

Office of Strategic Employee and Organization Development (OSEOD) 2018 Customer Touch Survey

Rev 10/2/18

- Survey to be administered via the web. Items in **BOLD** will not be seen by the respondents.
- Questionnaire section headers and question numbers will not appear in the web survey.
- Question numbers will not appear on screen.
- Lines of business (4) logos to appear on introduction page.

Survey Introduction

OFFICE OF STRATEGIC EMPLOYEE AND ORGANIZATIONAL DEVELOPMENT (OSEOD)

OSEOD is committed to continuous performance and quality improvement and our four lines of business along with Business Operations strive to meet all of your learning and development needs. We are requesting **feedback on your recent experience** with one of the lines of business listed below.

- DOI University
- Federal Consulting Group (FCG)
- DOI Learn
- National Indian Programs Training Center
- Business Operations

The survey is hosted via a secure server and your responses will **remain anonymous**. Thank you in advance for completing this short survey. Please click on the “Next” button below to begin.

SCREENING/DEMOGRAPHIC QUESTIONS

DEM1. Please select the line of business that you had the most recent contact with at the OSEOD.

1. DOI University
2. Federal Consulting Group (FCG)
3. DOI Learn
4. National Indian Program Training Center
5. Business Operations

DEM2. **(Drop down based on selections in DEM1)** Please select the individual with whom you had the most recent contact with at the Office of Strategic Employee and Organization Development (OSEOD).

Business Operations

Patricia Buel	patricia_buel@ios.doi.gov
Shae Locke	shae_locke@ios.doi.gov
Eric Sanders	eric_sanders@ios.doi.gov
Michelle Dalton	michelle_dalton@ios.doi.gov
Martin Pursley	Martin_pursley@ios.doi.gov

DOI University

Sonia Stines Dereoncourt	sonia_stinesderenoncourt@ios.doi.gov
April Gonzalez	april_d_gonzalez@ios.doi.gov
David Sanchez	david_a_sanchez@ios.doi.gov
Gordon Bryant	gordon_bryant@ios.doi.gov
Christina Moore	Christina_moore@ios.doi.gov
Mary Jo Catalano	mary_catalano@ios.doi.gov
Michelle Dalton	michelle_dalton@ios.doi.gov
Martin Pursley	Martin_pursley@ios.doi.gov
Pamela Stovall	pamela_stovall@ios.doi.gov
Ross Allan	ross_allan@ios.doi.gov
Shari Hanscomb	shari_hanscomb@ios.doi.gov
Robert Goldston	m_robert_goldston@ios.doi.gov
LaTanya Anderson	latanya_anderson@ios.doi.gov
Jennifer Martinez	jennifer_martinez@ios.doi.gov
Josh Marshall	joshua_marshall@ios.doi.gov

Federal Consulting Group

Jessica Reed	jessica_reed@ios.doi.gov
Lucy Adams	luciana_adams@ios.doi.gov
Shaunell Ford	Shaunell_ford@ios.doi.gov
Theresa Spriggs	Theresa_spriggs@ios.doi.gov
Keerror Colquitt	Keerror_colquitt@ios.doi.gov
Wanda Smith	Wanda_smith@ios.doi.gov
Rafael Williams	rafael_williams@ios.doi.gov
Fei Cheng	Fei_cheng@ios.doi.gov
Susan Haskew	Susan_haskew@ios.doi.gov
Ricardo Eley	Ricardo_eley@ios.doi.gov
Sonia Stines Derenoncourt	Sonia_stinesderenoncourt@ios.doi.gov

National Indian Programs Training Center

April Gonzalez	april_d_gonzalez@ios.doi.gov
David Sanchez	david_a_sanchez@ios.doi.gov
Robert Goldston	m_robert_goldston@ios.doi.gov
Jennifer Martinez	jennifer_martinez@ios.doi.gov

DOI Learn

Patricia Houghton	patricia_houghton@ios.doi.gov
-------------------	-------------------------------

DEM2.1 In your most recent customer service experience, how did you contact OSEOD?

1. In person
2. E-mail
3. Telephone
4. Website

DEM3. What was the nature of your contact?

1. DOIU courses/schedule
2. Customized learning solutions
3. DOI Learn support
4. SESCO
5. Acquisition courses
6. Supervisory/leadership courses
7. Coaching
8. Consulting
9. Performance Measurement
10. Business Operations
11. Other (please specify) _____

INTERACTION ASSESSMENT

1.1. How long did it take you to reach an OSEOD staff member?

1. I was taken care of immediately
2. 3-5 minutes
3. 1-2 hours
4. Several hours
5. The next business day
6. Several days
7. A week or more
8. I was not able to reach anyone (**Skip to 2.1**)

Please think about your most recent interaction with the OSEOD staff member. On a scale from 1 to 10, where 1 is **Poor** and 10 is **Excellent**, please rate the staff member on the following:

- 1.2 Knowledge
- 1.3 Patience
- 1.4 Listening skills
- 1.5 Friendliness
- 1.6 Responsiveness
- 1.7 Courteousness
- 1.8 Time it took to handle your inquiry/request

- 1.9. Which of the following best describes the outcome of your contact?
 1. Provided me a good solution
 2. Provided good options from which to choose
 3. Provided unclear answers
 4. Provided me the wrong information
 5. Could not solve the problem/issue
 6. Other (please specify) _____

1.9.1 (**Line of business to appear based on DEM1**) Please consider all of your experiences you have had with OSEOD. Using a 10-point scale on which 1 means *Very Dissatisfied* and 10 means *Very Satisfied*, how satisfied are you with the following line of business?

- DOI University
- Federal Consulting Group (FCG)
- DOI Learn
- National Indian Programs Training Center
- Business Operations

ADDITIONAL

- 2.1. Please share any other comments with us about your experience with OSEOD.
- 2.2. If you would like to have an OSEOD staff member contact you, please provide the following:
 1. Name
 2. Email or
 3. Phone

Thank you for your time. The Office of Strategic Employee and Organization Development appreciates your input.