

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: Federal Occupational Health PSC
 IA#: 30705 Amend 3
 Date:

SURVEY TYPE: Relationship (tab 4)

Survey Q#	Type#	Type Topic
1	Standard	Satisfaction - Overall
2	Standard	Satisfaction - Expectations
3	Standard	Satisfaction - Ideal
4	Standard	Recommend
5	Standard	Continue Relationship
6	Standard	Additional Services
7	Standard	Trust
8	Custom	Rank 1
9	Custom	Rank 2
10	Custom	Rank 3
11	Custom	Rank 4
12	Custom	Rank 5
13	Custom	PSC core values
14	Custom	PSC act in best interest
15	Custom	PSC trustworthy
16	Custom	PSC expectations
17	Custom	PSC Leader in tech
18	Custom	OE_PSC improvement
19	Custom	OE_PSC support core mission
20	Custom	SS provider other
21	Custom	OE_SS provider other compare
22	Custom	PSC Core areas
23	Custom	Core_Travel value add
24	Custom	Core_Travel cost effective
25	Custom	Core_Travel rates
26	Custom	Core_Travel clear method
27	Custom	Core_Travel responsive psc partner
28	Custom	Core_Travel communication
29	Custom	Core_Travel timely resolution
30	Custom	Core_Travel trust psc partner
31	Custom	Core_Travel meets my needs
32	Custom	Core_Travel choose psc
33	Custom	Core_Travel simple
34	Custom	OE Core_Travel simple
35	Custom	Core_Travel sentiment
36	Custom	OE Core_Travel improvement
37	Custom	OE Core_Travel psc recognize
38	Custom	Core_Finance value add
39	Custom	Core_Finance cost effective
40	Custom	Core_Finance rates
41	Custom	Core_Finance clear method
42	Custom	Core_Finance responsive psc partner
43	Custom	Core_Finance communication
44	Custom	Core_Finance timely resolution
45	Custom	Core_Finance trust psc partner
46	Custom	Core_Finance meets my needs
47	Custom	Core_Finance choose psc
48	Custom	Core_Finance sat reports
49	Custom	Core_Finance audit comfort
50	Custom	Core_Finance analysis
51	Custom	Core_Finance simple
52	Custom	OE Core_Finance simple
53	Custom	Core_Finance sentiment
54	Custom	OE Core_Finance improvement
55	Custom	Core_Finance psc recognize
56	Custom	Core_Procurement value add
57	Custom	Core_Procurement cost effective
58	Custom	Core_Procurement rates

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59	Custom	Core_Procurement clear method
60	Custom	Core_Procurement responsive psc partner
61	Custom	Core_Procurement communication
62	Custom	Core_Procurement timely resolution
63	Custom	Core_Procurement trust psc partner
64	Custom	Core_Procurement meets my needs
65	Custom	Core_Procurement choose psc
66	Custom	Core_Procurement negotiate
67	Custom	Core_Procurement supported by service area
68	Custom	Core_Procurement add services
69	Custom	Core_Procurement simple
70	Custom	OE Core_Procurement simple
71	Custom	Core_Procurement sentiment
72	Custom	OE Core_Procurement improvement
73	Custom	Core_Procurement psc recognize
74	Custom	Core_Grants value add
75	Custom	Core_Grants cost effective
76	Custom	Core_Grants rates
77	Custom	Core_Grants clear method
78	Custom	Core_Grants responsive psc partner
79	Custom	Core_Grants communication
80	Custom	Core_Grants timely resolution
81	Custom	Core_Grants trust psc partner
82	Custom	Core_Grants meets my needs
83	Custom	Core_Grants choose psc
84	Custom	Core_Grants customer service
85	Custom	Core_Grants simple
86	Custom	OE Core_Grants simple
87	Custom	Core_Grants sentiment
88	Custom	OE Core_Grants improvement
89	Custom	Core_Grants psc recognize
90	Custom	Core_FM value add
91	Custom	Core_FM cost effective
92	Custom	Core_FM rates
93	Custom	Core_FM clear method
94	Custom	Core_FM responsive psc partner
95	Custom	Core_FM communication
96	Custom	Core_FM timely resolution
97	Custom	Core_FM trust psc partner
98	Custom	Core_FM meets my needs
99	Custom	Core_FM choose psc
100	Custom	Core_FM Sat service
101	Custom	Core_FM Staff
102	Custom	Core_FM facilities
103	Custom	Core_FM simple
104	Custom	OE Core_FM simple
105	Custom	Core_FM sentiment
106	Custom	OE Core_FM improvement
107	Custom	Core_FM psc recognize
108	Custom	Core_RMDC value add
109	Custom	Core_RMDC cost effective
110	Custom	Core_RMDC rates
111	Custom	Core_RMDC clear method
112	Custom	Core_RMDC responsive psc partner
113	Custom	Core_RMDC communication
114	Custom	Core_RMDC timely resolution
115	Custom	Core_RMDC trust psc partner
116	Custom	Core_RMDC meets my needs

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117	Custom	Core_RMDC success ERM
118	Custom	Core_RMDC archive customized
119	Custom	Core_RMDC time complete project
120	Custom	Core_RMDC meets needs off site
121	Custom	Core_RMDC simple
122	Custom	OE Core_RMDC simple
123	Custom	Core_RMDC sentiment
124	Custom	OE Core_RMDC improvement
125	Custom	Core_RMDC psc recognize
126	Custom	Core_OCH value add
127	Custom	Core_OCH cost effective
128	Custom	Core_OCH rates
129	Custom	Core_OCH clear method
130	Custom	Core_OCH responsive psc partner
131	Custom	Core_OCH communication
132	Custom	Core_OCH timely resolution
133	Custom	Core_OCH trust psc partner
134	Custom	Core_OCH meets my needs
135	Custom	Core_OCH choose psc
136	Custom	Core_OCH clear process understand
137	Custom	Core_OCH relevant services
138	Custom	Core_OCH simple
139	Custom	OE Core_OCH simple
140	Custom	Core_OCH sentiment
141	Custom	OE Core_OCH improvement
142	Custom	Core_OCH psc recognize
143	Custom	Core_regional suprt value add
144	Custom	Core_regional suprt cost effective
145	Custom	Core_regional suprt rates
146	Custom	Core_regional suprt clear method
147	Custom	Core_regional suprt responsive psc partner
148	Custom	Core_regional suprt communication
149	Custom	Core_regional suprt timely resolution
150	Custom	Core_regional suprt trust psc partner
151	Custom	Core_regional suprt meets my needs
152	Custom	Core_regional suprt choose psc
153	Custom	Core_regional suprt valuable support
154	Custom	Core_regional suprt day to day ease
155	Custom	Core_regional suprt simple
156	Custom	OE Core_regional suprt simple
157	Custom	Core_regional suprt sentiment
158	Custom	OE Core_regional suprt improvement
159	Custom	Core_regional suprt psc recognize
160	Custom	Core_Transit value add
161	Custom	Core_Transit cost effective
162	Custom	Core_Transit rates
163	Custom	Core_Transit clear method
164	Custom	Core_Transit responsive psc partner
165	Custom	Core_Transit communication
166	Custom	Core_Transit timely resolution
167	Custom	Core_Transit trust psc partner
168	Custom	Core_Transit meets my needs
169	Custom	Core_Transit choose psc
170	Custom	Core_Transit simple
171	Custom	OE Core_Transit simple
172	Custom	Core_Transit sentiment
173	Custom	OE Core_Transit improvement
174	Custom	Core_Transit psc recognize

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Survey Q#	Type#	Type Topic
1	Standard	Content - Accuracy
2	Standard	Content - Quality
3	Standard	Content - Freshness
4	Standard	Look and Feel - Appeal
5	Standard	Look and Feel - Balance
6	Standard	Look and Feel - Readability
7	Standard	Navigation - Organized
8	Standard	Navigation - Options
9	Standard	Navigation - Layout
10	Standard	Navigation - Clicks
11	Standard	Search - Relevance
12	Standard	Search - Organization
13	Standard	Search - Selection Help
14	Standard	Search - Narrow
15	Standard	Site Performance - Loading
16	Standard	Site Performance - Consistency
17	Standard	Site Performance - Errors
18	Standard	Satisfaction - Overall
19	Standard	Satisfaction - Expectations
20	Standard	Satisfaction - Ideal
21	Standard	Return
22	Standard	Recommend
23	Standard	Primary Resource
24	Custom	Visit Reason
25	Custom	OE Forms
26	Custom	Other Visit Reason
27	Custom	Product/Service
28	Custom	Other Product/Service
29	Custom	HHS?
30	Custom	Federal Agency
31	Custom	Other Federal Agency
32	Custom	Visit Frequency
33	Custom	Accomplish Goal?
34	Custom	OE_ Why not accomplish
35	Custom	Suggested Changes

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1	Standard	Satisfaction - Overall
2	Standard	Satisfaction - Expectations
3	Standard	Satisfaction - Ideal
4	Custom	Info Quality
5	Custom	Timeliness
6	Custom	Availability
7	Custom	Quality
8	Custom	OE_Improvement
9	Custom	OE_Follow Up Name
10	Custom	OE_Follow Up Email

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Survey Q#	Type#	Type Topic
1	Standard	Satisfaction - Overall
2	Standard	Satisfaction - Expectations
3	Standard	Satisfaction - Ideal
4	Custom	Enrollment Services_location
5	Custom	Type of appointment
6	Custom	Handle problem
7	Custom	Clarity of info
8	Custom	Courtesy
9	Custom	Responsiveness
10	Custom	Timeliness
11	Custom	Environment_friendliness
12	Custom	Environment_tidiness
13	Custom	Met needs
14	Custom	Met needs_NO
15	Custom	Enrollment length
16	Custom	OE_Improvement
17	Custom	OE_other services