

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

### **FY 2017 OPM Retirement Services (RS) 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, a few non-substantive changes were made: For the 2017 CSS the following changes were made: **1)** Text was updated to reflect that this survey will be done entirely by a survey link emailed to annuitants; **2)** Two questions from the 2016 CSS (12 and 13) were deleted because they asked annuitants about their desire for services that we are unlikely or unable to provide; and **3)** A page for written comments was deleted. We expect that the emailed survey will generate many more survey returns than in the past. We do not have the resources to analyze thousands of written responses.