

**Customer Experience Hackathon Post-Event Survey Instrument**  
**FAST Track 3090-0297**  
**Req-44**

For PRA Review only – Contents of this box will not be displayed to recipients.

Note that this survey depends on embedded data to determine which questions will be displayed to each recipient. Embedded data are commands built into the survey that draw information from the contact list. Survey responses remain confidential.

The embedded data fields that are used in this survey are:

- Attended

On each page, there is a link in the footer. The link takes the user to the PRA statement and a Privacy Act statement. A screenshot of what appears is below.

### **Paperwork Reduction Act Statement**

OMB No: 3090-0297  
Expires 07/31/2019

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 3090-0297. We estimate that it will take 3 minute/s to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat Division (MVCB), ATTN: Lois Mandell/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.

## Screen 1

Display if Attended = Yes



Thank you for participating in the GSA Customer Experience Hackathon on Wednesday, June 19!

We would greatly appreciate candid feedback on your experience so we can improve the quality of future events.

Overall, how would you rate your satisfaction with this event?

- Very dissatisfied
- Somewhat dissatisfied
- Neither satisfied nor dissatisfied
- Somewhat satisfied
- Very satisfied

How well did this presentation adhere to the event description?

- Not well at all
- Slightly well
- Moderately well
- Very well
- Extremely well

How would you rate your satisfaction with the judging criteria?

- Very dissatisfied
- Somewhat dissatisfied
- Neither satisfied nor dissatisfied
- Somewhat satisfied
- Very satisfied

Would you recommend this hackathon to someone else in your position?

- Yes
- No

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Continue to Screen 2

## Screen 2



What did you like best about this event?

What would you most like to see improved?

How did you hear about this event?

- Direct email from a friend/colleague
- Email listserv
- Flyer
- Social media
- Website
- Word of mouth
- Other:

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### Screen 3

Display if Attended = No



Thank you for registering for GSA Customer Experience Hackathon on Wednesday, June 19. We're sorry you weren't able to make the event.

Your answers to the below questions will help us improve the quality of future events.

What was the reason you were unable to attend?

- I had an unexpected conflict.
- I was not approved to attend by my supervisor or organization.
- The topic no longer interested me.
- Other

**Submit**

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