



## MSPB Customer Survey: Settlement in the Regional and Field Offices

### Introduction and Instructions

**Our records indicate that you were recently involved in an appeal filed with MSPB that was settled. Resolution of cases through settlement is an important component of MSPB's adjudication services and your feedback about settlement is very important to us. This survey is voluntary and will take approximately 4-7 minutes to complete, a bit longer if you include comments. Your responses are confidential and results will be reported in aggregate.**

**As a reminder, in the regional and field offices, the case is assigned to an Administrative Judge (AJ) who has primary responsibility for adjudicating the case, holding a hearing if one is held, and issuing an initial decision in the case. The primary AJ discusses settlement with each party in the case. Sometimes, a Settlement AJ, separate from the primary AJ, is assigned only for settlement purposes. Settlement discussions often result in a "Settlement Agreement" that contains the terms of agreement between the parties that will resolve the appeal. Even if a settlement agreement is not reached, your feedback about settlement discussions and procedures is important to us.**

**Even though the survey is brief, you can exit and return to the survey and finish it at another time. Close the survey by closing the browser, and return to the survey by clicking on the URL link in the invitation. You must be using the same computer to close and return to the survey. Once your responses are submitted, you will not be able to return to the survey.**

**Thank you in advance for participating in our survey. Your feedback will help us improve our settlement programs and procedures.**

**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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### General Questions

\* 1. Considering the most recent MSPB appeal in which you were involved, and in which settlement procedures were used, what was your role?

- Appellant with representation
- Appellant without other representation (also know as a *pro se* Appellant)
- Appellant Representative (private attorney)
- Agency Representative
- Union Official or Representative
- Other (please specify)



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### Questions about Interactions with the Administrative Judge

2. Please indicate your level of agreement with the following statements about your interactions with the MSPB AJ assigned to your case

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The AJ treated me fairly during the settlement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The AJ was professional during the settlement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The AJ was responsive to inquiries and questions during the settlement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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### Questions about the Settlement AJ

Sometimes, MSPB assigns a separate AJ to handle only the settlement issues involved with the case. The settlement AJ is a different person than the primary AJ.

\* 3. Was a separate settlement AJ assigned to this case?

- Yes
- No
- Not sure



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Questions about Interactions with the Settlement AJ

4. Please indicate your level of agreement with the following statements about your interactions with the settlement AJ, an AJ separate from the primary AJ and who only works on settlement issues.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The Settlement AJ treated me fairly during the settlement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Settlement AJ was professional during the settlement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Settlement AJ was responsive to inquiries and questions during the settlement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Questions about Interactions with Other MSPB Employees During Settlement

5. Please indicate your level of agreement with the following statements about your interactions with MSPB employees, other than AJs, during the settlement process. (If you did not interact with other MSPB employees during the settlement process, please respond Not Applicable.)

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



## MSPB Customer Survey: Settlement in the Regional and Field Offices

Questions about the Settlement Process in the Regional and Field Offices

\* 6. Please indicate your level of agreement with the following statements about the settlement process

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
MSPB's efforts to encourage settlement were implemented in a fair manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MSPB's efforts to encourage settlement were implemented in a non-coercive manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The settlement process helped me understand the other party's position	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The settlement process helped the other party understand my position	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time available to pursue settlement discussions or procedures was sufficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The settlement discussions helped resolve the dispute	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I was satisfied with MSPB's efforts to encourage settlement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would engage in settlement discussions to resolve a dispute before MSPB in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Questions about the Settlement Agreement in this Case

\* 7. How satisfied were you with the final Settlement Agreement?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Vey Dissatisfied



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Comments about Settlement in the Regional and Field Offices

8. Do you have any comments that would help improve the use of settlement at MSPB? (To preserve your confidentiality, please do not mention your name, your agency, or other identifying information about the case.)



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Last Page of the Survey

**This is the final page of the survey. If you want to go back and change a response, click "Prev" until you reach the question you want to change. Change your response, then click "Next" to go to the next question you want change, or until you get to this last page. If you are finished with the survey, click "Done" to save you responses and exit the survey. Once you click "Done" you will not be able to return to the survey.**

**Thank you for participating in our survey!**