

DU Survey Screenshots 01.19.17

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OSC Survey for Annual Report

U.S. Office of Special Counsel Survey

OMB Control Number 3255-0003 Expiration Date

1. What was the nature of your correspondence to OSC? (Please choose only one)

You filed a complaint concerning a Prohibited Personnel Practice

You requested a written advisory opinion from OSC concerning a possible violation of the Hatch Act (unlawful political activity)

Your case involved a USERRA complaint

You filed a Whistleblower Disclosure case (OSC Form 12)

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OSC Survey for Annual Report

E.1. Did the agency against which you filed the disclosure inform you about your right to make whistleblower disclosures, and the channels for making such disclosures?

Yes

No

Do not recall

Never employed by a federal agency

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OSC Survey for Annual Report

E.2. Did you obtain the action that you wanted from OSC?

Yes

No

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OSC Survey for Annual Report

E.3. What reason did OSC give for closing your disclosure matter? (*Check all that apply.*)

No OSC Jurisdiction over agency involved, your position, or agency official involved in your disclosure

Insufficient evidence of a violation of law, rule or regulation; gross mismanagement; gross waste of funds; an abuse of authority; or a substantial and specific danger to public health or safety

You withdrew your disclosure

You resolved the matter with the agency involved

Your disclosure was referred to the agency involved for a report to the OSC on the agency's inquiry into the matter

Other

Do not recall

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OSC Survey for Annual Report

E.4. Did you agree with the reason OSC gave for closing your disclosure matter?

a. Yes

b. No

c. I don't know

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E.5. Since you answered “no” to the above question, could you please elaborate?

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OSC Survey for Annual Report

E.6. How would you rate the service provided by OSC in the following area? - *Courtesy*

Very satisfied

Satisfied

No opinion, or N/A

Dissatisfied

Very dissatisfied

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OSC Survey for Annual Report

E.7. How would you rate the service provided by OSC in the following area? - *Clarity of Oral Communications*

Very satisfied

Satisfied

No opinion, or N/A

Dissatisfied

Very Dissatisfied

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OSC Survey for Annual Report

E.8. How would you rate the service provided by OSC in the following area? - *Clarity of Written Communications*

Very satisfied

Satisfied

No opinion, or N/A

Dissatisfied

Very dissatisfied

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OSC Survey for Annual Report

E.9. How would you rate the service provided by OSC in the following area? - *Timeliness*

Very satisfied

Satisfied

No opinion, or N/A

Dissatisfied

Very dissatisfied

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OSC Survey for Annual Report

E.10. How would you rate the service provided by OSC in the following area? - *Results*

Very satisfied

Satisfied

No opinion, or N/A

Dissatisfied

Very dissatisfied

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Exit this survey

OSC Survey for Annual Report

E.11. We invite your comments or suggestions on specific ways in which OSC could improve its service in relation to Whistleblower Disclosures.

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OSC Survey for Annual Report

End of Survey Questions

Thank you for taking the time to complete this survey. If you wish to make this your final submission, please click the "Done" button below (once you click this button, you can no longer make any corrections to your survey responses)

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Hatch Act Survey Questions Screenshots 01.19.17

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U.S. Office of Special Counsel Survey

OMB Control Number 3255-0003 Expiration Date

1. What was the nature of your correspondence to OSC? (Please choose only one)

You filed a complaint concerning a Prohibited Personnel Practice

You requested a written advisory opinion from OSC concerning a possible violation of the Hatch Act (unlawful political activity)

Your case involved a USERRA complaint

You filed a Whistleblower Disclosure case (OSC Form 12)

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OSC Survey for Annual Report

C.1. As a result of our written advisory opinion given to you concerning the proposed political activity, what was the impact?

- a. The OSC opinion advised that the person in question was free to carry out his or her planned political activity.
- b. The OSC opinion advised that the person in question should not continue his or her planned political activity.
- c. The OSC opinion was in response to a general question concerning the application of the Hatch Act.
- d. Other

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OSC Survey for Annual Report

C.2. How would you rate the service provided by OSC in the following area? - *Courtesy*

Very satisfied

Satisfied

No opinion/inapplicable

Dissatisfied

Very Dissatisfied

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OSC Survey for Annual Report

C.3. How would you rate the service provided by OSC in the following area? - *Clarity of Written Communications*

Very satisfied

Satisfied

No opinion/inapplicable

Dissatisfied

Very dissatisfied

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OSC Survey for Annual Report

C.4. How would you rate the service provided by OSC in the following area? - *Timeliness*

Very satisfied

Satisfied

No opinion/inapplicable

Dissatisfied

Very dissatisfied

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OSC Survey for Annual Report

C.5. How would you rate the service provided by OSC in the following area? - *Results*

Very satisfied

Satisfied

No opinion/inapplicable

Dissatisfied

Very dissatisfied

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OSC Survey for Annual Report

C.6. We invite your comments or suggestions on specific ways in which OSC could improve its service for those requesting a Hatch Act Written Advisory (Unlawful Political Activity)

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OSC Survey for Annual Report

End of Survey Questions

Thank you for taking the time to complete this survey. If you wish to make this your final submission, please click the "Done" button below (once you click this button, you can no longer make any corrections to your survey responses)

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U.S. Office of Special Counsel Survey

OMB Control Number 3255-0003 Expiration Date

1. What was the nature of your correspondence to OSC? (Please choose only one)

You filed a complaint concerning a Prohibited Personnel Practice

You requested a written advisory opinion from OSC concerning a possible violation of the Hatch Act (unlawful political activity)

Your case involved a USERRA complaint

You filed a Whistleblower Disclosure case (OSC Form 12)

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OSC Survey for Annual Report

B1. Did the agency against which you filed the complaint inform you about your rights and responsibilities with regard to prohibited personnel practices?

Yes

No

Do not recall

Never employed by a federal agency

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OSC Survey for Annual Report

B2. Did you obtain the result that you wanted from OSC?

Yes

No

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OSC Survey for Annual Report

B.3 Did your complaint include any allegation of reprisal for whistleblowing?

Yes

No

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B4. What reason did OSC give for closing any reprisal for whistleblowing allegation in your complaint without obtaining the result that you desired? (Check all that apply.)

1. No OSC jurisdiction over your position, the agency, or agency official involved in the complaint.
2. No personnel action taken by the agency involved.
3. Information that you disclosed did not appear to be a legally protected disclosure.
4. Your disclosure occurred after the personnel action involved in your complaint.
5. Insufficient proof that the agency official (who took their personnel action against you) knew about your disclosure.
6. Insufficient proof of connection between your disclosure and the personnel action involved in your complaint
7. OSC could not disprove the reason given by the agency involved for the personnel action taken, as described in your complaint.
8. Insufficient evidence that the personnel action involved in your complaint violated a law or regulation
9. You or OSC settled the matter with the agency involved.
10. You declined corrective action offered by the agency involved.
11. You notified OSC that you had filed or would file an Individual Right of Action (IRA) or other appeal with the Merit Systems Protection Board (MSPB)
12. You withdrew your complaint.
13. Other.
14. Do not recall.

OSC Survey for Annual Report

B5. Did you file an Individual Right of Action or other appeal with the MSPB in connection with the same events that you reported in your complaint to OSC?

Yes

No

Have not decided whether to file

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B6. Did you ask for the same relief that you sought from OSC?

Yes

No

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OSC Survey for Annual Report

B7. Were you successful at the MSPB in obtaining the same result that you sought from OSC?

Yes

Partially

No

Appeal pending

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OSC Survey for Annual Report

B8. Since the answer to the previous question was "Yes" or "Partially," how did you obtain that result?

Settlement

Decision after hearing

Other

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OSC Survey for Annual Report

B.9 What reason did OSC give for closing your complaint without obtaining the result that you desired? (Check all that apply.)

1. No OSC jurisdiction over your position, the agency, or agency official involved in the complaint.
2. No personnel action taken by the agency involved.
3. OSC could not disprove the reason given by the agency involved for the personnel action taken, as described in your complaint.
4. Insufficient evidence that the personnel action involved in your complaint violated a law or regulation.
5. You or the OSC settled the matter with the agency involved.
6. You declined corrective action offered by the agency involved.
7. You withdrew your complaint.
8. OSC filed a petition with the Merit Systems Protection Board (MSPB) for corrective action.
9. OSC obtained a decision in the corrective action proceeding filed with the MSPB.
10. Closed for further action on the discrimination allegations through EEO processes.
11. Resolved through OSC's Mediation Program
12. Other
13. Do not recall.

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OSC Survey for Annual Report

B10. How would you rate the service provided by OSC in the following area? - *Courtesy*

Very Satisfied

Satisfied

No opinion

Dissatisfied

Very Dissatisfied

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OSC Survey for Annual Report

B. 11 How would you rate the service provided by OSC in the following area? - *Clarity of Oral Communications*

Very Satisfied

Satisfied

No Opinion

Dissatisfied

Very Dissatisfied

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OSC Survey for Annual Report

B.12 How would you rate the service provided by OSC in the following area? - *Clarity of Written Communications*

Very Satisfied

Satisfied

No Opinion

Dissatisfied

Very Dissatisfied

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OSC Survey for Annual Report

B.13. How would you rate the service provided by OSC in the following area? - *Timeliness*

Very Satisfied

Satisfied

No Opinion

Dissatisfied

Very Dissatisfied

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OSC Survey for Annual Report

B.14. How would you rate the service provided by OSC in the following area - *Results*

Very Satisfied

Satisfied

No Opinion

Dissatisfied

Very Dissatisfied

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OSC Survey for Annual Report

B.15. We invite your comments or suggestions on specific ways in which OSC could improve its service in relation to Complaints of Prohibited Personnel Practices.

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OSC Survey for Annual Report

End of Survey Questions

Thank you for taking the time to complete this survey. If you wish to make this your final submission, please click the "Done" button below (once you click this button, you can no longer make any corrections to your survey responses)

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U.S. Office of Special Counsel Survey

OMB Control Number 3255-0003 Expiration Date

1. What was the nature of your correspondence to OSC? (Please choose only one)

You filed a complaint concerning a Prohibited Personnel Practice

You requested a written advisory opinion from OSC concerning a possible violation of the Hatch Act (unlawful political activity)

Your case involved a USERRA complaint.

You filed a Whistleblower Disclosure case (OSC Form 12)

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OSC Survey for Annual Report

D.1. Did the agency against which you filed the complaint inform you about your rights and remedies with regard to USERRA?

- a. Yes
- b. No
- c. Do not recall
- d. Never employed by a federal agency

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OSC Survey for Annual Report

D2. Did you obtain the result that you wanted from OSC?

- a. Yes
- b. No

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OSC Survey for Annual Report

D.3. What reason did OSC give for closing your USERRA case?

(Check all that apply.)

- a. No OSC jurisdiction over your position, the agency, or agency official involved in the complaint
- b. Insufficient evidence that the personnel action involved in your complaint violated USERRA
- c. You or OSC settled the matter with the agency involved
- d. You declined corrective action offered by the agency involved
- e. You withdrew your complaint
- f. Other
- g. Do not recall

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OSC Survey for Annual Report

D.4. Did you file a USERRA appeal with the MSPB in connection with the same events that you reported in your complaint to OSC?

- a. Yes
- b. No
- c. Have not decided to file

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OSC Survey for Annual Report

D.5. Did you ask for the same relief that you sought from OSC?

- a. Yes
- b. No
- c. Do not recall

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OSC Survey for Annual Report

D.6. Were you successful at the MSPB in obtaining the same result that you sought from OSC?

- a. Yes
- b. Partially
- c. No
- d. Appeal pending

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D.7. Since your answer to the previous question was “Yes” or “Partially,” how did you obtain that result?

- a. Settlement
- b. Decision after hearing
- c. Other

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D.8. How would you rate the service provided by OSC in the following area - *Courtesy*

- Very satisfied
- Satisfied
- No opinion, or N/A
- Dissatisfied
- Very dissatisfied

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OSC Survey for Annual Report

D.9. How would you rate the service provided by OSC in the following area?
- Clarity of Oral Communications?

Very satisfied

Satisfied

No opinion, or N/A

Dissatisfied

Very dissatisfied

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Exit this survey

OSC Survey for Annual Report

D.10. How would you rate the service provided by OSC in the following area? - Clarity of Written Communications?

Very satisfied

Satisfied

No opinion, or N/A

Dissatisfied

Very dissatisfied

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OSC Survey for Annual Report

D.11. How would you rate the service provided by OSC in the following area? - *Timeliness*

- Very satisfied
- Satisfied
- No opinion, or N/A
- Dissatisfied
- Very dissatisfied

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OSC Survey for Annual Report

D. 12. How would you rate the service provided by OSC in the following area? - *Results*

- Very satisfied
- Satisfied
- No opinion, or N/A
- Dissatisfied
- Very dissatisfied

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OSC Survey for Annual Report

D.13. We invite your comments or suggestions on specific ways in which OSC could improve its service in relation to USERRA complaints.

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End of Survey Questions

Thank you for taking the time to complete this survey. If you wish to make this your final submission, please click the "Done" button below (once you click this button, you can no longer make any corrections to your survey responses)

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U.S. Office of Special Counsel
1730 M Street, N.W., Suite 218
Washington, D.C. 20036-4505

2016 APR 13 PM 2:53

3/2/2016

TO: RECIPIENTS OF OFFICE OF SPECIAL COUNSEL SURVEY

A matter that you filed with the Office of Special Counsel (OSC) was closed during fiscal year (FY)
To better serve you and others who come to OSC for assistance, we hope that you will take a few minutes to complete our electronic survey.

The nature of your contact with OSC falls into one of four categories, which you will be asked to identify when you begin the survey:

1. a Prohibited Personnel Practice (PPP) complaint;
2. a written Advisory Opinion concerning the Hatch Act (HA);
3. a Uniformed Services Employment and Reemployment Rights Act (USERRA) complaint; or
4. a Whistleblower Disclosure (DU).

You are free to respond, or not to respond, to this survey. If you decide to respond, please fill out a survey online, <https://www.research.net/>

Prompt submission of the survey will ensure that your responses are included in our tabulations of survey results. The online survey will be available for 60 days from the postmarked date of the envelope containing this letter.

If more than one matter that you filed was closed by OSC in FY 2015, you will receive separate correspondence with unique survey access numbers - one for each matter closed. The type of matter you submitted is indicated by one of the following four acronyms which appear below the zip code on the address label of your envelope: PPP, HA, USERRA, and DU.

The OSC unit that administers the survey electronically does not handle questions or correspondence about individual cases. If you have any questions, or need additional information about OSC services, please call (800) 872-9855. Any of our representatives will be pleased to help you. You can also find information about OSC on our Web site. The address is: <https://osc.gov>.

To access the survey electronically, use the following electronic address:

<https://www.research.net/>

On the screen which opens up, insert your FY survey number:

OSC would like to thank you for your participation in its annual survey.

(Notice, over)

Paperwork Reduction Act Notice: OSC is asking for the information in this form because § 13 of Public Law 103-424 (1994) requires OSC to conduct an annual survey program, and because the information received will help OSC in its ongoing efforts to provide better service. OSC will use survey results to: (1) evaluate satisfaction with service provided in connection with its receipt of complaints; (2) increase staff awareness of perceptions of service provided; (3) identify areas where improvements can be made, and (4) provide a summary of survey results in its annual report to Congress. Survey forms are not filed or retrieved by personal identifiers such as names or case numbers. Respondents are not asked to provide their name, case number, or other personally identifying data, therefore, no such information will be used in the summary of survey results that OSC is required to include in its annual report to Congress. You are not required to participate in the survey, and your response is not required to obtain or keep any benefit. OSC estimates that the average burden of this collection of information on you will be 12 minutes. If you would like to comment on the accuracy of this estimate, or suggest ways to reduce it, please send your comments or suggestions to: Survey Coordinator, Office of Special Counsel, 1730 M Street, N.W., Suite 218, Washington, DC 20036-4505. Finally, an agency may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a currently valid OMB control number.



U.S. OFFICE OF SPECIAL COUNSEL
1730 M Street, N.W., Suite 218
Washington, D.C. 20036-4505
202-254-3600

{1MonthGenerateSurvey}/{2DayGenerateSurvey}/{3YearGenerateSurvey}

TO: RECIPIENTS OF OFFICE OF SPECIAL COUNSEL SURVEY

A matter that you filed with the Office of Special Counsel (OSC) was closed during fiscal year (FY) {4?@FiscalYearWanted} (Oct. 1, {5BeginDateYear}-Sep. 30, {6EndDateYear}). To better serve you and others who come to OSC for assistance, we hope that you will take a few minutes to complete our electronic survey.

The nature of your contact with OSC falls into one of four categories, which you will be asked to identify when you begin the survey:

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To access the survey electronically, use the following electronic address:

<https://www.research.net/>

On the screen which opens up, insert your FY {8?@FiscalYearWanted} survey number:

{ 9num }

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Paperwork Reduction Act Notice: OSC is asking for the information in this form because § 13 of Public Law 103-424 (1994) requires OSC to conduct an annual survey program, and because the information received will help OSC in its ongoing efforts to provide better service. OSC will use survey results to: (1) evaluate satisfaction with service provided in connection with its receipt of complaints; (2) increase staff awareness of perceptions of service provided; (3) identify areas where improvements can be made, and (4) provide a summary of survey results in its annual report to Congress. Survey forms are not filed or retrieved by personal identifiers such as names or case numbers. Respondents are not asked to provide their name, case number, or other personally identifying data, therefore, no such information will be used in the summary of survey results that OSC is required to include in its annual report to Congress. You are not required to participate in the survey, and your response is not required to obtain or keep any benefit. OSC estimates that the average burden of this collection of information on you will be 12 minutes. If you would like to comment on the accuracy of this estimate, or suggest ways to reduce it, please send your comments or suggestions to: Survey Coordinator, Office of Special Counsel, 1730 M Street, N.W., Suite 218, Washington, DC 20036-4505. Finally, an agency may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a currently valid OMB control number.