

Thank you for agreeing to participate in this survey. Please complete all questions appearing on each page, responding with open and honest answers.

This survey is optional to take and confidential. All results will be analyzed in aggregate and not individually.

Please make sure you have answered all questions provided. When you are ready to move to the next page, click the 'Continue' button located at the bottom of the page. Do not use your browser buttons to go from one page to another.

AGENCY DISCLOSURE NOTICE

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Survey Completion
0% ————— 100%

How often do you work with Washington Headquarters Services (WHS)?

- Once per week or more often
- 2-3 times per month
- Once per month
- Every 2-3 months
- Every 4-6 months
- Every 7-12 months or less often
- Never





How satisfied are you with the overall service provided by WHS?

Extremely dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely satisfied

How would you characterize your familiarity with WHS's services and capabilities?

Not at all familiar

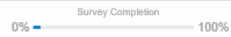
Slightly familiar

Somewhat familiar

Moderately familiar

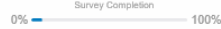
Extremely familiar





Please rate your level of agreement with each of the following statements:

	Strongly disagree 1	2	3	4	5	6	7	8	9	Strongly agree 10
WHS is transparent regarding who is responsible, timelines for service, and next steps for my requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the support that WHS provides to help me get the product or service I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WHS provides fast and efficient service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working with WHS is worth the time and resources invested	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with WHS's services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Strongly disagree 1	2	3	4	5	6	7	8	9	Strongly agree 10
WHS employees are competent and have the right answer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WHS handles requests in a consistent manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WHS is trustworthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The services WHS currently offers are useful and serve my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to find help or assistance within WHS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Strongly disagree 1	2	3	4	5	6	7	8	9	Strongly agree 10



As a customer, how satisfied have you been with your WHS experience when you have needed any of the following in the past year? If you have not needed a service, please select "Not applicable".

	Extremely Dissatisfied	1	2	3	4	5	6	7	8	9	Extremely Satisfied	10	Not applicable
I need contracting services (e.g., request a new contract, modify a contract, exercise an option to renew, acquisition planning)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I need to hire an employee (e.g., hire an SES, hire a GS-15 and below or equivalent)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I need assistance with the budget execution process (e.g., commitments, obligations, expenditures)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Extremely Dissatisfied	1	2	3	4	5	6	7	8	9	Extremely Satisfied	10	Not applicable
I need to process a DoD issuance through WHS's Directives Division (e.g., submit a new issuance, update an issuance)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I need to respond to a WHS FOIA tasker (e.g., respond to a simple FOIA request, conduct a search and review)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I need to modify my workspace, working through WHS Facilities Alterations Work Group (e.g., painting, alterations, electrical work, installations, hanging pictures, but excluding security, IT work)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Extremely Dissatisfied	1	2	3	4	5	6	7	8	9	Extremely Satisfied	10	Not applicable



How many times have you requested each service in the previous 12 months?

	1 time	2 times	3-4 times	5-6 times	More than 6 times
Needed to process a DoD issuance through WHS's Directives Division	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>





How would you characterize your familiarity with processing DoD issuances through WHS's Directives Division?

- Not at all familiar
- Slightly familiar
- Somewhat familiar
- Moderately familiar
- Extremely familiar

When you need to process DoD issuances, how do you contact WHS?
Please select all methods of contact you have used.

- Online via web portal
- Telephone
- Email
- In-person
- Other (specify)



Division are transparent regarding who is responsible, timelines for service, and next steps for my requests

○ ○ ○ ○ ○ ○ ○ ○ ○ ○

I am satisfied with the support that the DoD issuance team provides to help me get the product or service I need

○ ○ ○ ○ ○ ○ ○ ○ ○ ○

DoD issuance services provided by WHS's Directives Division employees are competent, demonstrating an understanding of the process

○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ●

It is easy to find help or assistance within DoD issuance services provided by WHS's Directives Division

○ ○ ○ ○ ○ ○ ○ ○ ○ ○

Strongly disagree 1 2 3 4 5 6 7 8 9 Strongly agree 10

I am satisfied with the DoD issuance services provided by WHS's Directives Division

○ ○ ○ ○ ○ ○ ○ ○ ○ ○

WHS's Directives Division issuance team is trustworthy

○ ○ ○ ○ ○ ○ ○ ○ ○ ○

DoD issuance services provided by WHS's Directives Division are fast and efficient

○ ○ ○ ○ ○ ○ ○ ○ ○ ○

Working with WHS's Directives Division's issuance team is worth the time and resources invested

○ ○ ○ ○ ○ ○ ○ ○ ○ ○

WHS's Directives Division handles DoD issuance requests in a consistent manner

○ ○ ○ ○ ○ ○ ○ ○ ○ ○

Strongly disagree 1 2 3 4 5 6 7 8 9 Strongly agree 10





In your most recent experience with requesting DoD issuances through WHS's Directives Division, what action did you request?

- Submit a new issuance request
 - Update an issuance
 - Other (specify)
-





When you received assistance with the DoD issuance process, what was your level of satisfaction when you did the following? If you have not done a particular action, please select "Not applicable".

	Extremely Dissatisfied	1	2	3	4	5	6	7	8	9	Extremely Satisfied	10	Not Applicable
Drafted an issuance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Precoordinated an issuance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Formally coordinated an issuance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reviewed and revised your issuance (presignature)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Received final approval and published issuance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>





For your most recent DoD issuance request through WHS's Directives Division, to what degree did the service meet your need?

<input type="radio"/> Did not meet need at all 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> Met need completely 10
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The last time you needed to process a DoD issuance through WHS's Directives Division, how many times did you contact WHS before reaching a resolution?

- 1
- 2
- 3-4
- 5-6
- More than 6 times





What 3 words would you use to describe your interaction with WHS when you hiring an employee.

Word 1

Word 2

Word 3

Please briefly describe what you would change about the process the next time you need to process DoD issuances.

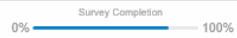




Please rate your level of agreement with the each of the following statements:

	Strongly disagree	1	2	3	4	5	6	7	8	9	Strongly agree
	1										10
WHS helps me do my job efficiently and effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WHS helps enable the mission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I will try to use WHS to find solutions in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>





If you think back on the interactions you have had with WHS over the past year, to what extent do you agree with the following statement?

“On occasion, WHS has surprised me with outstanding service that has surpassed my expectations and provided extraordinary value.”

<input type="radio"/> Strongly disagree 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> Disagree 5	<input type="radio"/> Agree 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> Strongly agree 10
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If you think back on the interactions you have had with WHS over the past year, to what extent do you agree with the following statement?

"On occasion, WHS has surprised me with outstanding service that has surpassed my expectations and provided extraordinary value."

<input type="radio"/> Strongly disagree 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> Disagree 5	<input type="radio"/> Agree 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input checked="" type="radio"/> Strongly agree 10
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Please describe the interaction that surpassed your expectations





If you think back on the interactions you have had with WHS over the past year, to what extent do you agree with the following statement?

“On occasion, WHS has completely failed to meet my needs and expectations.”

<input type="radio"/> Strongly disagree 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> Disagree 5	<input type="radio"/> Agree 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> Strongly agree 10
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If you think back on the interactions you have had with WHS over the past year, to what extent do you agree with the following statement?

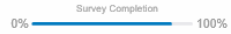
“On occasion, WHS has completely failed to meet my needs and expectations.”

Strongly disagree 1 2 3 4 Disagree 5 Agree 6 7 8 9 Strongly agree 10

Please describe the interaction that failed to meet your expectations

Text input field for describing the interaction.





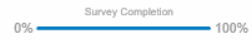
In the past 12 months have you sought a workaround or exception to a WHS process because the standard process did not fit your need?

- Yes
- No

Have you ever had a case where you thought about working with WHS but ended up going with another agency or organization?

- Yes
- No





We thank you for your time spent taking this survey.
Your response has been recorded.