

Justification for Non-substantive change for RI 10-72, Customer Satisfaction Survey

FY 2016 Customer Satisfaction Survey (CSS)

RS periodically asks OPM survey psychologists to review the CSS for potential improvements. This was done for the 2013 CSS. Based on the psychologist's suggestions the following non-substantive changes were made: **1)** Response sets were reversed to run positive to negative; **2)** Three questions that very few annuitants answer were deleted; **3)** Four sub-headers were added identifying for the annuitants the purpose of question groups. The 2014 CSS added one new question (Question 12.) The 2015 CSS added one new question (Question 1). The 2016 CSS deleted two questions and added one question (Question 11). The only other changes are editorial and date references. **4)** In order to conduct more business on-line, an on-line link to the survey will be emailed to annuitants in the survey sample who have registered their email address with OPM. The hardcopy and on-line surveys are identical.