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time it took to process the appeal was reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Questions about the Resolution of the Case

* 9. How was this case resolved?

- A decision issued by the AJ following adjudication on the merits
- The case was settled
- The case was dismissed
- Other (please specify)

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Questions about the Initial Decision

10. Please indicate your level of agreement with each of the following statements about the initial decision.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know
MSPB's initial decision was clear and well-written	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MSPB's initial decision was fair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MSPB's initial decision reasonably applied the law	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understood the decision, even though I might not agree with it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was satisfied with MSPB's initial decision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Additional Comments

11. Do you have any additional comments on improving the initial appeals process? (To protect your confidentiality, please do not include your name, your agency, or other identifying information about the case.)

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Last Page of the Survey

If you wish to change a response, click "Prev" to return to the question you want to change. Change your answer, then click "Next" button to move forward in the survey. If you are finished with the survey, click "Done" to exit the survey and save your responses. Once you click "Done" you will not be able to return to the survey or change your responses.

We Appreciate your feedback!