

The text you see here will appear at the top and bottom of your survey, examples below. Default text is included and you may modify this text as needed.

Welcome and Than	nk You Text
Welcome Text	Welcome Text - Tablet / Phone
Thank you for visiting www.psc.gov. You've been randomly chosen to take part n a brief survey to let us know what we're doing well and where we can mprove.	
Please take a few minutes to share your opinions, which are essential in helping is provide the best online experience possible.	
Thank You Text	Thank You Text - Tablet / Phone
hank you for taking our survey - and for helping us serve you better.	
Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please email PSCCommunications@hhs.gov	
Example Desktop	Example Mobile
<section-header><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></section-header>	Thank you for visiting our site. You've been selected to participate in a brief survey to let us know how we can improve your experience.   Please take a minute to share your opinions.   Required questions are denoted by an *   Thank you for taking our survey - and for helping us serve you better.   Cancel   Submit   ForeSee   ForeSee   ProreSee   ProreSee



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se note you will not receive a response from us based on your survey nents. If you would like us to contact you about your feedback, please <del>visit</del> <del>ontact Us section of our website.</del> email PSCCommunications@hhs.gov	
Example Desktop	Example Mobile
Customer Satisfaction Survey Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve. Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible. Required questions are denoted by an *	Thank you for visiting our site. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions. Required questions are denoted by an *
Thank you for taking our survey - and for helping us serve you better.	us serve you better. Cancel Submit
Please note you will not receive a response from us based on your	ForeSee ForeSee Privacy Policy
survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.	

Moo Par	lel Name lel ID itioned	CSAT PSC kVostYt4YVVRQ005UMgVJg4C No	Red & Strike Through: Underlined & Italicized Pink: Addition			FORESEE
Dat Mod		17.3.Y	Blue: Reword			-
	Label	Satisfaction Questions			Label	Future Behaviors
		Satisfaction				Continue Relationship (1=Very Unlikely, 10=Very Likely)
1	Satisfaction - Overall	What is your overall satisfaction with Program Support Center (PSC)?		17	Continue Relationship	How likely are you to <b>continue your relationship with PSC</b> ?
	Satisfaction - Expectations	Nation: Dissettional 40-Vorus Cational How well has PSC met your expectations? (1=Falls Short, 10=Exceeds)				Additional Services (1=Very Unlikely, 10=Very Likely)
3	Satisfaction - Ideal	How does PSC compare to an ideal service vendor? (1=Not Very Close, 10=Very Close)		18	Additional Services	How likely are you to <b>sign up for/apply for additional services from</b> PSC ?
		Recommend Company (NPS) (1=Very Unlikely, 10=Very Likely)				Trust (1=No Trust, 10=Complete Trust
4	Recommend Company	How likely are you to recommend PSC to someone else?		19	Trust	Please rate your <b>level of trust in PSC</b> .

Model Name Model ID Partitioned Date Model Version	CSAT PSC kVostYt4YVVRQ005UMgVJg4C No 17.3.Y	Red & Strike Through: Delete Underlined & Italicized: Re-order Pink: Addition Blue: Reword		FORESEE
Label	Satisfaction Questions		Label	Future Behaviors
1	Satisfaction			Continue Relationship (1=Very Unlikely, 10=Very Likely)
1Satisfaction - Overall	What is your overall satisfaction with <del>the</del> Program Support Center (PSC)? La Voor Catisfael How well has <del>the Program Support Center</del> PSC met your		17 Continue Relationship	How likely are you to <b>continue your relationship with PSC</b> ?
2 Satisfaction - Expectations 3 Satisfaction - Ideal	How well has the Program Support Center PSC met your expectations? (1=Ealls Short_10=Exceeds) How does the Program Support Center PSC compare to an ideal		18 Additional Service	Additional Services (1=Very Unlikely, 10=Very Likely) s How likely are you to sign up for/apply for additional services from
	service vendor? (1=Not Very Close, 10=Very Close)			PSC ?
	(NPS) (1=Very Unlikely, 10=Very Likely)			Trust (1=No Trust, 10=Complete Trust
4Recommend Company	How likely are you to <b>recommend <del>www.psc.gov</del> PSC to someone</b> else?		19 Trust	Please rate your <b>level of trust in PSC</b> .

Model Name Model ID Partitioned Date			CSAT PSC kVosY14YVVRQ005UMgVJg4C No							FORESEE
QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Туре	Special Instructions	CQ Label
IR8314Q001	us_hhs_psc_csat _psc_rank_1		PSC's goal is to be a trusted partner, commit to government efficiency, and support your agency's mission. The following questions will help us understand how we are doing towards building that partnership. PSC has embraced five core values to live up to. Which of the following values do you consider to be most important in a trusted partner? Please rank 1-5 (Rank 1 is most important). <u>Rank 1</u>		<u> </u>	simplicity_we_offer_clean_solutions_to_maximize_v alue	YN Y	Drop down, select one		Rank 1
				Partnership (we are bound to our customers and each other)		partnership_we_are_bound_to_our_customers_and _each_other				
				Curiosity (we continually question)		curiosity_we_continually_question				
				Passion (we inspire each other with our thirst for excellence in public service)		passion_we_inspire_each_other_with_our_thirst_for excellence_in_public_service impact_we_accomplish_amazing_amounts_of_impor				
				Impact (we accomplish amazing amounts of important work)		tant_work				
8314Q002	us_hhs_psc_csat _psc_rank_2		Rank 2	Simplicity (we offer clean solutions to maximize value)		simplicity_we_offer_clean_solutions_to_maximize_v alue	N	Drop down, select one	Rank Group*	Rank 2
				Partnership (we are bound to our customers and each other)		partnership_we_are_bound_to_our_customers_and _each_other curiosity_we_continually_question				
				Curiosity (we continually question) Passion (we inspire each other with our thirst for excellence in public service)		passion_we_inspire_each_other_with_our_thirst_for _excellence_in_public_service				
				Impact (we accomplish amazing amounts of important work)		impact_we_accomplish_amazing_amounts_of_impor tant_work				
R8314Q003	us_hhs_psc_csat _psc_rank_3		Rank 3	Simplicity (we offer clean solutions to maximize value) Partnership (we are bound to our customers and each other)		simplicity_we_offer_clean_solutions_to_maximize_v alue	N	Drop down, select one	Rank Group*	Rank 3
				Curiosity (we continually question)		partnership_we_are_bound_to_our_customers_and _each_other curiosity_we_continually_question				
				Passion (we inspire each other with our thirst for excellence in public service)		passion_we_inspire_each_other_with_our_thirst_for _excellence_in_public_service				
				Impact (we accomplish amazing amounts of important work)		impact_we_accomplish_amazing_amounts_of_impor tant_work				
8314Q004	us_hhs_psc_csat _psc_rank_4		Rank 4	Simplicity (we offer clean solutions to maximize value)		simplicity_we_offer_clean_solutions_to_maximize_v alue	N	Drop down, select one	Rank Group*	Rank 4
				Partnership (we are bound to our customers and each other)		partnership_we_are_bound_to_our_customers_and _each_other				
				Curiosity (we continually question) Passion (we inspire each other with our thirst for excellence in public service)		curiosity_we_continually_question passion_we_inspire_each_other_with_our_thirst_for _excellence_in_public_service				
				Impact (we accomplish amazing amounts of important work)		impact_we_accomplish_amazing_amounts_of_impor tant_work				
8314Q005	us_hhs_psc_csat _psc_rank_5		Rank 5	Simplicity (we offer clean solutions to maximize value)		simplicity_we_offer_clean_solutions_to_maximize_v alue	N	Drop down, select one	Rank Group*	Rank 5
				Partnership (we are bound to our customers and each other)		partnership_we_are_bound_to_our_customers_and _each_other				
				Curiosity (we continually question) Passion (we inspire each other with our thirst for excellence in public service)		curiosity_we_continually_question passion_we_inspire_each_other_with_our_thirst_for _excellence_in_public_service				
				Impact (we accomplish amazing amounts of important work)		impact_we_accomplish_amazing_amounts_of_impor tant_work				
8314Q006	us_hhs_psc_csat _psc_psc_core_v alues	r	Please rate your agreement with the following statements: I have seen indicators that PSC is striving for its core values of Simplicity, Partnership, Curiosity, Passion, and Impact.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know		PSC core values
				2 3		2 3				
						4 strongly agree5				
R8314Q007	us_hhs_psc_csat _psc_psc_act_in _best_interest		I can count on PSC to act in the best interests of the government.	Strongly Agree=5 1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know		PSC act in best inter
				2		2				
				4		4				
8314Q008				Strongly Agree=5 1=Strongly Disagree		strongly_agree5		De d'a better seele		DCC house the
8314Q008	us_hhs_psc_csat _psc_psc_trustw orthy		I consider PSC to be trustworthy.	1=strongiy Disagree		1strongly_disagree	Y	Radio button, scale, no don't know		PSC trustworthy
				3 4		3				
				Strongly Agree=5		strongly_agree5				
R8314Q009	us_hhs_psc_csat _psc_psc_expect ations		I am in alignment with PSC regarding service level expectations.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know		PSC expectations
				2 3		2 3				
				4		4	1			

				Strongly Agree=5		strongly_agree5	1	1	1	1
JHR8314Q010	us_hhs_psc_csat _psc_psc_leader _in_tech		IPSC is building offerings utilizing emerging technologies such as workflow and processing automation to streamline services and reduce costs. Are you aware of PSC's leadership in the emerging technology arena?	Yes		yes	Y	Radio button, one-up vertical		PSC Leader in tech
				No		no	1			
JHR8314Q011	us_hhs_psc_csat _psc_oe_psc_im provement		While striving to live up to our core values, there are always areas for improvement. When thinking of your partnership with PSC, describe 1 or 2 opportunities/techniques you see to building a more trusted partnership with PSC.				N	Text area, no char limit		OE_PSC improvement
JHR8314Q012	us_hhs_psc_csat _psc_oe_psc_su pport_core_miss ion		With the current focus on innovation, effectiveness, and efficiency within the federal government, many agencies continue to "do more with less". How can a business partner (like PSC) further support your agency's core mission?				N	Text area, no char limit		OE_PSC support core mission
								5 11 1 11		AA 11 11
JHR8314Q013	us_hhs_psc_csat _psc_ss_provide r_other		Have you or do you use another Shared Service provider besides PSC?	Yes	A	yes	Y	Radio button, one-up vertical	Skip Logic Group	SS provider other
JHR8314Q014	us_hhs_psc_csat	_	How does PSC compare to the other Shared Service provider you have used?	No	-	no	N	Text area, no char	Skip Logic Group*	OE_SS provider other
JHK0314Q014	_psc_oe_ss_pro vider_other_co mpare	^	now uoes roc compare to the other shared service provider you have used:					limit	Skip Logic Gloup	compare
JHR8314Q015	us_hhs_psc_csat _psc_psc_core_a reas		As you may be aware of, PSC provides 70+ unique service offerings in 9 core areas. We would like to dive in to just a few of our core areas to gain your feedback for continuous improvement and align expectations. We appreciate your constructive feedback. Please select which of the following <u>PSC services you currently use</u> .	Travel	A2, A3, A4, A5, A6, A7, A8, A9, A10, A11, A12, A13, A14, A15	travel	Y	Checkbox, one-up vertical	Skip Logic Group*	PSC Core areas
				Finance	B2, B3, B4, B5, B6, B7, B8, B9, B10, B11, B12, B13, B14, B15, B16, B17, B18	finance	-			
				Procurement	C2, C3, C4,	procurement	-			
					C5, C6, C7, C8, C9, C10, C11, C12, C13, C14, C15, C16, C17, C18					
				Grants	D2, D3, D4, D5, D6, D7, D8, D9, D10, D11, D12, D13, D14, D15, D16	grants				
				Facility Management	E2, E3, E4, E5, E6, E7, E8, E9, E10, E11, E12, E13, E14, E15, E16, E17, E18	facility_management				
				Records Management / Document Conversion	F2, F3, F4, F5, F6, F7, F8, F9, F10, F11, F12, F13, F14, F15, F16, F17, F18	records_management_document_conversion	-			
				Occupational Health	G2, G3, G4, G5, G6, G7, G8, G9, G10, G11, G12, G13, G14, G15, G16, G17	occupational_health	_			
				HHS Regional Support	H2, H3, H4, H5, H6, H7, H8, H9, H10, H11, H12, H13, H14, H15, H16, H17	hhs_regional_support				
				Transit (Go!Card)	12, 13, 14, 15, 16, 17, 18, 19, 110, 111, 112, 113, 114, 115	transit_gocard	_			

JHR8314Q016	us_hhs_psc_csat _psc_core_travel _value_add		Travel Our basic Travel account management services includes Tier 1 Help Desk, Travel systems operation, administration, and maintenance; Tier 2 issues escalation, Troubleshooting system and document technical issues, Policy development and consultation, Basic Travel training, Communication templates and job aids, Basic Travel reporting and external reporting, Compliance monitoring, and Lustomer and partner liaison and coordination. Based specifically on our basic Travel services, please indicate your agreement with the following:		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel value add
				2	2				
			Travel service offerings are value-add to my agency.	3 4	3 4	_			
				Strongly Agree=5	strongly_agree5				
JHR8314Q017	us_hhs_psc_csat _psc_core_travel _cost_effective	A3	Travel service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost).	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel cost effective
				2	2				
				4	3 4	-			
				Strongly Agree=5	strongly_agree5	_			
JHR8314Q018	us_hhs_psc_csat _psc_core_travel _rates	A4	Travel rates were provided upfront and I understood what services I would receive at those rates.		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel rates
				2	2				
				3	3 4	_			
				4 Strongly Agree=5	strongly_agree5	-			
JHR8314Q019	us_hhs_psc_csat _psc_core_travel _clear_method	A5	The Travel service method was clear and any questions I had were answered to my satisfaction.		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel clear method
				2	2	_			
				3	3	_			
				4	4				
				Strongly Agree=5	strongly_agree5				
JHR8314Q020	us_hhs_psc_csat _psc_core_travel _responsive_psc _partner	A6	My PSC partner in this Travel service area is responsive.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel responsive psc partner
				2	2	_			
				3	3 4	_			
				Strongly Agree=5	strongly_agree5	_			
JHR8314Q021	us_hhs_psc_csat _psc_core_travel _communication	A7	i was informed of the process, any delays, and received follow up communication.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel communication
				2	2				
				3	3				
				4	4				
11000440000	has been seen as a second			Strongly Agree=5	strongly_agree5	V	Deall's hotten and	China Landa Comunit	Com Transleting by
JHR8314Q022	us_hhs_psc_csat _psc_core_travel _timely_resoluti on	A8	Any issues I encountered in this Travel area were resolved in a timely manner.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel timely resolution
				2	2 3	_			
				4	4	-			
				Strongly Agree=5	strongly_agree5				
JHR8314Q023	us_hhs_psc_csat _psc_core_travel _trust_psc_partn er	A9	I trust my PSC partner in this Travel service area.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel trust psc partner
				2	2				
				3	3	_			
				4 Strongly Agree=5	4 strongly_agree5	_			
JHR83140024	us_hhs_psc_csat	A10		1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Travel meets my
,	_psc_core_travel _meets_my_nee ds		My partner understands my mission needs and is interested in meeting my needs.	2	2		no don't know	Ship togic or oup	needs
				3	3	-			
				4	4	-			
				Strongly Agree=5	strongly_agree5				
JHR8314Q025	us_hhs_psc_csat _psc_core_travel _choose_psc	A11	Given a choice, I would choose PSC as a partner for this area.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel choose psc
				3	2 3	-			
				4	4	-			
				Strongly Agree=5					

JHR8314Q026	us_hhs_psc_csat _psc_core_travel _simple	A12	Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement:	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel simple
			The processes, tools, and approaches used by PSC are as simple and logical as possible.							
				2		2	-			
				3		3				
				4	A1	4				
				Strongly Agree=5	A1	strongly_agree5				
JHR8314Q027	us_hhs_psc_csat _psc_oe_core_tr avel_simple	A1	Please share an example of your experience working with PSC for the Travel service area that demonstrates how the process was simple and logical				N	Text area, no char limit	Skip Logic Group*	OE Core_Travel simple
JHR8314Q028	us_hhs_psc_csat _psc_core_travel _sentiment	A13	When you think about this specific Travel service area, which of the following words come to mind? (Choose only three)	Transparent		transparent	Y	Checkbox, one-up vertical	Skip Logic Group*	Core_Travel sentiment
				Trustworthy		trustworthy	_			
				Reliable		reliable	_		Randomize	
				Inefficient		inefficient	-		- Condonnize	
				Bureaucratic		bureaucratic	_			
				Customer service oriented		customer_service_oriented	_			
				Innovative		innovative	_			
				Conventional		conventional	_			
				Inflexible		inflexible	_			
				Relevant		relevant			A	
				None of these		none_of_these			Mutually Exclusive	
JHR8314Q029	us_hhs_psc_csat _psc_oe_core_tr avel_improveme nt	A14	Do you have any other comments or recommendations for the Travel service area?				N	Text area, no char limit	Skip Logic Group*	OE Core_Travel improvement
JHR8314Q030	us_hhs_psc_csat	A15					N	Text area, no char	Skip Logic Group*	OE Core_Travel psc
	_psc_oe_core_tr avel_psc_recogn ize		Would you like to recognize any PSC Travel partners by name?					limit		recognize
JHR8314Q031	us_hhs_psc_csat	B2	Financial Services	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Finance value add
	_psc_core_finan ce_value_add		PSC specializes in the analysis and reporting of accounting data, preparation and distribution of financial reports, audited financial statements, financial statement notes, and supplemental information.					no don't know		
			Based specifically on our basic finance services, please indicate your agreement with the following:							
			Financial Services offerings are value-add to my agency.	2		2				
			rinancial services orienings are value-add to my agency.	3		4				
				4 Chronoly Assoc F						
JHR8314Q032	us bhe nee cost	B3	Financial Services offerings are cost-effective (in this instance, cost effective means	Strongly Agree=5		strongly_agree5		Radio button, scale,	Chin Loois Crown*	Core_Finance cost
11103140032	us_hhs_psc_csat _psc_core_finan ce_cost_effectiv e	65	minimum der viele underinge ale cost entecutie (in uns instance, cost effective means my needs are met at a reasonable cost).	1-strongy bisagree		1strongly_disagree		no don't know	Skip Logic Group*	effective
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q033	us_hhs_psc_csat _psc_core_finan ce_rates	B4	Financial Services rates were provided upfront and I understood what services I would receive at those rates.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance rates
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q034	us_hhs_psc_csat _psc_core_finan ce_clear_metho d	B5	The finance services method was clear and any questions I had were answered to my satisfaction.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance clear method
				2		2				
				3		3 4	_			
				4 Citropoly Aprop 5			_			
JHR8314Q035	us bhe nee er t	P4	My DSC partner in the Einancial Convicer area is represented	Strongly Agree=5		strongly_agree5	v	Padio butten ere!	Skin Logic Crown*	Coro Einance
JHK8314QU35	us_hhs_psc_csat _psc_core_finan ce_responsive_p sc_partner	B6	My PSC partner in the Financial Services area is responsive.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance responsive psc partner
				2 3		2 3	-			
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q036	us_hhs_psc_csat _psc_core_finan ce_communicati	B7	I was informed of the process, any delays, and received follow up communication.			1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance communication
				2		2				
				3		3				
				4		4 strongly_agree5				
				Strongly Agree=5						

JHR8314Q037	us_hhs_psc_csat _psc_core_finan ce_timely_resol ution	B8	Any issues I encountered in the Financial Services area were resolved in a timely manner.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance timely resolution
				3	2 3 4				
				Strongly Agree=5	strongly_agree5	_			
JHR83140038	us_hhs_psc_csat	B9	I trust my PSC partner in the Financial Services area.	1=Strongly Disagree	1strongly_disagree	- v	Radio button, scale,	Skip Logic Group*	Core_Finance trust psc
	_psc_core_finan ce_trust_psc_pa rtner	57					no don't know	omp cogie of oup	partner
				2	2				
				3	4	_			
				Strongly Agree=5	strongly agree5	_			
JHR83140039	us_hhs_psc_csat	B10		1=Strongly Disagree	1strongly_disagree		Radio button, scale,	Skip Logic Group*	Core_Finance meets my
	_psc_core_finan ce_meets_my_n eeds	510	My partner understands my mission needs and is interested in meeting my needs.				no don't know	omp cogie of oup	needs
				2	2	_			
				3	3 4				
				4 Stronghy Agree_E		_			
JHR8314Q040	us_hhs_psc_csat	B11		Strongly Agree=5 1=Strongly Disagree	strongly_agree5 1strongly_disagree		Radio button, scale,	Skip Logic Group*	Core_Finance choose
	_psc_core_finan ce_choose_psc	DII	Given a choice, I would choose PSC as a partner for the Financial Services area.	1-strongly Disagree			no don't know	Skip Logic Group	psc
				2	2				
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
JHR8314Q041	us_hhs_psc_csat _psc_core_finan ce_sat_reports	B12	I am satisfied with the quality of the data in the financial reports provided by this service area.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance sat reports
				3	3	_			
				4	4	_			
				Strongly Agree=5	strongly_agree5	_			
JHR8314Q042	us_hhs_psc_csat	B13		1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Finance audit
	_psc_core_finan ce_audit_comfor t		I felt confident going through an audit as a result of the services provided by the Financial Services area.		2		no don't know		comfort
				2	3				
				3	4	_			
				Strongly Agree=5	strongly_agree5	_			
	us_hhs_psc_csat _psc_core_finan ce_analysis	B14	The financial data analysis conducted with this service area was relevant and helped me make well informed decisions for my organization	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance analysis
				2	2				
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
JHR8314Q044	us_hhs_psc_csat _psc_core_finan ce_simple	B15	Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement: The processes, tools, and approaches used by PSC are as simple and logical as possible.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance simple
				2	2				
				3	3				
				4 B1					
	has been			Strongly Agree=5 B1	strongly_agree5		Testeres	China Landa R	05.0
	us_hhs_psc_csat _psc_oe_core_fi nance_simple		Please share an example of your experience working with PSC for the Financial Services area that demonstrates how the process was simple and logical.			N	Text area, no char limit	Skip Logic Group*	OE Core_Finance simple
	us_hhs_psc_csat _psc_core_finan ce_sentiment	B16	When you think about the Financial Services area, which of the following words come to mind? (Choose only three)	Transparent	transparent	Y	Checkbox, one-up vertical	Skip Logic Group*	Core_Finance sentiment
				Trustworthy	trustworthy				
				Reliable	reliable			Randomize	
				Inefficient	inefficient				
				Bureaucratic	bureaucratic				
				Customer service oriented	customer_service_oriented				
				Innovative	innovative				
				Conventional	conventional				
				Inflexible	inflexible				
				Relevant	relevant				
				None of these	none_of_these			Mutually Exclusive	
JHR8314Q047	us_hhs_psc_csat _psc_oe_core_fi	B17	Do you have any other comments or recommendations for the Financial Services			N	Text area, no char limit	Skip Logic Group*	OE Core_Finance improvement

us_hhs_psc_csat _psc_core_finan ce_psc_recogniz e	B18	Would you like to recognize any PSC partners by name?			N	Text area, no char limit	Skip Logic Group*	Core_Finance psc recognize
us_hhs_psc_csat _psc_core_proc urement_value_ add	C2	Procurement PSC provides comprehensive start-to-finish support for negotiated contracts, simplified acquisitions, and assisted acquisitions. Our certified acquisition professionals oversee the entire acquisition life cycle, including acquisition planning, soliciting and assessing offers, and negotiating, awarding, administering, and closing government contracts. Services offered include: PSC IDIQ Contract, HSPD12 Security Services, BPAS, Contract Vehicles, as well as Simplified and Negotiated. Based specifically on our basic Procurement services, please indicate your aereement with the followine:	1=Strongly Disagree	1strongly_disagree	Y		Skip Logic Group*	Core_Procurement value add
			2	2				
		Procurement service offerings are value-add to my agency.	3	3				
			4	4				
us bhe nec ceat	63	Procurement service offerings are cost-effective (in this instance, cost effective			v	Radio button scale	Skin Logic Group*	Core_Procurement cos
_psc_core_proc urement_cost_e ffective		means my needs are met at a reasonable cost).				no don't know	Sub colle or out	effective
			2	2				
			3	_				
			Strongly Agree=5					
us_hhs_psc_csat	C4	Procurement rates were provided upfront and I understood what services I would			Y	Radio button, scale,	Skip Logic Group*	Core_Procurement rate
_psc_core_proc urement_rates		receive at those rates.	2		_	no don't know		
			3	3				
			4	4				
		The Descence of the state of th				De all'esterations and a	China Landa Carrant	Come Descente des
us_nns_psc_csat _psc_core_proc urement_clear_ method	6	answered to my satisfaction.	1=strongiy Disagree	1strongly_disagree	Y	no don't know	Skip Logic Group	Core_Procurement clea method
			2					
			3					
			Strongly Agree=5	-				
us hhs psc csat	C6	My PSC partner in the Procurement service area is responsive.			Y	Radio button, scale,	Skip Logic Group*	Core_Procurement
_psc_core_proc urement_respon sive_psc_partner						no don't know		responsive psc partner
			2 3 4	2 3 4				
			Strongly Agree=5					
us_hhs_psc_csat _psc_core_proc urement_comm unication	С7	I was informed of the process, any delays, and received follow up communication.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement communication
			2	2				
			3	3				
			4 Strongly Agroom 5					
us hhs psc csat	C8				Y	Radio button, scale,	Skip Logic Group*	Core_Procurement
_psc_core_proc urement_timely _resolution		Any issues I encountered in the Procurement service area were resolved in a timely manner.				no don't know	Ship togic or oup	timely resolution
			2					
			4	4				
			Strongly Agree=5	strongly_agree5				
us_hhs_psc_csat _psc_core_proc urement_trust_ psc_partner	C9	I trust my PSC partner in the Procurement service area.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement trus psc partner
			2	2				
			3	3				
			4	4				
			Strongly Agree=5	strongly_agree5				
	640					Radio button, scale,		
us_hhs_psc_csat _psc_core_proc urement_meets _my_needs	C10	My partner understands my mission needs and is interested in meeting my needs.	I-Strongly Disagree	1strongly_disagree	Y	no don't know	Skip Logic Group*	Core_Procurement meets my needs
_psc_core_proc urement meets	C10	My partner understands my mission needs and is interested in meeting my needs.		1strongly_disagree		no don't know	Skip Logic Group*	
_psc_core_proc urement meets	C10	My partner understands my mission needs and is interested in meeting my needs.		2 3		no don't know	Skip Logic Group*	
_psc_core_proc urement meets	C10	My partner understands my mission needs and is interested in meeting my needs.	1=Strongly Disagree 2 2 3 4	2 3 4		no don't know	Skip Logic Group*	
_psc_core_proc urement meets		My partner understands my mission needs and is interested in meeting my needs.		2 3		no don't know	Skip Logic Group*	
	psc_core_finan cc_psc_recogniz e us_hhs_psc_csat _psc_core_proc urement_value_ add us_hhs_psc_csat _psc_core_proc urement_rates us_hhs_psc_csat _psc_core_proc urement_respon sive_psc_proc_proc urement_respon sive_psc_proc_proc urement_respon sive_psc_core_proc urement_respon sive_psc_core_proc urement_respon sive_psc_core_proc urement_respon sive_psc_csat _psc_core_proc urement_respon us_hhs_psc_csat _psc_core_proc urement_respon us_hhs_psc_csat _psc_core_proc urement_respon us_hhs_psc_csat _psc_core_proc urement_respon us_hhs_psc_csat _psc_core_proc urement_trust_	psc_core_finan       e       us_hhs_psc_csat       psc_core_proc       urment_value_add       us_hhs_psc_csat       psc_core_proc       urment_cost_effective       us_hhs_psc_csat       psc_core_proc       urment_rates       us_hhs_psc_csat       psc_core_proc       urment_clear_method       us_hhs_psc_csat       psc_core_proc       urment_rates       us_hhs_psc_csat       psc_core_proc       urment_rates       us_hhs_psc_csat       psc_core_proc       urment_respon       us_hhs_psc_csat       psc_core_proc       urement_respon       us_hhs_psc_csat       psc_core_proc       urement_respon       us_hhs_psc_csat       psc_core_proc       urement_respon	psc_core_proc e_psc_recepsize         C4         Procurement PSC provides comprehensive start-to-finish support for negotiated contracts. simplified acquisitions, and assisted acquisitions. Our certified acquisition participations. Contractified acquisitions and assisted acquisitions. Our certified acquisition participation.           add         C2         Procurement PSC provides comprehensive start-to-finish support for negotiated contracts. Simplified acquisitions. Based specifically on our basis for occurrent vehicles, as well as simplified and and closing government contracts. Services offered include: PSC DIQ Contract. Negotiated.           Based specifically on our basis Procurement services, please indicate your agreement with the following: Procurement service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost).           us_hhs_psc_cat _psc_core_proc urement_rates         C4         Procurement rates were provided upfront and 1 understood what services 1 would receive at those rates.           us_hhs_psc_cat _psc_core_proc urement_rates         C4         The Procurement service method was clear and any questions 1 had were answered to my satisfaction.           us_hhs_psc_cat _psc_core_proc urement_rates         C5         The Procurement service method was clear and any questions 1 had were answered to my satisfaction.           us_hhs_psc_cat _psc_core_proc urement_respon         C4         My PSC partner in the Procurement service area is responsive.           us_hhs_psc_cat _psc_core_proc urement_respon         C4         Any issues 1 encountered in the Procurement service area were resolved in a timely mannerc. <td>_psc_cordinates         wood you like to recopile any PSC patters by name?        </td> <td>Line, Long Tay State 1         World you lik to incorple any PSC partners by name?         Sample State 2         Sample State 2</td> <td>Lar. or. Since in J. P. Society and P. J. Constraints of a Difference of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of</td> <td>mich of box         mod (n) list in reception are PS parter in yone)         list only (higher in the prompting are PS parter in yone)         list only (higher in yone)         <thlist (higher="" in="" only="" th="" yone)<="">         list o</thlist></td> <td></td>	_psc_cordinates         wood you like to recopile any PSC patters by name?	Line, Long Tay State 1         World you lik to incorple any PSC partners by name?         Sample State 2         Sample State 2	Lar. or. Since in J. P. Society and P. J. Constraints of a Difference of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of	mich of box         mod (n) list in reception are PS parter in yone)         list only (higher in the prompting are PS parter in yone)         list only (higher in yone) <thlist (higher="" in="" only="" th="" yone)<="">         list o</thlist>	

							_	1		
				2		2 3	_			
				3		4	-			
				4 Strongh Assoc-E			-			
				Strongly Agree=5		strongly_agree5				
R8314Q059	us_hhs_psc_csat _psc_core_proc urement_negoti ate	C12	I was able to better negotiate contracts for my organization as a result of the services provided by this service area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement negotiate
				2	++	2	-			
				3		- 3	-			
				4	+ +	4	-			
				Strongly Agree=5		strongly_agree5	-			
R8314Q060	us_hhs_psc_csat	C13	I felt supported through the acquisition life-cycle by the Procurement service area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Procurement
	_psc_core_proc urement_suppor ted_by_service_ area							no don't know		supported by service area
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
R8314Q061	us_hhs_psc_csat _psc_core_proc urement_add_se rvices	C14	I am interested in additional services where I could receive comprehensive contract administration support (defining requirements through vendor management).	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement services
				2	++	2	-			
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5	-			
R8314Q062	us_hhs_psc_csat	C15		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Procurement
1K0314Q002	psc_core_proc urement_simple	015	Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement: The processes, tools, and approaches used by PSC are as simple and logical as	1-suongy bisagree		ISU Ongry_uisagree	r	no don't know	Skip Logic Group	simple
			possible.							
				2		2	-			
				3		3	-			
				4	C1	4	-			
				Strongly Agree=5	C1	strongly_agree5	-			
R8314Q063	us_hhs_psc_csat	C1	Please share an example of your experience working with PSC for the Procurement	stiongly receipt		sa ongrj_agrees	N	Text area, no char	Skip Logic Group*	OE Core_Procureme
	_psc_oe_core_p rocurement_sim ple	CI .	service area that demonstrates how the process was simple and logical.					limit	Skip Logic Group	simple
IR8314Q064	us_hhs_psc_csat _psc_core_proc urement_sentim ent	C16	When you think about the Procurement service area, which of the following words come to mind? (Choose only three)	Transparent		transparent	Y	Checkbox, one-up vertical	Skip Logic Group*	Core_Procurement sentiment
				Trustworthy		trustworthy	-			
				Reliable		reliable	-		Randomize	
				Inefficient		inefficient	-			
				Bureaucratic		bureaucratic	-			
					++		-			
				Customer service oriented		customer_service_oriented	_			
				Innovative		innovative				
				Conventional		conventional				
				Inflexible		inflexible				
				Relevant		relevant				
				None of these		none_of_these			Mutually Exclusive	
R8314Q065	us_hhs_psc_csat _psc_oe_core_p rocurement_imp rovement	C17	Do you have any other comments or recommendations for the Procurement service area?				N	Text area, no char limit	Skip Logic Group*	OE Core_Procurement
R8314Q066	us_hhs_psc_csat _psc_core_proc urement_psc_re cognize	C18	Would you like to recognize any PSC partners by name?				N	Text area, no char limit	Skip Logic Group*	Core_Procurement recognize
R8314Q067	us_hhs_psc_csat	D2	Grants	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Grants value a
	_psc_core_grant s_value_add		PSC administers one of only two civilian grant payment systems approved by the Chief Financial Officers Council. Our team has more than 35 years of experience providing federal agencies and grant recipients the tools to manage grant payment requests, and disbursement reporting activities.			012 0		no don't know		_
			Based specifically on our basic Grants service, please indicate your agreement with the following:	0						
				2		2	_			
			Grants service offerings are value-add to my agency.	3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
R8314Q068	us_hhs_psc_csat	D3	Grants service offerings are cost-effective (in this instance, cost effective means my	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Grants cost
	_psc_core_grant s_cost_effective		needs are met at a reasonable cost).					no don't know		effective
				2		2				
				3		3				
				4		4				

		-		Strongly Agree=5	strongly_agree5				
8314Q069	us_hhs_psc_csat _psc_core_grant	D4	Grants rates were provided upfront and I understood what services I would receive at those rates.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants rates
	s_rates								
				2	2				
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
14Q070	us_hhs_psc_csat	D5	The Grants service method was clear and any questions I had were answered to my		1strongly_disagree		Radio button, scale,	Skip Logic Group*	Core_Grants cle
1.407.0	_psc_core_grant		satisfaction.		istrongiy_usugree	· · ·	no don't know	Ship cogic or oup	method
	s_clear_method								
				2	2				
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
40071	us_hhs_psc_csat	D6	My PSC partner in the Grants service area is responsive.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Grants re
	psc core grant						no don't know		psc partner
	s_responsive_ps c_partner								
	c_partici								
				2	2				
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
4Q072	us_hhs_psc_csat	D7	I was informed of the process, any delays, and received follow up communication.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Grants
	_psc_core_grant						no don't know		communication
	s_communicatio								
	"								
				2	2				
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
4Q073	us_hhs_psc_csat	D8		1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Grants tir
	_psc_core_grant						no don't know		resolution
	s_timely_resolu		Any issues I encountered in the Grants area were resolved in a timely manner.						
	tion								
				2	2				
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
4Q074	us hhs psc csat	D9	I trust my PSC partner in the Grants service area.	1=Strongly Disagree	1strongly disagree	v	Radio button, scale,	Skip Logic Group*	Core_Grants tru
-4007-	_psc_core_grant		r dust my r se partier in the Grants service area.	1-strongly bisagree	Istroligiy_disagree		no don't know	Skip Logic Group	partner
	s_trust_psc_part								
	ner								
				2	2				
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
4Q075	us_hhs_psc_csat _psc_core_grant	D10		1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants m needs
	s_meets_my_ne		My partner understands my mission needs and is interested in meeting my needs.				no don t know		neeus
	eds		, , , ,						
				2	2				
				5	3				
				4	4				
				4 Strongly Agree=5	4 strongly_agree5				
4Q076	us_hhs_psc_csat	D11		4 Strongly Agree=5 1=Strongly Disagree	4	Y	Radio button, scale,	Skip Logic Group*	Core_Grants ch
1Q076	psc core grant	D11	Given a choice, I would choose PSC as a partner for the Grants area.		4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants ch
1Q076	us_hhs_psc_csat _psc_core_grant s_choose_psc	D11	Given a choice, I would choose PSC as a partner for the Grants area.		4 strongly_agree5 1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants ch
IQ076	psc core grant	D11	Given a choice, I would choose PSC as a partner for the Grants area.		4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants ch
4Q076	psc core grant	D11	Given a choice, I would choose PSC as a partner for the Grants area.		4 strongly_agree5 1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants ch
4Q076	psc core grant	D11	Given a choice, I would choose PSC as a partner for the Grants area.		4 strongly_agree5 1strongly_disagree 2	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants ch
	psc core grant	D11			4 strongly_agree5 1strongly_disagree 2 3	Y	no don't know		Core_Grants ch
	_psc_core_grant s_choose_psc us_hhs_psc_csat		Customer service was responsive and representatives were able to answer all my	1=Strongly Disagree 2 3 4	4 strongly_agree5 1strongly_disagree 2 3 4	Y	no don't know	Skip Logic Group*	Core_Grants cu
	_psc_core_grant s_choose_psc us_hhs_psc_csat _psc_core_grant			1=Strongly Disagree 2 3 4 Strongly Agree=5	4 strongly_agree5 1strongly_disagree 2 3 4 4 strongly_agree5	Y Y Y	no don't know		
	_psc_core_grant s_choose_psc us_hhs_psc_csat		Customer service was responsive and representatives were able to answer all my	1=Strongly Disagree 2 3 4 Strongly Agree=5	4 strongly_agree5 1strongly_disagree 2 3 4 4 strongly_agree5	Y Y Y	no don't know		Core_Grants cu
	_psc_core_grant s_choose_psc us_hhs_psc_csat _psc_core_grant		Customer service was responsive and representatives were able to answer all my	1=Strongly Disagree 2 3 4 Strongly Agree=5	4 strongly_agree5 1strongly_disagree 2 3 4 4 strongly_agree5	Y	no don't know		Core_Grants cu
	_psc_core_grant s_choose_psc us_hhs_psc_csat _psc_core_grant		Customer service was responsive and representatives were able to answer all my	1=Strongly Disagree 2 3 4 Strongly Agree=5	4 strongly_agree5 1strongly_disagree 2 3 4 4 strongly_agree5	Y	no don't know		Core_Grants cu
	_psc_core_grant s_choose_psc us_hhs_psc_csat _psc_core_grant		Customer service was responsive and representatives were able to answer all my	1=Strongly Disagree 2 3 4 Strongly Agree=5	4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree	Y	no don't know		Core_Grants cu
	_psc_core_grant s_choose_psc us_hhs_psc_csat _psc_core_grant		Customer service was responsive and representatives were able to answer all my	1=Strongly Disagree 2 3 4 Strongly Agree=5	4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_agree5 1strongly_agree5	Y Y	no don't know		Core_Grants cu
IQ077	_psc_core_grant s_choose_psc us_hhs_psc_csat _psc_core_grant		Customer service was responsive and representatives were able to answer all my	1=Strongly Disagree 2 3 4 Strongly Agree=5	4 strongly_agree5 1strongly_disagree 2 3 4 4 strongly_agree5 1strongly_disagree 2 3 3	Y	no don't know		Core_Grants cu
IQ077	_psc_core_grant s_choose_psc us_hhs_psc_csat _psc_core_grant s_customer_serv ice us_hhs_psc_csat	D12	Customer service was responsive and representatives were able to answer all my questions in the Grants service area.	1=Strongly Disagree 2 3 4 Strongly Agree=5 1=Strongly Disagree 2 2 3 4 3 4 4 4 4 4	4 strongly_agree5 1strongly_diagree 2 3 4 strongly_agree5 1strongly_agree5 1strongly_diagree 2 3 4 3 4 3 4 3 4	Y	no don't know Radio button, scale, no don't know		Core_Grants cu service
4Q077	_psc_core_grant s_choose_psc us_hhs_psc_csat _psc_core_grant s_customer_serv ice	D12	Customer service was responsive and representatives were able to answer all my questions in the Grants service area.	1=Strongly Disagree	4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_agree5 2 2 3 4 strongly_agree5 2 3 4 5 5 5 5 5 5 5 5 5 5 5 5 5	Y Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_Grants cu service
4Q077	_psc_core_grant s_choose_psc us_hhs_psc_csat _psc_core_grant s_customer_serv ice us_hhs_psc_csat	D12	Customer service was responsive and representatives were able to answer all my questions in the Grants service area. Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following	1=Strongly Disagree	4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_agree5 2 2 3 4 strongly_agree5 2 3 4 5 5 5 5 5 5 5 5 5 5 5 5 5	Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_Grants cu service
4Q077	_psc_core_grant s_choose_psc us_hhs_psc_csat _psc_core_grant s_customer_serv ice	D12	Customer service was responsive and representatives were able to answer all my questions in the Grants service area.	1=Strongly Disagree	4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_agree5 2 2 3 4 strongly_agree5 2 3 4 5 5 5 5 5 5 5 5 5 5 5 5 5	Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_Grants cu service
4Q077	_psc_core_grant s_choose_psc us_hhs_psc_csat _psc_core_grant s_customer_serv ice	D12	Customer service was responsive and representatives were able to answer all my questions in the Grants service area. Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement: The processes, tools, and approaches used by PSC are as simple and logical as	1=Strongly Disagree	4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_agree5 2 2 3 4 strongly_agree5 2 3 4 5 5 5 5 5 5 5 5 5 5 5 5 5	Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_Grants cu service
4Q077	_psc_core_grant s_choose_psc us_hhs_psc_csat _psc_core_grant s_customer_serv ice	D12	Customer service was responsive and representatives were able to answer all my questions in the Grants service area.	1=Strongly Disagree	4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_agree5 2 2 3 4 strongly_agree5 2 3 4 5 5 5 5 5 5 5 5 5 5 5 5 5	Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_Grants cu service
4Q077	_psc_core_grant s_choose_psc us_hhs_psc_csat _psc_core_grant s_customer_serv ice	D12	Customer service was responsive and representatives were able to answer all my questions in the Grants service area. Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement: The processes, tools, and approaches used by PSC are as simple and logical as	1=Strongly Disagree	4       strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_agree5       1strongly_agree5       1strongly_agree5       1strongly_agree5       1strongly_agree5	Y Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_Grants cu service
4Q077	_psc_core_grant s_choose_psc us_hhs_psc_csat _psc_core_grant s_customer_serv ice	D12	Customer service was responsive and representatives were able to answer all my questions in the Grants service area. Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement: The processes, tools, and approaches used by PSC are as simple and logical as	1=Strongly Disagree	4       strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_agree5       1strongly_agree5       1strongly_disagree       2       2       3       4       strongly_disagree       1strongly_disagree	Y Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_Grants cu service
4Q077	_psc_core_grant s_choose_psc us_hhs_psc_csat _psc_core_grant s_customer_serv ice	D12	Customer service was responsive and representatives were able to answer all my questions in the Grants service area. Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement: The processes, tools, and approaches used by PSC are as simple and logical as	1=Strongly Disagree     2       2	4       strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_disagree       2       3       4       3       4       3       4       3       4       3       4       3       3       2       3	Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_Grants cu service
4Q077	_psc_core_grant s_choose_psc us_hhs_psc_csat _psc_core_grant s_customer_serv ice	D12	Customer service was responsive and representatives were able to answer all my questions in the Grants service area. Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement: The processes, tools, and approaches used by PSC are as simple and logical as	1=Strongly Disagree 2 3 4 Strongly Agree=5 1=Strongly Disagree 2 3 4 Strongly Agree=5 1=Strongly Disagree 1=Strongly Disagree 2 3 4 2 3 4 3 4 4 D1	4       strongly_agree5       1strongly_diagree       2       3       4       strongly_agree5       1strongly_agree5       2       3       4       strongly_agree5       1strongly_agree5       1strongly_agree5	Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_Grants cu service
4Q076 4Q077 4Q078	_psc_core_grant s_choose_psc us_hhs_psc_csat _psc_core_grant s_customer_serv ice us_hhs_psc_csat _psc_core_grant s_simple	D12 D13	Customer service was responsive and representatives were able to answer all my questions in the Grants service area. Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement: The processes, tools, and approaches used by PSC are as simple and logical as possible.	1=Strongly Disagree     2       2	4       strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_agree5	¥	no don't know Radio button, scale, no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_Grants sin
4Q077	_psc_core_grant s_choose_psc us_hhs_psc_csat _psc_core_grant s_customer_serv ice	D12 D13	Customer service was responsive and representatives were able to answer all my questions in the Grants service area. Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement: The processes, tools, and approaches used by PSC are as simple and logical as	1=Strongly Disagree 2 3 4 Strongly Agree=5 1=Strongly Disagree 2 3 4 Strongly Agree=5 1=Strongly Disagree 1=Strongly Disagree 2 3 4 2 3 4 3 4 4 D1	4       strongly_agree5       1strongly_diagree       2       3       4       strongly_agree5       1strongly_diagree       2       3       4       strongly_agree5       1strongly_agree5	Y Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_Grants cu service

	- <u>us_hhs_psc_csat</u> <u>psc_oce_core_gr</u> ants_improveme nt <u>us_hhs_psc_csat</u> <u>psc_core_grant</u> <u>s_psc_recognize</u> <u>us_hhs_psc_csat</u> <u>_psc_core_fm_v</u> <u>alue_add</u>	D16		Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these	trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these		Text area, no char	Randomize Mutually Exclusive Skip Logic Group*	OE Core_Grants
	_psc_oe_core_gi ants_improvement us_hhs_psc_csat _psc_core_grant s_psc_recognize us_hhs_psc_csat _psc_core_fm_v	D16	Do you have any other comments or recommendations for the Grants service area?	Reliable inefficient Euroacratic Euroacratic Customer service oriented innovative Conventional inflexible Relevant Elevant Ele	reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant	N	Text area, no char	Mutually Exclusive	OE Core_Grants
	_psc_oe_core_gi ants_improvement us_hhs_psc_csat _psc_core_grant s_psc_recognize us_hhs_psc_csat _psc_core_fm_v	D16	Do you have any other comments or recommendations for the Grants service area?	inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant Events Service	inefficient bureaucratic customer, service, oriented innovative conventional inflexible relevant	N	Text area, no char	Mutually Exclusive	OE Core_Grants
	_psc_oe_core_gi ants_improvement us_hhs_psc_csat _psc_core_grant s_psc_recognize us_hhs_psc_csat _psc_core_fm_v	D16	Do you have any other comments or recommendations for the Grants service area?	inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant Events Service	inefficient bureaucratic customer, service, oriented innovative conventional inflexible relevant	N	Text area, no char	Mutually Exclusive	OE Core_Grants
IR8314Q082 us_ s_F IR8314Q083 us_ s_F IR8314Q083 us_ ps_	_psc_oe_core_gi ants_improvement us_hhs_psc_csat _psc_core_grant s_psc_recognize us_hhs_psc_csat _psc_core_fm_v	D16	Do you have any other comments or recommendations for the Grants service area?	Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant Customer Conventional Conventional Conventional Customer Custome	bureaucratic customer_service_oriented innovative conventional inflexible relevant	N	Text area, no char		OE Core_Grants
	_psc_oe_core_gi ants_improvement us_hhs_psc_csat _psc_core_grant s_psc_recognize us_hhs_psc_csat _psc_core_fm_v	D16	Do you have any other comments or recommendations for the Grants service area?	Customer service oriented Innovative Conventional Inflexible Relevant Inflexible Relevant	customer_service_oriented innovative conventional inflexible relevant	N	Text area, no char		OE Core_Grants
IR8314Q082 us_ s_F IR8314Q083 us_ s_F IR8314Q083 us_ ps_	_psc_oe_core_gi ants_improvement us_hhs_psc_csat _psc_core_grant s_psc_recognize us_hhs_psc_csat _psc_core_fm_v	D16	Do you have any other comments or recommendations for the Grants service area?	Innovative Conventional Infexible Relevant Conventional C	innovative conventional inflexible relevant	N	Text area, no char		OE Core_Grants
	_psc_oe_core_gi ants_improvement us_hhs_psc_csat _psc_core_grant s_psc_recognize us_hhs_psc_csat _psc_core_fm_v	D16	Do you have any other comments or recommendations for the Grants service area?	Innovative Conventional Infexible Relevant Conventional C	innovative conventional inflexible relevant	N	Text area, no char		OE Core_Grants
	_psc_oe_core_gi ants_improvement us_hhs_psc_csat _psc_core_grant s_psc_recognize us_hhs_psc_csat _psc_core_fm_v	D16	Do you have any other comments or recommendations for the Grants service area?	Conventional Inflexible Relevant	conventional inflexible relevant	N	Text area, no char		OE Core_Grants
	_psc_oe_core_gi ants_improvement us_hhs_psc_csat _psc_core_grant s_psc_recognize us_hhs_psc_csat _psc_core_fm_v	D16	Do you have any other comments or recommendations for the Grants service area?	Inflexible Relevant	inflexible relevant	N	Text area, no char		OE Core_Grants
	_psc_oe_core_gi ants_improvement us_hhs_psc_csat _psc_core_grant s_psc_recognize us_hhs_psc_csat _psc_core_fm_v	D16	Do you have any other comments or recommendations for the Grants service area?	Relevant	relevant	N	Text area, no char		OE Core_Grants
	_psc_oe_core_gi ants_improvement us_hhs_psc_csat _psc_core_grant s_psc_recognize us_hhs_psc_csat _psc_core_fm_v	D16	Do you have any other comments or recommendations for the Grants service area?	Relevant	relevant	N	Text area, no char		OE Core_Grants
	_psc_oe_core_gi ants_improvement us_hhs_psc_csat _psc_core_grant s_psc_recognize us_hhs_psc_csat _psc_core_fm_v	D16	Do you have any other comments or recommendations for the Grants service area?			N	Text area, no char		OE Core_Grants
	_psc_oe_core_gi ants_improvement us_hhs_psc_csat _psc_core_grant s_psc_recognize us_hhs_psc_csat _psc_core_fm_v	D16	Do you have any other comments or recommendations for the Grants service area?	None of these	none_of_these	N	Text area, no char		OE Core_Grants
	_psc_oe_core_gi ants_improvement us_hhs_psc_csat _psc_core_grant s_psc_recognize us_hhs_psc_csat _psc_core_fm_v	D16	Do you have any other comments or recommendations for the Grants service area?			N	Text area, no char		OE Core_Grants
	_psc_oe_core_gi ants_improvement us_hhs_psc_csat _psc_core_grant s_psc_recognize us_hhs_psc_csat _psc_core_fm_v	D16					limit		OE COTE_Grants
IHR8314Q083 us_	_psc_core_grant s_psc_recognize us_hhs_psc_csat psc_core_fm_v		Would you like to recognize any PSC partners by name?				innit		improvement
ps	psc core fm v	E2				N	Text area, no char limit	Skip Logic Group*	Core_Grants psc recognize
ps	psc core fm v	E2							
ps	psc core fm v		Facility Management	1=Strongly Disagree	1strongly_disagree	V	Radio button, scale,	Skip Logic Group*	Core_FM value add
alu	alue_add		PSC serves in several facility-related roles. For this survey section, please focus only		15trong/_ubugree		no don't know	bill Logic Group	core_rnraide add
au	alue_auu		Pic serves in several facility-related roles. For this survey section, please focus only				IIO GOILE KILOW		
			01.						
			Building operations at 5600 Fishers Lane and the SW Complex						
			Construction and project management support						
			Based specifically on your engagement with PSC facilities team, please indicate						
			your agreement with the following:						
				2	2				
				-					
			Facility Management service offerings are value-add to my agency.	3	3				
				4	4				
				Strengt: Agree-E					
				Strongly Agree=5	strongly_agree5				
HR8314Q084 us_	us_hhs_psc_csat	E3	Facility Management service offerings are cost-effective (in this instance, cost	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_FM cost effective
_ps ost	_psc_core_fm_c ost_effective		effective means my needs are met at a reasonable cost).			_	no don't know		-
				2	2				
				3	3				1
				A	4				1
				4					1
				Strongly Agree=5	strongly_agree5				1
HR8314Q085 us	us_hhs_psc_csat	E4	Facility Management rates were provided upfront and I understood what services I	1=Strongly Disagroo		Y	Radio button, scale,	Skip Logic Group*	Core_FM rates
	us_mis_psc_csat	E44	racinty management rates were provided upront and runderstood what services r	1=5trongly Disagree	1strongly_disagree		Radio button, scale,	Skip Logic Group	Core_rivitates
_ps	_psc_core_fm_r		would receive at those rates.				no don't know		
ate	ates								
				2	2				
				2	3				
				3					
				4	4				
				Strongly Agree=5	strongly_agree5				
IR8314Q086 us_	us_hhs_psc_csat	E5	The Facility Management service method was clear and any questions I had were	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_FM clear metho
_ps	_psc_core_fm_cl		answered to my satisfaction.				no don't know		1
ear	ear_method								
	-								
				2	2				
				2	3	_			
				3					
				4	4				
				Strengts Agree-E		_			
				Strongly Agree=5	strongly_agree5				
IR8314Q087 us_	us_hhs_psc_csat	E6	My PSC partner in the Facility Management service area is responsive.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_FM responsive
`	_psc_core_fm_r			5, 5	072 0		no don't know		partner
	esponsive_psc_p								
Cort	artner								
dic									
				2	0				
				4	2				
				3	3				
				4	4				
				Channels Assoc C					
				Strongly Agree=5	strongly_agree5				
HR8314Q088 us_	us_hhs_psc_csat	E7	I was informed of the process, any delays, and received follow up communication.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_FM
`   n	_psc_core_fm_c			5, 5	072 0		no don't know		communication
lom	ommunication								
UIII									
				2	2				
				0					
				3	3				
				4	4				
				Strengh: Agree-E					
				Strongly Agree=5	strongly_agree5				
IR8314Q089 us_	us_hhs_psc_csat _psc_core_fm_ti mely_resolution	E8		1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_FM timely
	psc core fm ti			-	0,10		no don't know		resolution
	mely resolution		Any issues I encountered in this area were resolved in a timely manner.						
_p:			,						
me									
_ps me									
_ps me				2	2				
me				0					
ps me				3	3				
me				4	4				
me				Strengh: Agree-E					
me				Strongly Agree=5	strongly_agree5				
			I trust my PSC partner in the Facility Management service area.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_FM trust psc
	us_hhs_psc_csat	E9							
	us_hhs_psc_csat	E9			0,2 0		Ino don't know		partner
HR8314Q090 usp	us_hhs_psc_csat _psc_core_fm_tr ust_psc_partner	E9			0,2 0		no don't know		partner
IR8314Q090 usp	us_hhs_psc_csat _psc_core_fm_tr ust_psc_partner	E9			0,2 0		no don't know		partner
HR8314Q090 usp	us_hhs_psc_csat _psc_core_fm_tr ust_psc_partner	E9			0,2 0		no don't know		partner
R8314Q090 usp	us_hhs_psc_csat _psc_core_fm_tr ust_psc_partner	E9		-			no don't know		partner
HR8314Q090 usp	us_hhs_psc_csat _psc_core_fm_tr ust_psc_partner	E9		2	2		no don't know		partner

		1		4		4				
				4 Strongly Agree=5		strongly_agree5	_			
IHR8314Q091	us_hhs_psc_csat	E10		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_FM meets my
1100110071	_psc_core_fm_			r on ongry blog ee		154 01/B/J_0150B/CC	· · ·	no don't know	pub coBic oroup	needs
	meets_my_need		My partner understands my mission needs and is interested in meeting my needs.							
	s									
				2		2	_			
				3		3	_			
				4		4	_			
				Strongly Agree=5		strongly_agree5	_			
HR8314Q092	us_hhs_psc_csat	E11		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_FM choose psc
	_psc_core_fm_c		Given a choice, I would choose PSC as a partner for the Facility Management area.					no don't know		
	hoose_psc									
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
HR8314Q093	us_hhs_psc_csat _psc_core_fm_s	E12		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM Sat service
	at_service		I am satisfied with the facilities management of this service area.					no don t know		
	-			-						
				2		2				
				3		3				
				4 Change La Association		4				
0001100001	here the second	540		Strongly Agree=5		strongly_agree5		De d'a hasti an anala	China Landa Commit	Come FM Chaff
R8314Q094	us_hhs_psc_csat _psc_core_fm_st	E13	Ch. (f	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, has don't know	Skip Logic Group*	Core_FM Staff
	aff		Staff are courteous and responsive when conducting maintenance on facilities.							
				2		2	_			
				2		3	_			
				4		4	_			
				4 Strongly Agree=5		4 strongly_agree5	_			
				Does not apply		does_not_apply	_			
8314Q095	us_hhs_psc_csat	E14		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_FM facilities
103140075	_psc_core_fm_f		My facilities are in compliance with all safety requirements as a result of the work	1-Strongly Disagree		Ist ongry_usagree	· · ·	no don't know	Skip Logic Group	core_rivi lacinaci
	acilities		performed by the Facility Management service area.							
				2		2	-			
				3		3	-			
				4		4	-			
				Strongly Agree=5		strongly_agree5	_			
R8314Q096	us_hhs_psc_csat	E15		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_FM simple
	_psc_core_fm_si		Understanding that there are some inherent codes and regulations PSC must			0/2 0		no don't know		
	mple		follow as a Federal entity, please indicate your agreement with the following statement:							
			The processes, tools, and approaches used by PSC are as simple and logical as							
			possible.							
				2		2				
						3				
				3						
				4	E1	4	-			
				3 4 Strongly Agree=5	E1 E1		_			
R8314Q097	us_hhs_psc_csat	E1	Please share an example of your experience working with PSC for the Facility	3 4 Strongly Agree=5		4	N	Text area, no char	Skip Logic Group*	OE Core_FM simple
8314Q097	_psc_oe_core_f	E1	Management service area that demonstrates how the process was simple and	3 4 Strongly Agree=5		4	N	Text area, no char limit	Skip Logic Group*	OE Core_FM simple
	us_hhs_psc_csat _psc_oe_core_f m_simple		Management service area that demonstrates how the process was simple and logical.	3 4 Strongly Agree=5		4	N	Text area, no char limit	Skip Logic Group*	OE Core_FM simple
	_psc_oe_core_f m_simple us_hhs_psc_csat	E1 E16	Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the	3 4 Strongly Agree=5 Transparent		4	N Y	limit Checkbox, one-up	Skip Logic Group*	OE Core_FM simple
	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s		Management service area that demonstrates how the process was simple and logical.			4 strongly_agree5		limit		
	_psc_oe_core_f m_simple us_hhs_psc_csat		Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the			4 strongly_agree5		limit Checkbox, one-up		
	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s		Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the	Transparent Trustworthy		4 strongly_agree5		limit Checkbox, one-up		
	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s		Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the	Transparent Trustworthy Reliable		4 strongly_agree5 transparent trustworthy reliable		limit Checkbox, one-up		
	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s		Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the	Transparent Trustworthy Reliable Inefficient		4 strongly_agree5 transparent trustworthy reliable inefficient		limit Checkbox, one-up	Skip Logic Group*	
	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s		Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the	Transparent Trustworthy Reliable Inefficient Bureaucratic		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic		limit Checkbox, one-up	Skip Logic Group*	
R8314Q097	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s		Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented		limit Checkbox, one-up	Skip Logic Group*	
	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s		Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative		limit Checkbox, one-up	Skip Logic Group*	
	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s		Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional		limit Checkbox, one-up	Skip Logic Group*	
	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s		Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Infexible		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible		limit Checkbox, one-up	Skip Logic Group*	
	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s		Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant		limit Checkbox, one-up	Skip Logic Group*	
R8314Q098	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s entiment	E16	Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Infexible		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible	Y	limit Checkbox, one-up vertical	Skip Logic Group* Randomize Mutually Exclusive	Core_FM sentiment
8314Q098	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s entiment us_hhs_psc_csat	E16	Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant		limit Checkbox, one-up vertical Text area, no char	Skip Logic Group*	Core_FM sentiment
8314Q098	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s entiment us_hhs_psc_csat _psc_oe_core_f	E16	Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant	Y	limit Checkbox, one-up vertical	Skip Logic Group* Randomize Mutually Exclusive	Core_FM sentiment
B314Q098	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s entiment us_hhs_psc_csat	E16	Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant	Y	limit Checkbox, one-up vertical Text area, no char	Skip Logic Group* Randomize Mutually Exclusive	Core_FM sentiment
8314Q098 8314Q099	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s entiment us_hhs_psc_csat _psc_oe_core_f m_improvement	E16	Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant	Y	limit Checkbox, one-up vertical Text area, no char limit	Skip Logic Group* Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM
3314Q098 3314Q099	_psc.oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s entiment us_hhs_psc_csat _psc_oe_core_f m_improvement us_hhs_psc_csat	E16 E17 E18	Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the following words come to mind? (Choose only three) Do you have any other comments or recommendations for the Facility Management service area?	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant	Y	limit Checkbox, one-up vertical Text area, no char limit Text area, no char	Skip Logic Group* Randomize Mutually Exclusive	OE Core_FM
3314Q098 3314Q099	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s entiment us_hhs_psc_csat _psc_oe_core_f m_improvement us_hhs_psc_csat _psc_core_fm_p	E16 E17 E18	Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant	Y	limit Checkbox, one-up vertical Text area, no char limit	Skip Logic Group* Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM
3314Q098 3314Q099 3314Q099	_psc.coe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s entiment us_hhs_psc_csat _psc_oe_core_f m_improvement us_hhs_psc_csat _psc_coe_csm_ _psc_cce_fm_	E16 E17 E18	Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the following words come to mind? (Choose only three) Do you have any other comments or recommendations for the Facility Management service area? Would you like to recognize any PSC partners by name?	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these	Y	limit Checkbox, one-up vertical Text area, no char limit Text area, no char limit	Skip Logic Group* Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM OE Core_FM improvement Core_FM psc recogni
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3314Q098 3314Q099 3314Q099	_psc.coe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s entiment us_hhs_psc_csat _psc_oe_core_f m_improvement us_hhs_psc_csat _psc_coe_cst_ _psc_coe_cst_ _psc_cce_fm_s	E16 E17 E18	Management service area that demonstrates how the process was simple and logical.         When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)         Do you have any other comments or recommendations for the Facility Management service area?         Would you like to recognize any PSC partners by name?         Records Management / Document Conversion         PSC's conversion experts assist your gency with the Presidential Directive on Managing	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these	Y	limit Checkbox, one-up vertical Text area, no char limit Text area, no char limit	Skip Logic Group* Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM OE Core_FM improvement Core_FM psc recogni
88314Q098 88314Q099 88314Q099	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s entiment us_hhs_psc_csat _psc_oe_core_f m_improvement us_hhs_psc_csat _psc_core_fm_p sc_recognize us_hhs_psc_csat	E16 E17 E18	Management service area that demonstrates how the process was simple and logical.         When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)         Do you have any other comments or recommendations for the Facility Management service area?         Would you like to recognize any PSC partners by name?         Records Management / Document Conversion PSC's conversion experts assist your agency with the Presidential Directive on Managing Government Records, Freeze the Footprint Policy, and Data Center Consolidation Mandates. PSC provides expert advice to federal agencies who are	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these	Y	limit Checkbox, one-up vertical Text area, no char limit Text area, no char limit Radio button, scale,	Skip Logic Group* Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM OE Core_FM improvement Core_FM psc recogni
88314Q098 88314Q099 88314Q099	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s entiment us_hhs_psc_csat _psc_oe_core_f m_improvement us_hhs_psc_csat _psc_core_fm_p sc_recognize us_hhs_psc_csat	E16 E17 E18	Management service area that demonstrates how the process was simple and logical. When you think about the Facility Management service area, which of the following words come to mind? (Choose only three) Do you have any other comments or recommendations for the Facility Management service area? Would you like to recognize any PSC partners by name? Records Management / Document Conversion PSC's conversion experts assist your agency with the Presidential Directive on Managing Management / Document Conversion PSC's conversion experts assist your agency with the Presidential Directive on Managing Government Records, Freze the Footprint Policy, and Data Center Consolidation Mandates, PSC provides expert advice to federal agencies who are seeking ways to improve information asset management while decreasing their	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these	Y	limit Checkbox, one-up vertical Text area, no char limit Text area, no char limit Radio button, scale,	Skip Logic Group* Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM OE Core_FM improvement Core_FM psc recogni
8314Q098 8314Q099 8314Q100	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s entiment us_hhs_psc_csat _psc_oe_core_f m_improvement us_hhs_psc_csat _psc_core_fm_p sc_recognize us_hhs_psc_csat	E16 E17 E18	Management service area that demonstrates how the process was simple and logical.         When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)         Do you have any other comments or recommendations for the Facility Management service area?         Would you lave any other comments or recommendations for the Facility Management service area?         Would you like to recognize any PSC partners by name?         Records Management / Document Conversion         PSC's conversion experts assist your gency with the Presidential Directive on Managing Government Records, Freeze the Footprint Policy, and Data Center Consolidation Mandates. PSC provides expert advice to federal agencies who are exerking ways to improve information asset management while decreasing their physical footprint.	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these  1=Strongly Disagree		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these	Y	limit Checkbox, one-up vertical Text area, no char limit Text area, no char limit Radio button, scale,	Skip Logic Group* Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM OE Core_FM improvement Core_FM psc recogni
18314Q098 18314Q099 18314Q100	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s entiment us_hhs_psc_csat _psc_oe_core_f m_improvement us_hhs_psc_csat _psc_core_fm_p sc_recognize us_hhs_psc_csat	E16 E17 E18	Management service area that demonstrates how the process was simple and logical.         When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)         Do you have any other comments or recommendations for the Facility Management service area?         Would you like to recognize any PSC partners by name?         Records Management / Document Conversion         PSC's conversion experts asity your genery with the Presidential Directive on Managing Government Records, Forezet the Footprint Policy, and Data Center Consolidation Mandates. PSC provides expert advice to federal agencies who are seeking ways to improve information asset management while decreasing their physical footprint.         Based specifically on our basic Records Management services, please indicate your	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these  1=Strongly Disagree		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these	Y	limit Checkbox, one-up vertical Text area, no char limit Text area, no char limit Radio button, scale,	Skip Logic Group* Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM OE Core_FM improvement Core_FM psc recogni
R8314Q098 R8314Q099 R8314Q099	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s entiment us_hhs_psc_csat _psc_oe_core_f m_improvement us_hhs_psc_csat _psc_core_fm_p sc_recognize us_hhs_psc_csat	E16 E17 E18	Management service area that demonstrates how the process was simple and logical.         When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)         Do you have any other comments or recommendations for the Facility Management service area?         Would you lave any other comments or recommendations for the Facility Management service area?         Would you like to recognize any PSC partners by name?         Records Management / Document Conversion         PSC's conversion experts assist your gency with the Presidential Directive on Managing Government Records, Freeze the Footprint Policy, and Data Center Consolidation Mandates. PSC provides expert advice to federal agencies who are beeking ways to improve information asset management while decreasing their physical footprint.	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these  1=Strongly Disagree		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these	Y	limit Checkbox, one-up vertical Text area, no char limit Text area, no char limit Radio button, scale,	Skip Logic Group* Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM OE Core_FM improvement Core_FM psc recogni
R8314Q098 R8314Q099 R8314Q099	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s entiment us_hhs_psc_csat _psc_oe_core_f m_improvement us_hhs_psc_csat _psc_core_fm_p sc_recognize us_hhs_psc_csat	E16 E17 E18	Management service area that demonstrates how the process was simple and logical.         When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)         Do you have any other comments or recommendations for the Facility Management service area?         Would you like to recognize any PSC partners by name?         Records Management / Document Conversion         PSC's conversion experts asity your genery with the Presidential Directive on Managing Government Records, Forezet the Footprint Policy, and Data Center Consolidation Mandates. PSC provides expert advice to federal agencies who are seeking ways to improve information asset management while decreasing their physical footprint.         Based specifically on our basic Records Management services, please indicate your	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these  1=Strongly Disagree		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these	Y	limit Checkbox, one-up vertical Text area, no char limit Text area, no char limit Radio button, scale,	Skip Logic Group* Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM OE Core_FM improvement Core_FM psc recogni
R8314Q098	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s entiment us_hhs_psc_csat _psc_oe_core_f m_improvement us_hhs_psc_csat _psc_core_fm_p sc_recognize us_hhs_psc_csat	E16 E17 E18	Management service area that demonstrates how the process was simple and logical.         When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)         Do you have any other comments or recommendations for the Facility Management service area?         Would you like to recognize any PSC partners by name?         Records Management / Document Conversion         PSC's conversion experts asity your genery with the Presidential Directive on Managing Government Records, Forezet the Footprint Policy, and Data Center Consolidation Mandates. PSC provides expert advice to federal agencies who are seeking ways to improve information asset management while decreasing their physical footprint.         Based specifically on our basic Records Management services, please indicate your	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these  1=Strongly Disagree		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these 1strongly_disagree	Y	limit Checkbox, one-up vertical Text area, no char limit Text area, no char limit Radio button, scale,	Skip Logic Group* Randomize Mutually Exclusive Skip Logic Group*	Core_FM sentiment OE Core_FM
8314Q098 8314Q099 8314Q100	_psc_oe_core_f m_simple us_hhs_psc_csat _psc_core_fm_s entiment us_hhs_psc_csat _psc_oe_core_f m_improvement us_hhs_psc_csat _psc_core_fm_p sc_recognize us_hhs_psc_csat	E16 E17 E18	Management service area that demonstrates how the process was simple and logical.         When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)         Do you have any other comments or recommendations for the Facility Management service area?         Would you like to recognize any PSC partners by name?         Records Management / Document Conversion         PSC's conversion experts asity your genery with the Presidential Directive on Managing Government Records, Forezet the Footprint Policy, and Data Center Consolidation Mandates. PSC provides expert advice to federal agencies who are seeking ways to improve information asset management while decreasing their physical footprint.         Based specifically on our basic Records Management services, please indicate your	Transparent Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these  1=Strongly Disagree		4 strongly_agree5 transparent trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these	Y	limit Checkbox, one-up vertical Text area, no char limit Text area, no char limit Radio button, scale,	Skip Logic Group* Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM OE Core_FM improvement Core_FM psc recogniz

JHR8314Q102 JHR8314Q103	us_hhs_psc_csat _psc_core_rmdc _cost_effective us_hhs_psc_csat	F3							
	_psc_core_rmdc _cost_effective	F3		Strongly Agree=5	strongly_agree5		De d'a hattan anala	Chin Laula Course	Come DMDC cost
HR8314Q103	us bbs psc csat		Records Management / Document Conversion service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost).	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC cost effective
IR8314Q103	us hhs nsc csat			2	2				
IR8314Q103	us bhs nsc csat			3	3				
R8314Q103	us hhs nsc csat			4	4				
IR8314Q103	us hhs nsc csat			Strongly Agree=5	strongly_agree5				
	as_ms_psc_csac	F4	Records Management / Document Conversion rates were provided upfront and I	1=Strongly Disagree	1strongly_disagree	Y		Skip Logic Group*	Core_RMDC rates
	_psc_core_rmdc _rates		understood what services I would receive at those rates.	2	2		no don't know		
				2					
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
IR8314Q104	us_hhs_psc_csat _psc_core_rmdc _clear_method	F5	The Records Management / Document Conversion service method was clear and any questions I had were answered to my satisfaction.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC clear method
				2	2 3				
				4	4				
				Strongly Agree=5					
					strongly_agree5				
IR8314Q105	us_hhs_psc_csat _psc_core_rmdc _responsive_psc _partner	F6	My PSC partner in this service area is responsive.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC responsiv psc partner
				2	2				
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
002140104	us bhe nee cost		I was informed of the process, any delays, and received follow up communication.	1=Strongly Disagree		V	Dedie hutten seele	Chin Lonie Crown*	Care BMDC
R8314Q106	us_hhs_psc_csat _psc_core_rmdc _communication	F7	I was informed of the process, any delays, and received follow up communication.	1*Strongiy Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC communication
				2					
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
R8314Q107	us_hhs_psc_csat	F8		1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_RMDC timely
	_psc_core_rmdc _timely_resoluti on		Any issues I encountered in the Records Management / Document Conversion area were resolved in a timely manner.		2		no don't know		resolution
				2					
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
R8314Q108	us_hhs_psc_csat _psc_core_rmdc _trust_psc_partn er	F9	I trust my PSC partner in the Records Management / Document Conversion service area.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC trust psc partner
				2	2				
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
R8314Q109	us_hhs_psc_csat	F10		1=Strongly Disagree		V	Radio button, scale,	Skip Logic Group*	Core_RMDC meets m
1K0314Q109		F10	My partner understands my mission needs and is interested in meeting my needs.	1-strongly bisagree	1strongly_disagree		no don't know	Skip Logic Group	needs
				2	2				
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
R8314Q110	us_hhs_psc_csat _psc_core_rmdc _success_erm	F11	My transition to Electronic Records Management (ERM) was successful as a result of the work performed by the Records Management / Document Conversion service area.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC success ERM
				2		_			
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
		F12	The archiving and organization of my files was customized to meet my needs.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC archive customized
R8314Q111	us_hhs_psc_csat _psc_core_rmdc _archive_custom ized								
R8314Q111	psc_core_rmdc archive custom			2	2				
R8314Q111	psc_core_rmdc archive custom			2	2				
8314Q111	psc_core_rmdc archive custom			3	3				
R8314Q111	psc_core_rmdc archive custom			2 3 4					
	psc_core_rmdc archive custom			2 3 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	3				
	_psc_core_rmdc _archive_custom ized	F13			3 4 strongly_agree5		Radio button, scale	Skip Logic Groun*	Core RMDC time
	psc_core_rmdc archive custom	F13	The overall quality and time to complete the project met or exceeded our expectations.	2 3 3 4 4 5trongly Agree=5 1 1=Strongly Disagree	3 4 strongly_agree5 1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC time complete project
IR8314Q111	_psc_core_rmdc _archive_custom ized us_hhs_psc_csat _psc_core_rmdc ttme_complete	F13			3 4 strongly_agree5	Y		Skip Logic Group*	

				4		4				
				Strongly Agree=5		strongly_agree5				
R8314Q113	us_hhs_psc_csat _psc_core_rmdc _meets_needs_ off_site	F14	The Records Management / Document Conversion service area met my needs by accommodating scanning of documents off site and as needed for various projects.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC meets needs off site
						-	_			
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
8314Q114	us_hhs_psc_csat _psc_core_rmdc _simple	F15	Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement: The processes, tools, and approaches used by PSC are as simple and logical as	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC simple
			possible.	2		2	_			
				2	_	3	_			
				4	F1	4	-			
				Strongly Agree=5	F1	strongly_agree5	_			
314Q115	us_hhs_psc_csat	F1	Please share an example of your experience working with PSC for the Records	Strongly Agree-5		Sti Oligiy_agrees	N	Text area, no char	Rank Group*	OE Core_RMDC sir
	_psc_oe_core_r mdc_simple		Management / Document Conversion service area that demonstrates how the process was simple and logical.					limit		
8314Q116	us_hhs_psc_csat _psc_core_rmdc _sentiment	F16	When you think about the Records Management / Document Conversion service area, which of the following words come to mind? (Choose only three)	Transparent		transparent	Y	Checkbox, one-up vertical	Skip Logic Group*	Core_RMDC sentim
				Trustworthy		trustworthy				
				Reliable		reliable			Randomize	
				Inefficient		inefficient				
				Bureaucratic		bureaucratic				
				Customer service oriented		customer_service_oriented				
				Innovative		innovative				
				Conventional		conventional				
				Inflexible		inflexible				
				Relevant		relevant				
				None of these		none_of_these			Mutually Exclusive	
314Q117	us_hhs_psc_csat _psc_oe_core_r mdc_improveme nt	F17	Do you have any other comments or recommendations for the Records Management / Document Conversion service area?				N	Text area, no char limit	Skip Logic Group*	OE Core_RMDC improvement
314Q118	us_hhs_psc_csat _psc_core_rmdc _psc_recognize	F18	Would you like to recognize any PSC partners by name?				N	Text area, no char limit	Skip Logic Group*	Core_RMDC psc recognize
3314Q119	us_hhs_psc_csat _psc_core_och_ value_add	G2	Occupational Health PSC offers Behavioral Health Services including Employee Assistance Programs, Work/life programs, and Organizational Leadership and Development services; Clinical Health Services; and Environmental Health and Safety Services. Our services include: Automated external defibrillator, Employee assistance program. Environmental Health and safety FedStrive, Health clients, Medical Employability, Medical surveillance, Organizational development and leadership, Psychological testing and evaluation, Wellness and health promotion, Work/Life, and Workers compensation management. Based specifically on our basic Federal Occupational Health (FOH) services, please indicate your agreement with the following:	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_OCH value a
				2		2	_			
						2				
			Occupational Health service offerings are value-add to my agency.	3		3	_			
			Occupational Health service offerings are value-add to my agency.	3		3				
			Occupational Health service offerings are value-add to my agency.	2 3 4 Strongly Agree=5		4				
314Q120	us_hhs_psc_csat _psc_core_och_ cost_effective	G3	Occupational Health service offerings are value-add to my agency. Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost).	3 4 Strongly Agree=5 1=Strongly Disagree			Y	Radio button, scale, no don't know	Skip Logic Group*	Core_OCH cost e
i14Q120	_psc_core_och_	G3	Occupational Health service offerings are cost-effective (in this instance, cost			4 strongly_agree5	Y		Skip Logic Group*	Core_OCH cost e
14Q120	_psc_core_och_	G3	Occupational Health service offerings are cost-effective (in this instance, cost			4 strongly_agree5 1strongly_disagree	Y		Skip Logic Group*	Core_OCH cost e
14Q120	_psc_core_och_	G3	Occupational Health service offerings are cost-effective (in this instance, cost			4 strongly_agree5 1strongly_disagree 2	Y		Skip Logic Group*	Core_OCH cost e
14Q120	_psc_core_och_	G3	Occupational Health service offerings are cost-effective (in this instance, cost	1+Strongly Disagree 2 3 4 4		4 strongly_agree5 1strongly_disagree 2 3 4	Y		Skip Logic Group*	Core_OCH cost e
	_psc_core_och_ cost_effective		Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost).	1-Strongly Disagree 2 3 4 Strongly Agree=5		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5	Y	no don't know		
	_psc_core_och_	G3 G4	Occupational Health service offerings are cost-effective (in this instance, cost	1-Strongly Disagree 2 3 4 Strongly Agree=5		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree	Y Y Y			Core_OCH cost e
	_psc_core_och_ cost_effective us_hhs_psc_csat		Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost). Occupational Health rates were provided upfront and I understood what services I	1-Strongly Disagree 2 3 4 Strongly Agree=5		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_agree5 1strongly_disagree 2	Y Y	Radio button, scale,		
	_psc_core_och_ cost_effective us_hhs_psc_csat		Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost). Occupational Health rates were provided upfront and I understood what services I	1-Strongly Disagree 2 3 4 Strongly Agree=5		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree 2 3 3	Y Y	Radio button, scale,		
	_psc_core_och_ cost_effective us_hhs_psc_csat		Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost). Occupational Health rates were provided upfront and I understood what services I	1=Strongly Disagree 2 3 4 Strongly Agree=5 1=Strongly Disagree 2 3 4 4		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree 2 3 4 4	Y Y	Radio button, scale,		
314Q121	_psc_core_och_ cost_effective us_hhs_psc_csat _psc_core_och_r ates	G4	Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost). Occupational Health rates were provided upfront and I understood what services I would receive at those rates.	1-Strongly Disagree 2 3 4 Strongly Agree=5 1-Strongly Disagree 2 3 4 Strongly Agree=5 5 Strongly Agree=5		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_agree5 2 3 4 strongly_agree5 4 strongly_agree5	Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_OCH rates
314Q121	_psc_core_och_ cost_effective us_hhs_psc_csat		Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost). Occupational Health rates were provided upfront and I understood what services I	1=Strongly Disagree 2 3 4 Strongly Agree=5 1=Strongly Disagree 2 3 4 4		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree	Y Y Y Y	Radio button, scale,		Core_OCH rates
314Q121	_psc_core_och_ cost_effective us_hhs_psc_csat _psc_core_och_r ates	G4	Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost). Occupational Health rates were provided upfront and I understood what services I would receive at those rates. The Occupational Health service method was clear and any questions I had were	1-Strongly Disagree 2 3 4 Strongly Agree=5 1-Strongly Disagree 2 3 4 Strongly Agree=5 5 Strongly Agree=5		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_agree5 1strongly_disagree 2	Y Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_OCH rates
314Q121	_psc_core_och_ cost_effective us_hhs_psc_csat _psc_core_och_r ates	G4	Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost). Occupational Health rates were provided upfront and I understood what services I would receive at those rates. The Occupational Health service method was clear and any questions I had were	1-Strongly Disagree 2 3 4 Strongly Agree=5 1-Strongly Disagree 2 3 4 Strongly Agree=5 5 Strongly Agree=5		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongl	Y Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_OCH rates
314Q120 314Q121 314Q122	_psc_core_och_ cost_effective us_hhs_psc_csat _psc_core_och_r ates	G4	Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost). Occupational Health rates were provided upfront and I understood what services I would receive at those rates. The Occupational Health service method was clear and any questions I had were	1-Strongly Disagree 2 3 4 Strongly Agree=5 1-Strongly Disagree 2 3 4 Strongly Agree=5 5 Strongly Agree=5		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_agree5 1strongly_disagree 2	Y Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_OCH cost of Core_OCH rates

PHEORE         And and a set of the set of th	JHR8314Q123	us_hhs_psc_csat _psc_core_och_i esponsive_psc_p artner	-	My PSC partner in the Occupational Health service area is responsive.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_OCH responsive psc partner
IBC 40, 10, 10, 10, 10, 10, 10, 10, 10, 10, 1					2 3 4	3 4				
Answer of a sector	JHR8314Q124	_psc_core_och_	G7	I was informed of the process, any delays, and received follow up communication.			Y		Skip Logic Group*	
BBESURD         LAP (a. C. C. ) (a. C. )         Constrained (a. )         Description (a. ) <thdescription (a. )         <thdescription (a. )         <t< td=""><td></td><td></td><td></td><td></td><td>2</td><td>3</td><td></td><td></td><td></td><td></td></t<></thdescription </thdescription 					2	3				
No.										
Heat of the section of the sectin of the section of the section of the section of the se	JHR8314Q125	_psc_core_och_	G8	Any issues I encountered in the Occupational Health area were resolved in a timely manner.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	
Initial Line Line Line Line Line Line Line Line					2 3 4	3 4				
Accurate of a set of the set of										
Answer of the second	JHR8314Q126	_psc_core_och_t	G9	I trust my PSC partner in the Occupational Health service area.	1=Strongly Disagree	1strongly_disagree	Y		Skip Logic Group*	
JHR21101         C_MIC_CCM         60         Application         Applica					2 3 4	3				
jp: cr: cr: cr: cr: cr: cr: cr: cr: cr: cr										
NHEST 401         Amount         Amou	JHR8314Q127	_psc_core_och_	G10	My partner understands my mission needs and is interested in meeting my needs.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	
BR8340130         M. M. M. K. GU         G11 2000, PC         G12 Composition         G13 Composition         G14 Composition					2 3 4 4	3 4				
Image: Processing of the process of the pro	IUD92140129	us bbs pss seat	611					Padio button, ccalo	Skip Logic Group*	Coro, OCH, chooso pro
Amb         Amb <td>JHK0314Q120</td> <td>_psc_core_och_</td> <td>GII</td> <td>Given a choice, I would choose PSC as a partner for the Occupational Health area.</td> <td>2</td> <td></td> <td>_ '</td> <td>no don't know</td> <td>Skip Logic Group</td> <td>Core_och choose psc</td>	JHK0314Q120	_psc_core_och_	GII	Given a choice, I would choose PSC as a partner for the Occupational Health area.	2		_ '	no don't know	Skip Logic Group	Core_och choose psc
Image and part of the service provided by the locapational Health service are and know how to access them.         Strongly Agrees         Issue and analysis of the service provided by the locapational Health service are and know how to access them.         Strongly Agrees         Image and the service provided by the locapational Health service are and know how to access them.         Strongly Agrees         Image and the service provided by the locapational Health service are and know how to access them.         Strongly Agrees         Image and the service provided by the locapational Health service are are relevant and and the following Agrees         Strongly Agrees					3					
HR8314012         u., hu, p.g. co., o., b., dots, co., co., co., co., co., co., co., co.					4					
PRS COLUMN AcCURDAN ACCUR		<u> </u>								
Ambual service is provided by the Occupational Health service are relevant and beam of the Occupational Health service are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are and relevant place of the Occupational Health service are and relevant place of the Occupational Health service are and relevant place of the Occupational Health service are and relevant place of the Occupational Health service are and relevant place of the Occupational Health service are and relevant place of the Occupational Health service are and relevant place of the Occupational Health service are and relevant place are and relevant place are and relevant place of the Occupational Health service are and relevant place areano the relevant are and relevant place are and rele	JHR8314Q129	_psc_core_och_ clear_process_u	G12	I have a clear understanding of the services provided by the Occupational Health service area and know how to access them.	1=strongly Disagree		Y	Kadio button, scale, no don't know	Skip Logic Group*	Core_OCH Clear process understand
Image: bit					3		-			
HR83140130       u, h. h., p.c., c.t., elsc, c.e., c.f., elsc, c.e., c.e., elsc, c.e., elsc, c.e., elsc,					4		-			
pre-correction of personance on the personance of the persona						strongly_agree5				
Answer         Anskals answer         Answer <th< td=""><td>JHR8314Q130</td><td>_psc_core_och_i</td><td>·</td><td>The services provided by the Occupational Health service area are relevant and add value to my team.</td><td>1=Strongly Disagree</td><td>1strongly_disagree</td><td>Y</td><td>Radio button, scale, no don't know</td><td>Skip Logic Group*</td><td></td></th<>	JHR8314Q130	_psc_core_och_i	·	The services provided by the Occupational Health service area are relevant and add value to my team.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	
Image: bit is the part of the p					2					
Image: bit					3		_			
HR8314Q131       us, hs, psc, cat pac, core_och_ simple       G14       Inderstanding that there are some inherent codes and regulations PSC must follow as a federal entity, please indicate your agreement with the following statement:       1=Strongly Disagree       I       Istrongly_disagree       Y       Radio button, scale, no don't know       Skip Logic Group*       Core_OCH simple         1HR8314Q132       us, hs, psc, cat possible.       G1       2       3 <td></td> <td></td> <td></td> <td></td> <td>4 Strongly Agree=5</td> <td></td> <td>-</td> <td></td> <td></td> <td></td>					4 Strongly Agree=5		-			
Image: bit is provide in the service area share to mind? (Choose only three)         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service ar	JHR8314Q131	_psc_core_och_	G14	follow as a Federal entity, please indicate your agreement with the following			Y	Radio button, scale, no don't know	Skip Logic Group*	Core_OCH simple
Image: product set in the set in t				The processes, tools, and approaches used by PSC are as simple and logical as possible.	2	2	_			
JHR8314Q132       us_hhs_psc_cst_pot_on_simple       G1       Please share an example of your experience working with PSC for the Occupational Health service area that demonstrates how the process was simple and logical.       N       Text area, no char limit       Skip Logic Group*       OE Core_OCH simple         JHR8314Q133       us_hhs_psc_cst_pot_on_simple       G1       Please share an example of your experience working with PSC for the Occupational Health service area that demonstrates how the process was simple and logical.       N       Text area, no char limit       Skip Logic Group*       OE Core_OCH simple         JHR8314Q133       us_hhs_psc_cst_pot_on_simple       G1       When you think about the Occupational Health service area, which of the following Transparent       Transparent       transparent       Y       Checkbox, one-up vertical       Skip Logic Group*       OE _OCH sentiment         JHR8314Q133       us_hhs_psc_cst_pect_on_sentiment       Trustworthy       Trustworthy       Trustworthy       Skip Logic Group*       Skip Logic Group*       Core_OCH sentiment         JHR8314Q133       us_hhs_psc_cst_pect_on_sentiment       Trustworthy       Trustworthy       Trustworthy       Raidole       reliable       Randomize       Randomize         Bureaucratic       Bureaucratic       bureaucratic       bureaucratic       Imedicination       Imedicination       Skip Logic Group*       Core_OCH sentiment       Skip Logic Group*					3 4 Changh Arros 5	G1 4				
_ psc_core_och_sentiment     words come to mind? (Choose only three)     Instworthy     Instworthy     words come to mind? (Choose only three)     Instworthy     Instworthy <td>JHR8314Q132</td> <td>us_hhs_psc_csat _psc_oe_core_o ch_simple</td> <td>G1</td> <td>Please share an example of your experience working with PSC for the Occupational Health service area that demonstrates how the process was simple and logical.</td> <td></td> <td>strongiy_agrees</td> <td>N</td> <td>Text area, no char limit</td> <td>Skip Logic Group*</td> <td>OE Core_OCH simple</td>	JHR8314Q132	us_hhs_psc_csat _psc_oe_core_o ch_simple	G1	Please share an example of your experience working with PSC for the Occupational Health service area that demonstrates how the process was simple and logical.		strongiy_agrees	N	Text area, no char limit	Skip Logic Group*	OE Core_OCH simple
Reliable     felable     Randomize       Inefficient     inefficient       Bureaucratic     bureaucratic	JHR8314Q133	_psc_core_och_	G15	When you think about the Occupational Health service area, which of the following words come to mind? (Choose only three)	Transparent	transparent	Y	Checkbox, one-up vertical	Skip Logic Group*	Core_OCH sentiment
Inefficient inefficient Bureaucratic bureaucratic										
Bureaucratic bureaucratic									Randomize	
							_			
					Customer service oriented	customer service oriented	-			

				Innovative Conventional	innovative conventional	-			
				Inflexible	inflexible	_			
				Relevant	relevant	_			
				None of these	none of these	_		Mutually Exclusive	
8314Q134	us_hhs_psc_csat	G16			none_or_triese	N	Text area, no char	Skip Logic Group*	OE Core_OCH
5014Q104	_psc_oe_core_o	010	Do you have any other comments or recommendations for the Occupational				limit	Skip Logic Group	improvement
	ch_improvemen		Health service area?						
	t								
314Q135	us_hhs_psc_csat	G17				N	Text area, no char	Skip Logic Group*	Core_OCH psc
01.0105	psc core och	01/	Would you like to recognize any PSC/FOH partners by name?				limit	Ship Logic Group	recognize
	psc_recognize		would you like to recognize any rise/ron particles by name.						-
314Q136	us_hhs_psc_csat	H2	HHS Regional Support	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_regional su
	psc core regio		PSC Regional Support serves as a strategic partner with Operating Divisions				no don't know		value add
	nal_suprt_value _add		(OpDivs) and Staff Divisions (StaffDivs) located in HHS Regional Offices, providing access to a full range of operational support services to include facilities						
	_add		access to a full range of operational support services to include facilities management, mail operations, physical security support, personal property						
			management, and more.						
			-						
			Based specifically on our basic HHS Regional Support services, please indicate your agreement with the following:						
			agreement with the following.						
				2	2				
			HHS Regional Support service offerings are value-add to my agency.	3	3				
				4	4				
				Strongly Agree=5	strongly_agree5	_			
314Q137	us_hhs_psc_csat	НЗ	HHS Regional Support service offerings are cost-effective (in this instance, cost	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_regional su
	_psc_core_regio		effective means my needs are met at a reasonable cost).				no don't know		cost effective
	nal suprt cost								
	effective								
				2	2	_			
				3	3	_			
				4	4	_			
				Strongly Agree=5	strongly_agree5	_			
3140138	us_hhs_psc_csat	H4	HHS Regional Support rates were provided upfront and I understood what services		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_regional sup
0140100	_psc_core_regio		I would receive at those rates.	1-Strongly Disagree	istrongty_disagree	·	no don't know	Skip Logic Group	rates
	nal_suprt_rates								
				2	2	_			
				2	3	_			
				3	4	_			
				Strongly Agree=5	strongly_agree5	_			
3314Q139	us_hhs_psc_csat	H5	The service method was clear and any questions I had were answered to my	1=Strongly Disagree	1strongly_disagree		Radio button, scale,	Skip Logic Group*	Core_regional sup
.0110107	_psc_core_regio		satisfaction.	2 Strongly Disagree	Interest of the second se		no don't know	Ship Logic Group	clear method
	nal_suprt_clear_								
	method								
				2	2	_			
				3	3	_			
				4	4				
				Strongly Agree=5	strongly_agree5	_			
314Q140	us_hhs_psc_csat	H6	My PSC partner in the HHS Regional Support service area is responsive.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_regional sup
	_psc_core_regio			6, 6	0,2 0				responsive psc pa
	nal_suprt_respo						no don't know	Sub coBic croup	
	nsive_psc_partn						no don't know	pub robic or oup	
	er						no don't know	ond robe or out	
	er						no don't know	out colic oroup	
	er			2	2		no don't know	Ship togic of oup	
	er			2	2 3		no don't know		
	er			2	2 3 4		no don't know		
	er			2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2			no don't know	onp coge a cop	
3314Q141	er us_hhs_psc_csat	H7	I was informed of the process, any delays, and received follow up communication.	2	4	Y	no don't know	Skip Logic Group*	Core regional su
3314Q141	er us_hhs_psc_csat _psc_core_regio	H7	I was informed of the process, any delays, and received follow up communication.		4 strongly_agree5	Y	no don't know		
314Q141	er us_hhs_psc_csat _psc_core_regio nal_suprt_comm	H7	I was informed of the process, any delays, and received follow up communication.		4 strongly_agree5	Y	no don't know		Core regional su
3314Q141	er us_hhs_psc_csat _psc_core_regio	H7	I was informed of the process, any delays, and received follow up communication.		4 strongly_agree5	Y	no don't know		Core regional su
3314Q141	er us_hhs_psc_csat _psc_core_regio nal_suprt_comm	H7	I was informed of the process, any delays, and received follow up communication.		4 strongly_agree5	Y	no don't know		Core regional su
B314Q141	er us_hhs_psc_csat _psc_core_regio nal_suprt_comm	H7	I was informed of the process, any delays, and received follow up communication.		4 strongly_agree5 1strongly_disagree	Y	no don't know		Core regional su
314Q141	er us_hhs_psc_csat _psc_core_regio nal_suprt_comm	H7	I was informed of the process, any delays, and received follow up communication.		4 strongly_agree5 1strongly_disagree 2	Y	no don't know		Core regional su
	er us_hhs_psc_csat _psc_core_regio nal_suprt_comm	H7	I was informed of the process, any delays, and received follow up communication.		4 strongly_agree5 1strongly_disagree 2 3	Y	no don't know		Core_regional su communication
	er <u>us_hhs_psc_csat</u> <u>_psc_core_regio</u> nal_supt_comm unication	H8	I was informed of the process, any delays, and received follow up communication.	1=Strongly Disagree 2 2 3 4	4 strongly_agree5 1strongly_disagree 2 3 4	Y	no don't know Radio button, scale, no don't know		Core_regional su communication
	er <u>us_hhs_psc_csat</u> <u>_psc_core_regio</u> nal_supt_comm unication	H8		1=Strongly Disagree 2 3 4 Stongly Agree=5 	4 strongly_agree5 1strongly_disagree 2 3 4 4 strongly_agree5	Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_regional su communication
	er us_hhs_psc_csat _psc_core_region nal_supt_communication us_hhs_psc_csat _psc_core_regio	H8	I was informed of the process, any delays, and received follow up communication. Any issues I encountered in the HHS Regional Support area were resolved in a timely manner.	1=Strongly Disagree 2 3 4 Stongly Agree=5 	4 strongly_agree5 1strongly_disagree 2 3 4 4 strongly_agree5	Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_regional su communication
	er <u>us_hhs_psc_csat</u> <u>_psc_core_regio</u> nal_supt_comm unication	H8	Any issues I encountered in the HHS Regional Support area were resolved in a	1=Strongly Disagree 2 3 4 Stongly Agree=5 	4 strongly_agree5 1strongly_disagree 2 3 4 4 strongly_agree5	Y Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_regional su communication
	er us_hhs_psc_csat _psc_core_region nal_supt_communication us_hhs_psc_csat _psc_core_regio	H8	Any issues I encountered in the HHS Regional Support area were resolved in a	1=Strongly Disagree 2 3 4 Stongly Agree=5 	4 strongly_agree5 1strongly_disagree 2 3 4 4 strongly_agree5	Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_regional su communication
	er us_hhs_psc_csat _psc_core_region nal_supt_communication us_hhs_psc_csat _psc_core_regio	H8	Any issues I encountered in the HHS Regional Support area were resolved in a	1=Strongly Disagree 2 3 4 Stongly Agree=5 	4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree	Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_regional su communication
	er us_hhs_psc_csat _psc_core_region nal_supt_communication us_hhs_psc_csat _psc_core_regio	H8	Any issues I encountered in the HHS Regional Support area were resolved in a	1=Strongly Disagree 2 3 4 Stongly Agree=5 	4 strongly_agree5 1strongly_disagree 2 3 4 5strongly_agree5 1strongly_disagree 2 2 2 3 4 5strongly_disagree5 1strongly_disagree5 2	Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_regional su communication
	er us_hhs_psc_csat _psc_core_region nal_supt_communication us_hhs_psc_csat _psc_core_regio	H8	Any issues I encountered in the HHS Regional Support area were resolved in a	1=Strongly Disagree     2       2     2       3     4       4     5       5     5       1=Strongly Agree=5     2       1=Strongly Disagree     2       2     2       3     4	4 strongly_agree5 1strongly_disagree 2 2 3 3 4 strongly_agree5 1strongly_disagree 2 2 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_regional su communication
314Q142	er us_hhs_psc_csat _psc_core_regio nal_suprt_comm unication us_hhs_psc_csat _psc_core_regio nal_suprt_timely _resolution	H8	Any issues I encountered in the HHS Regional Support area were resolved in a timely manner.	1=Strongly Disagree     2       2     3       4     4       5     1       1=Strongly Disagree     2       2     3       4     4       5     4       4     4       5     4       5     4       5     4	4       strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_agree6       2       3       4       5       1strongly_agree5       1strongly_agree5       4       4       5       3       4       4       5	Y Y Y	no don't know Radio button, scale, no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_regional su communication
3314Q142	er us_hhs_psc_csat _psc_core_regio nal_suprt_comm unication us_hhs_psc_csat _psc_core_regio nal_suprt_timely _resolution us_hhs_psc_csat psc_core regio	H8	Any issues I encountered in the HHS Regional Support area were resolved in a	1=Strongly Disagree     2       2     2       3     4       4     5       5     5       1=Strongly Agree=5     2       1=Strongly Disagree     2       2     2       3     4	4 strongly_agree5 1strongly_disagree 2 2 3 3 4 strongly_agree5 1strongly_disagree 2 2 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	Y Y Y Y	no don't know Radio button, scale, no don't know Radio button, scale, no don't know Radio button, scale, Radio button, scale,	Skip Logic Group*	Core_regional su communication Core_regional su timely resolution
314Q142	er us_hhs_psc_csat _psc_core_region al_supt_communication us_hhs_psc_csat _psc_core_region _resolution us_hhs_psc_csat _psc_core_region _psc_core_region	H8	Any issues I encountered in the HHS Regional Support area were resolved in a timely manner.	1=Strongly Disagree     2       2     3       4     4       5     1       1=Strongly Disagree     2       2     3       4     4       5     4       4     4       5     4       5     4       5     4	4       strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_agree6       2       3       4       5       1strongly_agree5       1strongly_agree5       4       4       5       3       4       4       5	Y Y Y Y Y	no don't know Radio button, scale, no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_regional su communication
314Q142	er us_hhs_psc_csat _psc_core_regio nal_suprt_comm unication us_hhs_psc_csat _psc_core_regio nal_suprt_timely _resolution us_hhs_psc_csat psc_core regio	H8	Any issues I encountered in the HHS Regional Support area were resolved in a timely manner.	1=Strongly Disagree     2       2     3       4     4       5     1       1=Strongly Disagree     2       2     3       4     4       5     4       4     4       5     4       5     4       5     4	4       strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_agree6       2       3       4       5       1strongly_agree5       1strongly_agree5       4       4       5       3       4       4       5	Y Y Y Y Y	no don't know Radio button, scale, no don't know Radio button, scale, no don't know Radio button, scale, Radio button, scale,	Skip Logic Group*	Core_regional su communication Core_regional su timely resolution Core_regional su
314Q142	er us_hhs_psc_csat _psc_core_region al_supt_communication us_hhs_psc_csat _psc_core_region _resolution us_hhs_psc_csat _psc_core_region _psc_core_region	H8	Any issues I encountered in the HHS Regional Support area were resolved in a timely manner.	1=Strongly Disagree     2       2     3       4     4       5     1       1=Strongly Disagree     2       2     3       4     4       5     4       4     4       5     4       5     4       5     4	4       strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_disagree5       3       4       5       3       4       5       1strongly_disagree5       1strongly_agree5       1strongly_agree5       1strongly_disagree	Y Y Y Y	no don't know Radio button, scale, no don't know Radio button, scale, no don't know Radio button, scale, Radio button, scale,	Skip Logic Group*	Core_regional su communication Core_regional su timely resolution Core_regional su
18314Q141 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	er us_hhs_psc_csat _psc_core_region al_supt_communication us_hhs_psc_csat _psc_core_region _resolution us_hhs_psc_csat _psc_core_region _psc_core_region	H8	Any issues I encountered in the HHS Regional Support area were resolved in a timely manner.	1=Strongly Disagree     2       2     3       4     4       5     1       1=Strongly Disagree     2       2     3       4     4       5     4       4     4       5     4       5     4       5     4	4       strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_agree6       2       3       4       5       1strongly_agree5       1strongly_agree5       4       4       5       3       4       4       5	Y Y Y Y Y	no don't know Radio button, scale, no don't know Radio button, scale, no don't know Radio button, scale, Radio button, scale,	Skip Logic Group*	Core_regional communicatio

				4		4				
				Strongly Agree=5		strongly_agree5				
R8314Q144	us_hhs_psc_csat _psc_core_regio nal_suprt_meets	H10	My partner understands my mission needs and is interested in meeting my needs.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt meets my needs
	_my_needs									
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
8314Q145	us_hhs_psc_csat _psc_core_regio	H11		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt choose psc
	nal_suprt_choos		Given a choice, I would choose PSC as a partner for the HHS Regional Support area.					IIO GOILT KIIOW		choose psc
	e_psc									
				2		2	_			
				2		3	_			
				4		4	-			
				Strongly Agree=5		strongly_agree5	_			
8314Q146	us_hhs_psc_csat	H12		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_regional suprt
	_psc_core_regio		The HHS Regional Support service area provides me with valuable support in running my day to day operations.					no don't know		valuable support
	nal_suprt_valua			0		2	_			
				2			_			
				3 4		4	_			
				Strongly Agree=5		strongly_agree5	_			
8314Q147	us_hhs_psc_csat	H13		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_regional suprt
00140147	_psc_core_regio	1110	The services provided by the HHS Regional Support area make the day to day	1-Strongly Disagree		Istrongly_usagree	·	no don't know	Skip Logic Group	to day ease
	nal suprt day t		activities in my organization run more efficiently.							
	o_day_ease									
				2		2				
				3		3	_			
				4		4				
				Strongly Agree=5		strongly_agree5				
8314Q148	us_hhs_psc_csat	H14	Understanding that there are some inherent codes and regulations PSC must	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_regional suprt
	_psc_core_regio nal_suprt_simpl		follow as a Federal entity, please indicate your agreement with the following					no don't know		simple
	e		statement:							
			The processes, tools, and approaches used by PSC are as simple and logical as							
			possible.							
			Í l	-			_			
				2		2	_			
				3	H1	3 4	_			
				4 Strongly Agree=5	H1	4 strongly_agree5	_			
R8314Q149	us_hhs_psc_csat	H1	Please share an example of your experience working with PSC for the HHS Regional	Strongly Agree-5		su ongiy_agree5	N	Text area, no char	Skip Logic Group*	OE Core_regional sup
K0314Q147	psc oe core r		Support service area that demonstrates how the process was simple and logical.					limit	Skip Logic Group	simple
	egional_suprt_si									
	mple									
R8314Q150	us_hhs_psc_csat	H15	When you think about the HHS Regional Support service area, which of the	Transparent		transparent	Y	Checkbox, one-up	Skip Logic Group*	Core_regional suprt
	_psc_core_regio		following words come to mind? (Choose only three)					vertical		sentiment
	nal_suprt_senti ment									
	ment									
				Trustworthy		trustworthy	_			
				Reliable		reliable			Randomize	
				Inefficient		inefficient				
				Bureaucratic		bureaucratic				
				Customer service oriented		customer_service_oriented				
				Innovative		innovative				
				Conventional		conventional				
				Inflexible		inflexible				
				Relevant		relevant				
92140154	us bhe nee	1147		None of these		none_of_these	N	Tout even no et	Mutually Exclusive	
R8314Q151	us_hhs_psc_csat _psc_oe_core_r	H16					N	Text area, no char limit	Skip Logic Group*	OE Core_regional sup improvement
	egional_suprt_i		Do you have any other comments or recommendations for the HHS Regional Support service area?							
	mprovement		support service area.							
		H17					N	Text area, no char	Skip Logic Group*	Core_regional suprt
83140152	us bbs psc csat							limit	Skip Logic Group	recognize
R8314Q152	us_hhs_psc_csat _psc_core_regio		Would you like to recognize any PSC partners by name?							
8314Q152	_psc_core_regio nal_suprt_psc_r									
8314Q152	_psc_core_regio					Astronali, dissana		Radio button, scale,	Skip Logic Group*	Core_Transit value a
	_psc_core_regio nal_suprt_psc_r ecognize	12	Transit (Go!Card)	1=Strongly Disagree			I Y			-
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		Transit (Go!Card) PSC offers a turnkey subsidy program management service. Customers can	1=Strongly Disagree		1strongly_disagree	Y	no don't know		
	_psc_core_regio nal_suprt_psc_r ecognize		PSC offers a turnkey subsidy program management service. Customers can	1=Strongly Disagree		istrongly_disagree	Ŷ			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat			1=Strongly Disagree		TSU ONBIY_UISABLEE	Y			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		IPSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities.			Isu ongr <u>y</u> ursagree	Y			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		PSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities. Based specifically on our basic Transit service, please indicate your agreement with			1500 mgry_uisagree	Y			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		IPSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities.			Istrongy_usagree	Ŷ			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		PSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities. Based specifically on our basic Transit service, please indicate your agreement with			istrongiy_usagree	Y			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		PSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities. Based specifically on our basic Transit service, please indicate your agreement with			Istrongy_usagree	Y			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		PSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities. Based specifically on our basic Transit service, please indicate your agreement with			Istrongry_usagree	Y			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		PSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities. Based specifically on our basic Transit service, please indicate your agreement with			Istrongy_usagree	Ŷ			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		PSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities. Based specifically on our basic Transit service, please indicate your agreement with			Istrongy_usagree	Y			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		PSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities. Based specifically on our basic Transit service, please indicate your agreement with			Istrongry_usagree	Y			
R8314Q152	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		PSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities. Based specifically on our basic Transit service, please indicate your agreement with				Y			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		PSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities. Based specifically on our basic Transit service, please indicate your agreement with			2 3				

				4 Strongly Agree=5		4 strongly_agree5	-			
HR8314Q154	us_hhs_psc_csat	13	Transit (Go!Card) service offerings are cost-effective (in this instance, cost effective			1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Transit cost
	_psc_core_transi t_cost_effective		means my needs are met at a reasonable cost).			0/2 0		no don't know		effective
				2		2				
				3		3				
				4		4				
000440455	har blan and south			Strongly Agree=5		strongly_agree5		De d'a hutter and a	China La cha Canana A	Come Translations
R8314Q155	us_hhs_psc_csat _psc_core_transi	14	Transit (Go!Card) rates were provided upfront and I understood what services I would receive at those rates.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Transit rates
	t_rates									
				2		2	_			
				3		3	_			
				4	-	4	_			
				Strongly Agree=5	_	strongly_agree5	_			
R8314Q156	us_hhs_psc_csat	15	The Transit (Go!Card) service method was clear and any questions I had were	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Transit clear
	_psc_core_transi t_clear_method		answered to my satisfaction.					no don't know		method
				2	_	2	-			
				3	-	3	-			
				4		4	_			
				Strongly Agree=5		strongly_agree5	_			
R8314Q157	us_hhs_psc_csat	16	My PSC partner in the Transit (Go!Card) service area is responsive.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Transit respon
	_psc_core_transi t_responsive_ps c_partner							no don't know		psc partner
				2		2				
				3		3	_			
				4		4				
				Strongly Agree=5		strongly_agree5				
R8314Q158	us_hhs_psc_csat	17	I was informed of the process, any delays, and received follow up communication.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Transit
	_psc_core_transi t_communicatio n							no don't know		communication
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
R8314Q159	us_hhs_psc_csat	18		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Transit timely
	_psc_core_transi t_timely_resoluti on		Any issues I encountered in this area were resolved in a timely manner.					no don't know		resolution
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
IR8314Q160	us_hhs_psc_csat _psc_core_transi t_trust_psc_part ner	19	I trust my PSC partner in the Transit (Go!Card) service area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Transit trust p partner
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
IR8314Q161	us_hhs_psc_csat	110		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Transit meets
	_psc_core_transi t_meets_my_ne eds		My partner understands my mission needs and is interested in meeting my needs.					no don't know		needs
				2		2	_			
				3		3	_			
				4 Etranaly Aavaan F		4	_			
R8314Q162	us hhs psc csat	111		Strongly Agree=5 1=Strongly Disagree	_	strongly_agree5 1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Transit choose
K0314Q102	_psc_core_transi t_choose_psc		Given a choice, I would choose PSC as a partner for the Transit (Go!Card) area.	2		2	'	no don't know	Skip Logic Group	psc
				3	-	2	_			
				4		4	_			
				Strongly Agree=5		strongly_agree5	_			
R8314Q163	us_hhs_psc_csat	112		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Transit simple
	_psc_core_transi t_simple		Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement:					no don't know		
			The processes, tools, and approaches used by PSC are as simple and logical as							
			The processes, tools, and approaches used by PSC are as simple and logical as possible.							
			The processes, tools, and approaches used by PSC are as simple and logical as possible.	2		2	_			
			The processes, tools, and approaches used by PSC are as simple and logical as possible.	2		2 3	_			
			The processes, tools, and approaches used by PSC are as simple and logical as possible.	2			_			

JHR8314Q164	us_hhs_psc_csat _psc_oe_core_tr ansit_simple	11	Please share an example of your experience working with PSC for the Transit (Go! Card) service area that demonstrates how the process was simple and logical.			N	Text area, no char limit	Skip Logic Group*	OE Core_Transit simple
JHR8314Q165	us_hhs_psc_csat _psc_core_transi t_sentiment	113	When you think about the Transit (Go!Card) service area, which of the following words come to mind? (Choose only three)	Transparent	transparent	Y	Checkbox, one-up vertical	Skip Logic Group*	Core_Transit sentiment
				Trustworthy	trustworthy	1			
				Reliable	reliable	1		Randomize	
				Inefficient	inefficient	1			
				Bureaucratic	bureaucratic	]			
				Customer service oriented	customer_service_oriented	]			
				Innovative	innovative				
				Conventional	conventional				
				Inflexible	inflexible				
				Relevant	relevant				
				None of these	none_of_these			Mutually Exclusive	
JHR8314Q166	us_hhs_psc_csat _psc_oe_core_tr ansit_improvem ent	114	Do you have any other comments or recommendations for the Transit (Go!Card) service area?			N	Text area, no char limit	Skip Logic Group*	OE Core_Transit improvement
JHR8314Q167	us_hhs_psc_csat _psc_core_transi t_psc_recognize	115	Would you like to recognize any PSC partners by name?			N	Text area, no char limit	Skip Logic Group*	Core_Transit psc recognize

Model Name Model ID Partitioned Date			CSAT PSC kVosY14YVVRQ005UMgVJg4C No							FORESEE
QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Туре	Special Instructions	CQ Label
IR8314Q001	us_hhs_psc_csat _psc_rank_1		PSC's goal is to be a trusted partner, commit to government efficiency, and support your agency's mission. The following questions will help us understand how we are doing towards building that partnership. PSC has embraced five core values to live up to. Which of the following values do you consider to be most important in a trusted partner? Please rank 1-5 (Rank 1 is most important). <u>Rank 1</u>		<u> </u>	simplicity_we_offer_clean_solutions_to_maximize_v alue	YN Y	Drop down, select one		Rank 1
				Partnership (we are bound to our customers and each other)		partnership_we_are_bound_to_our_customers_and _each_other				
				Curiosity (we continually question)		curiosity_we_continually_question				
				Passion (we inspire each other with our thirst for excellence in public service)		passion_we_inspire_each_other_with_our_thirst_for excellence_in_public_service impact_we_accomplish_amazing_amounts_of_impor				
				Impact (we accomplish amazing amounts of important work)		tant_work				
8314Q002	us_hhs_psc_csat _psc_rank_2		Rank 2	Simplicity (we offer clean solutions to maximize value)		simplicity_we_offer_clean_solutions_to_maximize_v alue	N	Drop down, select one	Rank Group*	Rank 2
				Partnership (we are bound to our customers and each other)		partnership_we_are_bound_to_our_customers_and _each_other curiosity_we_continually_question				
				Curiosity (we continually question) Passion (we inspire each other with our thirst for excellence in public service)		passion_we_inspire_each_other_with_our_thirst_for _excellence_in_public_service				
				Impact (we accomplish amazing amounts of important work)		impact_we_accomplish_amazing_amounts_of_impor tant_work				
R8314Q003	us_hhs_psc_csat _psc_rank_3		Rank 3	Simplicity (we offer clean solutions to maximize value) Partnership (we are bound to our customers and each other)		simplicity_we_offer_clean_solutions_to_maximize_v alue	N	Drop down, select one	Rank Group*	Rank 3
				Curiosity (we continually question)		partnership_we_are_bound_to_our_customers_and _each_other curiosity_we_continually_question				
				Passion (we inspire each other with our thirst for excellence in public service)		passion_we_inspire_each_other_with_our_thirst_for _excellence_in_public_service				
				Impact (we accomplish amazing amounts of important work)		impact_we_accomplish_amazing_amounts_of_impor tant_work				
8314Q004	us_hhs_psc_csat _psc_rank_4		Rank 4	Simplicity (we offer clean solutions to maximize value)		simplicity_we_offer_clean_solutions_to_maximize_v alue	N	Drop down, select one	Rank Group*	Rank 4
				Partnership (we are bound to our customers and each other)		partnership_we_are_bound_to_our_customers_and _each_other				
				Curiosity (we continually question) Passion (we inspire each other with our thirst for excellence in public service)		curiosity_we_continually_question passion_we_inspire_each_other_with_our_thirst_for _excellence_in_public_service				
				Impact (we accomplish amazing amounts of important work)		impact_we_accomplish_amazing_amounts_of_impor tant_work				
8314Q005	us_hhs_psc_csat _psc_rank_5		Rank 5	Simplicity (we offer clean solutions to maximize value)		simplicity_we_offer_clean_solutions_to_maximize_v alue	N	Drop down, select one	Rank Group*	Rank 5
				Partnership (we are bound to our customers and each other)		partnership_we_are_bound_to_our_customers_and _each_other				
				Curiosity (we continually question) Passion (we inspire each other with our thirst for excellence in public service)		curiosity_we_continually_question passion_we_inspire_each_other_with_our_thirst_for _excellence_in_public_service				
				Impact (we accomplish amazing amounts of important work)		impact_we_accomplish_amazing_amounts_of_impor tant_work				
8314Q006	us_hhs_psc_csat _psc_psc_core_v alues	r	Please rate your agreement with the following statements: I have seen indicators that PSC is striving for its core values of Simplicity, Partnership, Curiosity, Passion, and Impact.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know		PSC core values
				2 3		2 3				
						4 strongly agree5				
R8314Q007	us_hhs_psc_csat _psc_psc_act_in _best_interest		I can count on PSC to act in the best interests of the government.	Strongly Agree=5 1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know		PSC act in best inter
				2		2				
				4		4				
8314Q008				Strongly Agree=5 1=Strongly Disagree		strongly_agree5		De d'a hattan anala		DCC house the
8314Q008	us_hhs_psc_csat _psc_psc_trustw orthy		l consider PSC to be trustworthy.	1=strongiy Disagree		1strongly_disagree	Y	Radio button, scale, no don't know		PSC trustworthy
				3 4		3				
				Strongly Agree=5		strongly_agree5				
R8314Q009	us_hhs_psc_csat _psc_psc_expect ations		I am in alignment with PSC regarding service level expectations.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know		PSC expectations
				2 3		2 3				
				4		4	1			

	L			Strongly Agree=5		strongly_agree5	1	1	1	1
JHR8314Q010	us_hhs_psc_csat _psc_psc_leader _in_tech		IPSC is building offerings utilizing emerging technologies such as workflow and processing automation to streamline services and reduce costs. Are you aware of PSC's leadership in the emerging technology arena?	Yes		yes	Y	Radio button, one-up vertical		PSC Leader in tech
				No		no	1			
JHR8314Q011	us_hhs_psc_csat _psc_oe_psc_im provement		While striving to live up to our core values, there are always areas for improvement. When thinking of your partnership with PSC, describe 1 or 2 opportunities/techniques you see to building a more trusted partnership with PSC.				N	Text area, no char limit		OE_PSC improvement
JHR8314Q012	us_hhs_psc_csat _psc_oe_psc_su pport_core_miss ion		With the current focus on innovation, effectiveness, and efficiency within the federal government, many agencies continue to "do more with less". How can a business partner (like PSC) further support your agency's core mission?				N	Text area, no char limit		OE_PSC support core mission
								5 11 1 11		AA 11 11
JHR8314Q013	us_hhs_psc_csat _psc_ss_provide r_other		Have you or do you use another Shared Service provider besides PSC?	Yes	A	yes	Y	Radio button, one-up vertical	Skip Logic Group	SS provider other
JHR8314Q014	us_hhs_psc_csat	^	How does PSC compare to the other Shared Service provider you have used?	No	-	no	N	Text area, no char	Skip Logic Group*	OE_SS provider other
1003140014	_psc_oe_ss_pro vider_other_co mpare	Ŷ	now uoes roc compare to the other shared service provider you have used:					limit	Skip Logic Gloup	compare
JHR8314Q015	us_hhs_psc_csat _psc_psc_core_a reas		As you may be aware of, PSC provides 70+ unique service offerings in 9 core areas. We would like to dive in to just a few of our core areas to gain your feedback for continuous improvement and align expectations. We appreciate your constructive feedback. Please select which of the following <u>PSC services you currently use</u> .	Travel	A2, A3, A4, A5, A6, A7, A8, A9, A10, A11, A12, A13, A14, A15	travel	Y	Checkbox, one-up vertical	Skip Logic Group*	PSC Core areas
				Finance	B2, B3, B4, B5, B6, B7, B8, B9, B10, B11, B12, B13, B14, B15, B16, B17, B18	finance	-			
				Procurement	C2, C3, C4, C5, C6, C7, C8, C9, C10, C11, C12, C13, C14, C15, C16, C17, C18	procurement				
				Grants	D2, D3, D4, D5, D6, D7, D8, D9, D10, D11, D12, D13, D14, D15, D16	grants	-			
				Facility Management	E2, E3, E4, E5, E6, E7, E8, E9, E10, E11, E12, E13, E14, E15, E16, E17, E18	facility_management	_			
				Records Management / Document Conversion	F2, F3, F4, F5, F6, F7, F8, F9, F10, F11, F12, F13, F14, F15, F16, F17, F18	records_management_document_conversion				
				Occupational Health	G2, G3, G4, G5, G6, G7, G8, G9, G10, G11, G12, G13, G14, G15, G16, G17	occupational_health	_			
				HHS Regional Support	H2, H3, H4, H5, H6, H7, H8, H9, H10, H11, H12, H13, H14, H15, H16, H17	hhs_regional_support				
				Transit (Go!Card)	12, 13, 14, 15, 16, 17, 18, 19, 110, 111, 112, 113, 114, 115	transit_gocard				

JHR8314Q016	us_hhs_psc_csat _psc_core_travel	A2	Travel Our basic Travel account management services includes Tier 1 Help Desk, Travel	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel value add
	_value_add		systems operation, administration, and maintenance; Tier 2 Issues escalation, Troubleshooting system and document technical issues, Policy development and consultation, Basic Travel training, Communication templates and job aids, Basic Travel reporting and external reporting, Compliance monitoring, and Customer a partner liaison and coordination.	hd					
			Based specifically on our basic Travel services, please indicate your agreement wi the following:	l <mark>h</mark>					
				2	2	_			
			Travel service offerings are value-add to my agency.	3	3	_			
				4	4				
				Strongly Agree=5	strongly_agree5				
JHR8314Q017	us_hhs_psc_csat _psc_core_travel _cost_effective	A3	Travel service offerings are cost-effective (in this instance, cost effective means n needs are met at a reasonable cost).	y 1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel cost effective
				2	2				
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
JHR8314Q018	us_hhs_psc_csat _psc_core_travel _rates	A4	Travel rates were provided upfront and I understood what services I would receiv at those rates.	e 1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel rates
				2	2				
				3	3 4				
				4 Strongly Agree=5	strongly_agree5	_			
JHR8314Q019	us bbs psc csat	A5	The Travel service method was clear and any questions I had were answered to n		1strongly_disagree	v	Radio button, scale,	Skip Logic Group*	Core_Travel clear
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	us_hhs_psc_csat _psc_core_travel _clear_method	10	satisfaction.		200089_0008000		no don't know	Ship Logic Group	method
				2	2				
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
JHR8314Q020	us_hhs_psc_csat _psc_core_travel _responsive_psc _partner	A6	My PSC partner in this Travel service area is responsive.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel responsive psc partner
				2	2				
				3	3				
				4 Strengty Agree-E	4				
JHR8314Q021	us_hhs_psc_csat	A7	I was informed of the process, any delays, and received follow up communication	Strongly Agree=5 . 1=Strongly Disagree	strongly_agree5 1strongly_disagree		Radio button, scale,	Skip Logic Group*	Core_Travel
JAK0314Q021	_psc_core_travel _communication	R/	r was informed on the process, any delays, and received follow up communication		Isu Ongry_uisagree		no don't know	Skip Logic Group	communication
				2	2				
				3	3				
				4	4				
JHR8314Q022	us hhs nes seat			Strongly Agree=5	strongly_agree5	V	Dadia huttan saala	Chin Logie Crown*	Care Travel timely
JHK6314Q022	us_hhs_psc_csat _psc_core_travel _timely_resoluti on	A8	Any issues I encountered in this Travel area were resolved in a timely manner.	1=Strongly Disagree	1strongly_disagree		Radio button, scale, no don't know	Skip Logic Group*	Core_Travel timely resolution
				2	2				
				3	3				
				4 Strongly Agree-E	4				
		A9	I trust my PSC partner in this Travel service area.	Strongly Agree=5	strongly_agree5		Radio button, scale,	Skip Logic Group*	Core_Travel trust psc
			I dust my FSC partner in this maver service area.					Skip Logic Group	partner
JHR8314Q023	us_hhs_psc_csat _psc_core_travel _trust_psc_partn er	Ay		1=Strongly Disagree	1strongly_disagree	Y	no don't know		
JHR8314Q023	psc core travel	A7		2	2	¥	no don't know		
JHR8314Q023	psc core travel	A7		1=strongy Disagree	2 3	¥	no don't know		
JHR8314Q023	psc core travel	A7		2 3 4	2 3 4	Y	no don't know		
	_psc_core_travel _trust_psc_partn er			2	2 3 4 strongly_agree5	Y			
	psc core travel		My partner understands my mission needs and is interested in meeting my needs	2 2 3 2 4 Strongly Agree=5 2 1=Strongly Disagree 2	2 3 4 strongly_agree5 1strongly_disagree	Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_Travel meets my needs
	psc_core_travel trust_psc_partn er us_hhs_psc_csat psc_core_travel		My partner understands my mission needs and is interested in meeting my needs	2 2 3 2 4 Strongly Agree=5 2 1=Strongly Disagree 2	2 3 4 strongly_agree5 1strongly_disagree 2	Y	Radio button, scale,	Skip Logic Group*	Core_Travel meets my needs
	psc_core_travel trust_psc_partn er us_hhs_psc_csat psc_core_travel		My partner understands my mission needs and is interested in meeting my needs	2 2 3 2 4 Strongly Agree=5 2 1=Strongly Disagree 2	2 3 4 strongly_agree5 1strongly_disagree 2 3	Y	Radio button, scale,	Skip Logic Group*	Core_Travel meets my needs
	psc_core_travel trust_psc_partn er us_hhs_psc_csat psc_core_travel		My partner understands my mission needs and is interested in meeting my needs	2	2 3 4 strongly_agree5 1strongly_disagree 2 2 3 4	Y	Radio button, scale,	Skip Logic Group*	Core_Travel meets my needs
JHR8314Q024	_psc_core_travel _trust_psc_partn er us_hhs_psc_csat _psc_core_travel _meets_my_nee ds	A10	My partner understands my mission needs and is interested in meeting my needs	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 3 4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know		needs
	psc_core_travel trust_psc_partn er us_hhs_psc_csat psc_core_travel		My partner understands my mission needs and is interested in meeting my needs	2	2 3 4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree		Radio button, scale,		Core_Travel meets my needs Core_Travel choose psc
JHR8314Q024	_psc_core_travel _trust_psc_partn er us_hhs_psc_csat _psc_core_travel _meets_my_nee ds us_hhs_psc_csat	A10		2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 3 4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5		Radio button, scale, no don't know Radio button, scale,		needs
JHR8314Q024	_psc_core_travel _trust_psc_partn er us_hhs_psc_csat _psc_core_travel _meets_my_nee ds us_hhs_psc_csat	A10		2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 3 4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree 2 3 4 5 1strongly_disagree 2 3 4 5 1strongly_disagree 2 3 4 5 1strongly_disagree 3 4 5 1strongly_disagree 3 4 5 1strongly_disagree 3 4 5 1strongly_disagree 3 4 5 1strongly_disagree 3 4 5 1strongly_disagree 3 4 5 1strongly_disagree 3 4 5 1strongly_disagree 3 4 5 1strongly_disagree 3 4 5 1strongly_disagree 3 4 5 1strongly_disagree 3 4 5 1strongly_disagree 3 5 1strongly_disagree 5 1strongly_disagree 5 1strongly_disagree 5 1strongly_disagree 5 1strongly_disagree 2 1strongly_disagree 5 1strongly_disagree 5 1strongly_disagree 2 1strongly_disagree 1strongly 1		Radio button, scale, no don't know Radio button, scale,		needs

JHR8314Q026	us_hhs_psc_csat _psc_core_travel	A12	Understanding that there are some inherent codes and regulations PSC must	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel simple
	_simple		follow as a Federal entity, please indicate your agreement with the following statement:							
			The processes, tools, and approaches used by PSC are as simple and logical as possible.							
				2		2	_			
				3		3				
				4	A1	4				
JHR8314Q027	us_hhs_psc_csat	A1	Please share an example of your experience working with PSC for the Travel	Strongly Agree=5	A1	strongly_agree5	N	Text area, no char	Skip Logic Group*	OE Core_Travel simple
	_psc_oe_core_tr avel_simple		service area that demonstrates how the process was simple and logical					limit		
JHR8314Q028	us_hhs_psc_csat _psc_core_travel _sentiment	A13	When you think about this specific Travel service area, which of the following words come to mind? (Choose only three)	Transparent		transparent	Y	Checkbox, one-up vertical	Skip Logic Group*	Core_Travel sentiment
				Trustworthy		trustworthy				
				Reliable		reliable	_		Randomize	
				Inefficient Bureaucratic		inefficient bureaucratic	-			
				Customer service oriented		customer_service_oriented	-			
				Innovative		innovative	-			
				Conventional		conventional				
				Inflexible		inflexible				
				Relevant		relevant				
				None of these		none_of_these			Mutually Exclusive	
JHR8314Q029	us_hhs_psc_csat _psc_oe_core_tr avel_improveme	A14	Do you have any other comments or recommendations for the Travel service area?				N	Text area, no char limit	Skip Logic Group*	OE Core_Travel improvement
JHR8314Q030	us_hhs_psc_csat _psc_oe_core_tr avel_psc_recogn	A15					N	Text area, no char limit	Skip Logic Group*	OE Core_Travel psc recognize
	avel_psc_recogn ize		Would you like to recognize any PSC Travel partners by name?							
JHR8314Q031	us_hhs_psc_csat	B2	Financial Services	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Finance value add
JHK0314Q031	psc core finan	D2	PSC specializes in the analysis and reporting of accounting data, preparation and	1=Strongly Disagree		Istroligiy_disagree	1	no don't know	Skip Logic Group	core_mance value add
	ce_value_add		distribution of financial reports, audited financial statements, financial statement							
			notes, and supplemental information.							
			Based specifically on our basic finance services, please indicate your agreement							
			with the following:							
			Financial Services offerings are value-add to my agency.	2		2 3	_			
			Financial Services offerings are value-add to my agency.	4		4	-			
				Strongly Agree=5		strongly_agree5	-			
JHR8314Q032	us_hhs_psc_csat	B3	Financial Services offerings are cost-effective (in this instance, cost effective means			1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Finance cost
	_psc_core_finan ce_cost_effectiv		my needs are met at a reasonable cost).					no don't know		effective
	e									
				2		2	_			
				3		3	-			
				4		4	-			
				Strongly Agree=5		strongly_agree5				
JHR8314Q033	us_hhs_psc_csat	B4	Financial Services rates were provided upfront and I understood what services I	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Finance rates
	_psc_core_finan ce_rates		would receive at those rates.					no don't know		
				2		2	_			
				3		2 3	-			
				4		4	-			
				Strongly Agree=5		strongly_agree5				
JHR8314Q034	us_hhs_psc_csat	B5		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Finance clear
	_psc_core_finan ce_clear_metho		my satisfaction.					no don't know		method
	d									
				2		2	-			
				3		3	-			
				4		4	-			
				Strongly Agree=5		strongly_agree5				
JHR8314Q035			My DCC portport in the Financial Convices area is responsive			1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Finance
	us_hhs_psc_csat	B6	My PSC partner in the Financial Services area is responsive.	1=Strongly Disagree		The one of The original Processing Construction of the original sectors of the				responsive psc partner
	us_hhs_psc_csat _psc_core_finan ce_responsive_p	B6	My PSC partner in the Pinancial Services area is responsive.	1=Strongly Disagree		150 01 <u>8</u> , <u>1</u> , 100 <u>8</u> , 20		no don't know		
	_psc_core_finan	B6	iny ese partier in the rinancial services area is responsive.	1=Strongly Disagree		1000ng/_000g/cc		no don't know		
	_psc_core_finan ce_responsive_p	B6	wy roc partier in the rinalical services area is responsive.	1=Strongly Disagree		2		no don't know		
	_psc_core_finan ce_responsive_p	B6	wy roc partier in the rinalitian services area is responsive.	1=Strongly Disagree 2 3				no don't know		
	_psc_core_finan ce_responsive_p	B6	wy roc parole in the rinancial services area is responsive.	1=Strongly Disagree 2 3 4		2 3 4		no don't know		
	_psc_core_finan ce_responsive_p sc_partner			2 3 4 Strongly Agree=5		2 3 4 strongly_agree5				
JHR8314Q036	_psc_core_finan ce_responsive_p sc_partner us hhs psc csat		i was informed of the process, any delays, and received follow up communication.	2 3 4 Strongly Agree=5		2 3 4	Y	Radio button, scale,	Skip Logic Group*	Core_Finance
JHR8314Q036	_psc_core_finan ce_responsive_p sc_partner			2 3 4 Strongly Agree=5		2 3 4 strongly_agree5	Y		Skip Logic Group*	
JHR8314Q036	_psc_core_finan ce_responsive_p sc_partner us hhs psc csat			2 3 4 Strongly Agree=5		2 3 4 strongly_agree5	Y	Radio button, scale,	Skip Logic Group*	Core_Finance
JHR8314Q036	_psc_core_finan ce_responsive_p sc_partner us hhs psc csat			2 3 4 Strongly Agree=5		2 3 4 strongly_agree5	Y	Radio button, scale,	Skip Logic Group*	Core_Finance
JHR8314Q036	_psc_core_finan ce_responsive_p sc_partner us hhs psc csat			2 3 4 Strongly Agree=5		2 3 4 strongly_agree5 1strongly_disagree 2 3	Y	Radio button, scale,	Skip Logic Group*	Core_Finance
JHR8314Q036	_psc_core_finan ce_responsive_p sc_partner us hhs psc csat			2 3 4 Strongly Agree=5		2 3 4 strongly_agree5 1strongly_disagree 2	Y	Radio button, scale,	Skip Logic Group*	Core_Finance

JHR8314Q037	us_hhs_psc_csat _psc_core_finan ce_timely_resol ution	<b>B8</b>	Any issues I encountered in the Financial Services area were resolved in a timely manner.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance timely resolution
				2 3		2 3	=			
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q038	us_hhs_psc_csat	B9	I trust my PSC partner in the Financial Services area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Finance trust psc
	_psc_core_finan ce_trust_psc_pa rtner							no don't know		partner
				2		2				
				3		3				
				4		4				
JHR83140039				Strongly Agree=5		strongly_agree5				
INK6314Q039	us_hhs_psc_csat _psc_core_finan ce_meets_my_n eeds	B10	My partner understands my mission needs and is interested in meeting my needs	1=Strongly Disagree		1strongly_disagree	¥	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance meets m needs
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
HR8314Q040	us_hhs_psc_csat _psc_core_finan	B11		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance choose
	ce_choose_psc		Given a choice, I would choose PSC as a partner for the Financial Services area.	2		2		no done know		psc
				2		3				
				3		4				
				Strongly Agree=5		strongly_agree5	_			
IHR8314Q041	us hhs psc csat	B12		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Finance sat
1100140041	_psc_core_finan ce_sat_reports	511	I am satisfied with the quality of the data in the financial reports provided by this service area.	2		2		no don't know	Skip Logic Group	reports
				3		3	_			
				4		4	_			
				Strongly Agree=5		strongly_agree5	_			
HR8314Q042	us_hhs_psc_csat	B13		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Finance audit
	_psc_core_finan ce_audit_comfor t		I felt confident going through an audit as a result of the services provided by the Financial Services area.					no don't know		comfort
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
HR8314Q043	us_hhs_psc_csat _psc_core_finan ce_analysis	B14	The financial data analysis conducted with this service area was relevant and helped me make well informed decisions for my organization	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance analysis
				2		3	_			
				4		4	_			
				Strongly Agree=5		strongly_agree5				
HR8314Q044	us_hhs_psc_csat	B15		1=Strongly Disagree		1strongly_disagree	v	Radio button, scale,	Skip Logic Group*	Core_Finance simple
1163140044	_psc_core_finan ce_simple	815	Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement:	1-30 ongry Disagree		Isu Ongry_Uisagree		no don't know	Skip Logic Group	core_rmance simple
			The processes, tools, and approaches used by PSC are as simple and logical as possible.							
				2		2	_			
				2		2 3	_			
				<u>з</u>	B1	4	_			
				Strongly Agree=5	B1	strongly_agree5	-			
HR8314Q045	us_hhs_psc_csat	B1	Please share an example of your experience working with PSC for the Financial			070	N	Text area, no char	Skip Logic Group*	OE Core_Finance simp
HR8314Q046	_psc_oe_core_fi nance_simple us_hhs_psc_csat	B16	Services area that demonstrates how the process was simple and logical. When you think about the Financial Services area, which of the following words	Transparent		transparent	v	limit Checkbox, one-up	Skip Logic Group*	Core_Finance sentimer
1103140040	_psc_core_finan ce_sentiment	BIO	come to mind? (Choose only three)				'	vertical	Skip Logic Group	core_mance sentiment
				Trustworthy		trustworthy	_		Dan dan la	
				Reliable		reliable	_		Randomize	
				Inefficient		inefficient	_			
				Bureaucratic		bureaucratic	_			
				Customer service oriented		customer_service_oriented	_			
				Innovative Conventional		innovative conventional	_			
				Inflexible		inflexible	_			
				Innexibid		mnexible				
				Delevent		aale				
				Relevant		relevant				
				Relevant None of these		relevant none_of_these		<b>.</b>	Mutually Exclusive	
iR8314Q047	us_hhs_psc_csat	B17					N	Text area, no char	Mutually Exclusive Skip Logic Group*	OE Core_Finance
IR8314Q047	us_hhs_psc_csat _psc_oe_core_fi nance_improve ment	B17	Do you have any other comments or recommendations for the Financial Services				N	Text area, no char limit		OE Core_Finance improvement

	us_hhs_psc_csat _psc_core_finan ce_psc_recogniz e	B18	Would you like to recognize any PSC partners by name?			N	Text area, no char limit	Skip Logic Group*	Core_Finance psc recognize
	us_hhs_psc_csat _psc_core_proc urement_value_ add	C2	Procurement PSC provides comprehensive start-to-finish support for negotiated contracts, simplified acquisitions, and assisted acquisitions. Our certified acquisition professionals oversee the entire acquisition life cycle, including acquisition planning, soliciting and assessing offers: and negotiating, awarding, administering, and closing government contracts. Services offered include: PSC IDIQ Contract, HSPD12 Security Services, BPAS, Contract Vehicles, as well as Simplified and Negotiated. Based specifically on our basic Procurement services, please indicate your agreement with the following:	1=Strongly Disagree	1strongly_disagree	Y		Skip Logic Group*	Core_Procurement value add
			Procurement service offerings are value-add to my agency.	2 3	2 3				
				4 Strongly Agree=5	4 strongly_agree5	_			
	us_hhs_psc_csat _psc_core_proc urement_cost_e ffective	C3	Procurement service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost).	1-Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement cos effective
				2 3 4	2 3 4				
				Strongly Agree=5	strongly_agree5	-			
	us_hhs_psc_csat _psc_core_proc urement_rates	C4	Procurement rates were provided upfront and I understood what services I would receive at those rates.		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement rate
				2 3 4	3				
				Strongly Agree=5	strongly_agree5				
	us_hhs_psc_csat _psc_core_proc urement_clear_ method	C5	The Procurement service method was clear and any questions I had were answered to my satisfaction.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement clea method
				2 3 4	2 3 4				
				Strongly Agree=5	strongly_agree5				
	us_hhs_psc_csat _psc_core_proc urement_respon sive_psc_partner	C6	My PSC partner in the Procurement service area is responsive.	1-Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement responsive psc partner
				2 3 4	2 3 4				
				Strongly Agree=5	strongly_agree5	-			
	us_hhs_psc_csat _psc_core_proc urement_comm unication	C7	I was informed of the process, any delays, and received follow up communication.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement communication
				2 3 4	2 3 4				
				4 Strongly Agree=5	strongly_agree5	-			
	us_hhs_psc_csat _psc_core_proc urement_timely _resolution	C8	Any issues I encountered in the Procurement service area were resolved in a timely manner.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement timely resolution
				2 2 3 2	2 3				
				4	4	_			
	us_hhs_psc_csat _psc_core_proc urement_trust_	С9	I trust my PSC partner in the Procurement service area.	Strongly Agree=5 1=Strongly Disagree	strongly_agree5 1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement trus psc partner
	psc_partner			2 3	2 3	_			
				4	4				
HR8314Q057	us_hhs_psc_csat _psc_core_proc urement meets	C10	My partner understands my mission needs and is interested in meeting my needs.	Strongly Agree=5 1=Strongly Disagree	strongly_agree5 1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement meets my needs
	_my_needs		, y providence of the state of	2	2				
				3	3				
				4 Strongly Agree=5	4 strongly_agree5	_			
HR8314Q058	us_hhs_psc_csat	C11		Strongly Agree=5 1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Procurement
	_psc_core_proc				0/2 0		no don't know		choose psc

								1	1	
				2		2	_			
				3	++	3	_			
				4 Chanala Anna C		4	_			
000440050		640		Strongly Agree=5		strongly_agree5		Deall's houte on and a	China Landa Consult	C D
R8314Q059	us_hhs_psc_csat _psc_core_proc urement_negoti ate	C12	I was able to better negotiate contracts for my organization as a result of the services provided by this service area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement negotiate
	ate									
				2		2				
				3		3 4	_			
				4 Strongly Agree=5		strongly_agree5	_			
IR8314Q060	us_hhs_psc_csat	C13	I felt supported through the acquisition life-cycle by the Procurement service area.	1=Strongly Disagree	+ +	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core Procurement
	_psc_core_proc urement_suppor ted_by_service_ area							no don't know		supported by servic area
				2		2	_			
				3		3 4	_			
				Strongly Agree=5		strongly_agree5	-			
R83140061	us hhs psc csat	C14	am interested in additional services where I could receive comprehensive	1=Strongly Disagree	+ +	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core Procurement
	_psc_core_proc urement_add_se rvices		contract administration support (defining requirements through vendor management).					no don't know		services
				2		2				
				3		3	_			
				4 Strongly Agroom		4 strongly_agroop5	_			
IR8314Q062	us hhs nec cent	C15		Strongly Agree=5 1=Strongly Disagree		strongly_agree5 1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Procurement
103140002	us_hhs_psc_csat _psc_core_proc urement_simple	015	Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement:	1-Strungy Disagree		Isubligy_usagiee		no don't know	Skip Logic Group	simple
			The processes, tools, and approaches used by PSC are as simple and logical as possible.	2		2	_			
				3	+ +	3				
				4	C1	4	-			
				Strongly Agree=5	C1	strongly_agree5				
R8314Q063	us_hhs_psc_csat _psc_oe_core_p rocurement_sim ple	C1	Please share an example of your experience working with PSC for the Procurement service area that demonstrates how the process was simple and logical.				N	Text area, no char limit	Skip Logic Group*	OE Core_Procurem simple
R8314Q064	us_hhs_psc_csat _psc_core_proc urement_sentim	C16	When you think about the Procurement service area, which of the following words come to mind? (Choose only three)	Transparent		transparent	Y	Checkbox, one-up vertical	Skip Logic Group*	Core_Procurement sentiment
	ent									
				Trustworthy		trustworthy				
				Reliable		reliable			Randomize	
				Inefficient		inefficient				
				Bureaucratic		bureaucratic				
				Customer service oriented		customer_service_oriented	_			
				Innovative		innovative	_			
				Conventional		conventional	_			
				Inflexible Relevant		inflexible relevant	_			
				None of these		none_of_these	_		Mutually Exclusive	
R8314Q065	us_hhs_psc_csat	C17		None of these	+ +	nonc_or_mese	N	Text area, no char	Skip Logic Group*	OE Core_Procurem
	_psc_oe_core_p rocurement_imp rovement		Do you have any other comments or recommendations for the Procurement service area?					limit		improvement
R8314Q066	us_hhs_psc_csat _psc_core_proc urement_psc_re cognize	C18	Would you like to recognize any PSC partners by name?				N	Text area, no char limit	Skip Logic Group*	Core_Procurement recognize
R8314Q067	us_hhs_psc_csat _psc_core_grant s_value_add	D2	Grants PSC administers one of only two civilian grant payment systems approved by the Chief Financial Officers Council. Our team has more than 35 years of experience providing federal agencies and grant recipients the tools to manage grant payment	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants value
			requests, and disbursement reporting activities. Based specifically on our basic Grants service, please indicate your agreement with the following:							
			Cranto annias offeninge and use add to	2		2				
			Grants service offerings are value-add to my agency.	4		3 4	_			
				4 Strongly Agree=5		strongly_agree5	-			
R8314Q068	us_hhs_psc_csat	D3	Grants service offerings are cost-effective (in this instance, cost effective means my		+ +	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Grants cost
	psc core grant	20	needs are met at a reasonable cost.	,		200 0161 _0130Bicc		no don't know	- ap cobic circup	effective
	s_cost_effective									
	s_cost_effective			2		2	_			
	s_cost_effective			2 3		2 3 4	_			

R8314Q069 us	is hhs psc csat	D4	Counte vates were previded unfront and tundents ad what can loss two datasets	Strongly Agree=5		strongly_agree5		Radio button, scale,	Chin Lonio Croun*	Care Crente retes
	psc_core_grant	D4	Grants rates were provided upfront and I understood what services I would receiv at those rates.	1=strongly Disagree		1strongly_disagree	Y Y	no don't know	Skip Logic Group*	Core_Grants rates
s_1	_rates									
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
8314Q070 us	s_hhs_psc_csat	D5	The Grants service method was clear and any questions I had were answered to m			1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Grants clear
Lp	psc_core_grant		satisfaction.					no don't know		method
s_	_clear_method									
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
8314Q071 us	s_hhs_psc_csat	D6	My PSC partner in the Grants service area is responsive.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Grants respo
p	psc_core_grant							no don't know		psc partner
s_ c	_responsive_ps _partner									
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
8314Q072 us	is_hhs_psc_csat	D7	I was informed of the process, any delays, and received follow up communication.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Grants
_p	psc_core_grant							no don't know		communication
s_i	_communicatio									
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
8314Q073 us	s_hhs_psc_csat	D8		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Grants timel
Lp	psc_core_grant							no don't know		resolution
	_timely_resolu		Any issues I encountered in the Grants area were resolved in a timely manner.							
10										
				2		2	_			
				3		3	_			
				4		4	_			
				Strongly Agree=5		strongly_agree5				
R8314Q074 us	s_hhs_psc_csat	D9	I trust my PSC partner in the Grants service area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Grants trust
_p	psc_core_grant			0, 0		0,2 0		no don't know		partner
s_1	_trust_psc_part									
ne	ier									
				2		2	_			
				2		3				
				3		4	_			
				Strongly Agree=5		strongly_agree5				
R8314Q075 us	s_hhs_psc_csat	D10		1=Strongly Disagree			v	Radio button, scale,	Skip Logic Group*	Core_Grants meets
	psc_core_grant	DIO		1=Strongly Disagree		1strongly_disagree	r	no don't know	Skip Logic Group	needs
S	_meets_my_ne		My partner understands my mission needs and is interested in meeting my needs.							
ed	ds									
				2		2				
				2		2 3				
				3		4				
				4 Chronoby Aprop-E						
00014007(		D44		Strongly Agree=5		strongly_agree5	V	De d'a location availa	China La sila Consumit	Come Comptendents
R8314Q076 us	s_hhs_psc_csat psc_core_grant	D11		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants choos
_P s	_choose_psc		Given a choice, I would choose PSC as a partner for the Grants area.					no don c know		
[-				-						
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
R8314Q077 us	s_hhs_psc_csat psc_core_grant	D12	Customer service was responsive and representatives were able to answer all my questions in the Grants service area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants custo service
	_customer_serv		questions in the orants service area.					no don c know		Scivice
ice	ce –									
				-						
				2		2				
				3		3				
				Chromoly Assoc - F		4				
00440072	. hha a	Dea		Strongly Agree=5		strongly_agree5		De d'a hutt	China Landa C	6
8314Q078 us	s_hhs_psc_csat psc_core_grant	D13	Understanding that there are some inherent codes and regulations PSC must	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants simpl
_p	_simple		follow as a Federal entity, please indicate your agreement with the following							
			statement:							
			The processes, tools, and approaches used by PSC are as simple and logical as							
			possible.							
				2		2				
				3		3				
				4	D1	4				
				Strongly Agree=5	D1	strongly_agree5				
R8314Q079 us	is_hhs_psc_csat	D1	Please share an example of your experience working with PSC for the Grants				N	Text area, no char	Skip Logic Group*	OE Core_Grants sin
	nsc oe core gr		service area that demonstrates how the process was simple and logical					limit		
R8314Q079 us	is_hhs_psc_csat psc_oe_core_gr nts_simple	D1	Please share an example of your experience we service area that demonstrates how the process	orking with PSC for the Grants as was simple and logical	orking with PSC for the Grants ss was simple and logical	orking with PSC for the Grants several s	orking with PSC for the Grants services and the service of the Grants services and the service of the Grants services and the se	orking with PSC for the Grants N s was simple and logical N	orking with PSC for the Grants N Text area, no char I imit	orking with PSC for the Grants N Text area, no char Skip Logic Group* Is was simple and logical limit

	us_hhs_psc_csat _psc_core_grant s_sentiment	D14	When you think about the Grants service area, which of the following words come to mind? (Choose only three)	Transparent	transparent	Y	Checkbox, one-up vertical	Skip Logic Group*	Core_Grants sentimer
				Trustworthy	trustworthy				
				Reliable	reliable			Randomize	
				Inefficient	inefficient	_			
						-			
				Bureaucratic	bureaucratic	_			
				Customer service oriented	customer_service_oriented				
				Innovative	innovative				
				Conventional	conventional	-			
				Inflexible	inflexible				
				Relevant	relevant	_			
						_			
				None of these	none_of_these			Mutually Exclusive	
IR8314Q081	us_hhs_psc_csat	D15				N	Text area, no char	Skip Logic Group*	OE Core_Grants
	_psc_oe_core_gr ants_improveme nt		Do you have any other comments or recommendations for the Grants service area	•			limit		improvement
0001100000		D4/				N	T	Chile Landa Courses	Come Cometa and
R8314Q082	us_hhs_psc_csat _psc_core_grant s_psc_recognize	D16	Would you like to recognize any PSC partners by name?			N	Text area, no char limit	Skip Logic Group*	Core_Grants psc recognize
R8314Q083	us_hhs_psc_csat	E2	Facility Management	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_FM value add
(0314Q003	_psc_core_fm_v alue_add		PSC serves in several facility-related roles. For this survey section, please focus onl on:		Isti Oligiy_uisagiee	'	no don't know	Skip Logic Group	Core_PM value aud
			Building operations at 5600 Fishers Lane and the SW Complex Construction and project management support						
			Based specifically on your engagement with PSC facilities team, please indicate your agreement with the following:						
			your agreement with the following.						
			Casility Management and in effecting an entry large little	2	2	_			
			Facility Management service offerings are value-add to my agency.	3	3	_			
				4	4				
				Strongly Agree=5	strongly_agree5				
R8314Q084	been believe and a second	50	For the Management of the first state of the first			Y	De d'a location accele	China La sila Cassara A	Come FMA control (Control
K6314Q064	us_hhs_psc_csat _psc_core_fm_c ost_effective	E3	Facility Management service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost).	1=Strongly Disagree	1strongly_disagree		Radio button, scale, no don't know	Skip Logic Group*	Core_FM cost effectiv
				2	2 3	_			
				3					
				4	4				
				Strongly Agree=5	strongly_agree5				
R8314Q085	us hhe nee cost	E4	Facility Management rates were provided upfront and I understood what services			V	Radio button, scale,	Skip Logic Group*	Core_FM rates
K0314Q005	us_hhs_psc_csat _psc_core_fm_r ates		would receive at those rates.		1strongly_disagree	_ '	no don't know	Skip Logic Group	core_rivitates
				2	2	_			
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5	_			
R8314Q086	us_hhs_psc_csat _psc_core_fm_cl ear_method	E5	The Facility Management service method was clear and any questions I had were answered to my satisfaction.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM clear meth
				2	2	_			
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5	-			
R8314Q087	us_hhs_psc_csat _psc_core_fm_r esponsive_psc_p artner	E6	My PSC partner in the Facility Management service area is responsive.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM responsive partner
				2	2				
				3	3				
					4	-			
						_			
				Strongly Agree=5	strongly_agree5				
	us_hhs_psc_csat _psc_core_fm_c	E7	I was informed of the process, any delays, and received follow up communication.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM communication
IR8314Q088	ommunication					_			
K8314Q088	ommunication			2	2				
K8314Q088	ommunication			2	3	_			
(8314Q088	ommunication			2 3 4					
(8314Q088	ommunication			2 3 3 4 5 Strongly Agree=5	3 4				
	ommunication	50		67.6	3 4 strongly_agree5		Dedle heaters and		Care FM North
	us_hhs_psc_csat psc_core_fm_ti mely_resolution	E8	Any issues I encountered in this area were resolved in a timely manner.	2 3 3 4 4 Strongly Agree=5 1 1=Strongly Disagree	3 4	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM timely resolution
	ommunication us_hhs_psc_csat _psc_core_fm_ti	E8	Any issues I encountered in this area were resolved in a timely manner.	67.6	3 4 strongly_agree5 1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM timely resolution
	ommunication us_hhs_psc_csat _psc_core_fm_ti	E8	Any issues I encountered in this area were resolved in a timely manner.	67.6	3 4 strongly_agree5 1strongly_disagree 2	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM timely resolution
	ommunication us_hhs_psc_csat _psc_core_fm_ti	E8	Any issues I encountered in this area were resolved in a timely manner.	67.6	3 4 strongly_agree5 1strongly_disagree 2 3	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM timely resolution
	ommunication us_hhs_psc_csat _psc_core_fm_ti	E8	Any issues I encountered in this area were resolved in a timely manner.	67.6	3 4 strongly_agree5 1strongly_disagree 2	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM timely resolution
	ommunication us_hhs_psc_csat _psc_core_fm_ti	E8	Any issues I encountered in this area were resolved in a timely manner.	1=Strongly Disagree	3 3 strongly_agree5 1strongly_disagree 2 3 4	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM timely resolution
R8314Q089	us_hhs_psc_csat _psc_core_fm_ti mely_resolution			1=Strongly Disagree 2 3 4 Strongly Agree=5	3 4 strongly_agree5 1strongly_disagree 2 3 4 4 strongly_agree5	Y	no don't know		resolution
R8314Q089	ommunication us_hhs_psc_csat _psc_core_fm_ti		Any issues I encountered in this area were resolved in a timely manner.	1=Strongly Disagree	3 3 strongly_agree5 1strongly_disagree 2 3 4	Y Y Y	Radio button, scale, no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_FM timely resolution Core_FM trust psc partner
	ommunication us_hhs_psc_csat _psc_core_fm_ti mely_resolution us_hhs_psc_csat _psc_core_fm_tr			1=Strongly Disagree 2 3 4 Strongly Agree=5	3 4 strongly_agree5 1strongly_disagree 2 3 4 4 strongly_agree5	Y Y	no don't know		resolution Core_FM trust psc

	1			4		4				
				Strongly Agree=5		strongly_agree5	-			
JHR8314Q091	us_hhs_psc_csat	E10		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_FM meets my
	psc core fm							no don't know		needs
	meets_my_need		My partner understands my mission needs and is interested in meeting my needs.							
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
IR8314Q092	us_hhs_psc_csat	E11		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_FM choose psc
	_psc_core_fm_c hoose_psc		Given a choice, I would choose PSC as a partner for the Facility Management area.					no don't know		
				2		2				
				3		3				
				4 Channels Association	_	4	_			
IR8314Q093	us bhe nee cost	E10		Strongly Agree=5		strongly_agree5	V	Dedie hutten seele	Chin Loois Crown*	Core FM Sat service
1K0314Q093	us_hhs_psc_csat _psc_core_fm_s	E12	I am satisfied with the facilities management of this service area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	COLE_LIM SAL SELVICE
	at_service		i am satisfied with the facilities management of this service area.							
				2	_	2	_			
				2	_	3	_			
				4	-	4	-			
				Strongly Agree=5	-	strongly_agree5	-			
R8314Q094	us_hhs_psc_csat	E13		1=Strongly Disagree	-	1strongly_disagree	- v	Radio button, scale,	Skip Logic Group*	Core_FM Staff
	_psc_core_fm_st		Staff are courteous and responsive when conducting maintenance on facilities.					has don't know		
	aff									
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
				Does not apply		does_not_apply				
R8314Q095	us_hhs_psc_csat	E14		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_FM facilities
	_psc_core_fm_f		My facilities are in compliance with all safety requirements as a result of the work					no don't know		-
	acilities		performed by the Facility Management service area.							
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
R8314Q096	us_hhs_psc_csat	E15		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_FM simple
	_psc_core_fm_si		Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following					no don't know		
	mple		statement:							
			The processes, tools, and approaches used by PSC are as simple and logical as possible.							
			possible.							
				2		2				
				3		3				
				4	E1	4				
				Strongly Agree=5	E1	strongly_agree5				
IR8314Q097	us_hhs_psc_csat	E1	Please share an example of your experience working with PSC for the Facility				N	Text area, no char	Skip Logic Group*	OE Core_FM simple
	_psc_oe_core_f m_simple		Management service area that demonstrates how the process was simple and logical.					llimit		
			iogical.							
IR8314Q098	us_hhs_psc_csat									
		E16	When you think about the Facility Management service area, which of the	Transparent		transparent	Y	Checkbox, one-up	Skip Logic Group*	Core_FM sentiment
	_psc_core_fm_s	E16	When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)	Transparent		transparent	Y	Checkbox, one-up vertical	Skip Logic Group*	Core_FM sentiment
	_psc_core_rm_s entiment	E16	When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)				Y		Skip Logic Group*	Core_FM sentiment
	_psc_core_rm_s entiment	E16	When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)	Trustworthy		trustworthy	Y			Core_FM sentiment
	_psc_core_rm_s entiment	E16	When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)	Trustworthy Reliable		trustworthy reliable	Y		Skip Logic Group*	Core_FM sentiment
	_psc_core_rm_s entiment	E16	When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)	Trustworthy Reliable Inefficient		trustworthy reliable inefficient	Y			Core_FM sentiment
	_psc_core_rm_s entiment	E16	When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)	Trustworthy Reliable Inefficient Bureaucratic		trustworthy reliable inefficient bureaucratic	Y			Core_FM sentiment
	_psc_core_rm_s entiment	E16	When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented		trustworthy reliable inefficient bureaucratic customer_service_oriented	Y			Core_FM sentiment
	_psc_core_rm_s entiment	E16	When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative	Y			Core_FM sentiment
	_psc_core_rm_s entiment	E16	When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional	Y			Core_FM sentiment
	_psc_core_rm_s entiment	E16	When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible	Y			Core_FM sentiment
	_psc_core_rm_s entiment	E16	When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant	Y		Randomize	Core_FM sentiment
	entiment		When you think about the Facility Management service area, which of the following words come to mind? (Choose only three)	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible		vertical	Randomize Mutually Exclusive	
R8314Q099	us_hhs_psc_csat	E16	following words come to mind? (Choose only three)	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant	Y N	vertical Text area, no char	Randomize	OE Core_FM
R8314Q099	us_hhs_psc_csat _psc_oe_core_f		following words come to mind? (Choose only three)	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant		vertical	Randomize Mutually Exclusive	
R8314Q099	us_hhs_psc_csat		following words come to mind? (Choose only three)	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant		vertical Text area, no char	Randomize Mutually Exclusive	OE Core_FM
IR8314Q099	us_hhs_psc_csat _psc_oe_core_f m_improvement	E17	following words come to mind? (Choose only three)	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant	N	vertical Text area, no char llimit	Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM improvement
	entiment us_hhs_psc_csat _psc_oe_core_f m_improvement us_hhs_psc_csat	E17	following words come to mind? (Choose only three) Do you have any other comments or recommendations for the Facility Management service area?	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant	N	vertical Text area, no char limit Text area, no char	Randomize Mutually Exclusive	OE Core_FM improvement
	us_hhs_psc_csat _psc_oe_core_f m_improvement us_hhs_psc_csat _psc_core_fm_p	E17	following words come to mind? (Choose only three)	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant	N	vertical Text area, no char limit	Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM improvement
R8314Q100	us_hhs_psc_csat _psc_oe_core_f m_improvement us_hhs_psc_csat _psc_core (fm_p _psc_crece_fm_p sc_recognize	E17 E18	following words come to mind? (Choose only three) Do you have any other comments or recommendations for the Facility Management service area? Would you like to recognize any PSC partners by name?	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these	N	Text area, no char limit limit	Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM improvement Core_FM psc recogniz
R8314Q100	entiment us_hhs_psc_csat _psc_oe_core_f improvement us_hhs_psc_csat _psc_core_fm_p sc_recognize us_hhs_psc_csat	E17 E18	following words come to mind? (Choose only three) Do you have any other comments or recommendations for the Facility Management service area? Would you like to recognize any PSC partners by name? Records Management / Document Conversion	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant	N	vertical Text area, no char limit Text area, no char limit Radio button, scale,	Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM improvement Core_FM psc recogni
R8314Q100	entiment us_hhs_psc_csat _psc_oe_core_f improvement us_hhs_psc_csat _psc_core_fm_p sc_recognize us_hhs_psc_csat	E17 E18	following words come to mind? (Choose only three) Do you have any other comments or recommendations for the Facility Management service area? Would you like to recognize any PSC partners by name? Records Management / Document Conversion PSC's conversion experts assist your agency with the Presidential Directive on Managing Government Records. Freeze the Facility Presidential Directive on Managing Government Records. Freeze the Facility Presidential Directive on Managing Government Records. Freeze the Facility Presidential Directive on	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these	N	Text area, no char limit limit	Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM improvement Core_FM psc recogni
R8314Q100	us_hhs_psc_csat _psc_oe_core_f m_improvement us_hhs_psc_csat _psc_core (fm_p _psc_crece_fm_p sc_recognize	E17 E18	following words come to mind? (Choose only three) Do you have any other comments or recommendations for the Facility Management service area? Would you like to recognize any PSC partners by name? Records Management / Document Conversion PSC's conversion experts assist your agency with the Presidential Directive on Managing Government Records, Freeze the Footprint Policy, and Data Center Consolidation Mandates. PSC provides expert advice to federal agencies who are	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these	N	vertical Text area, no char limit Text area, no char limit Radio button, scale,	Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM improvement Core_FM psc recogni
R8314Q100	entiment us_hhs_psc_csat _psc_oe_core_f improvement us_hhs_psc_csat _psc_core_fm_p sc_recognize us_hhs_psc_csat	E17 E18	following words come to mind? (Choose only three) Do you have any other comments or recommendations for the Facility Management service area? Would you like to recognize any PSC partners by name? Records Management / Document Conversion PSC's conversion experts assist your agency with the Presidential Directive on Managing Government Records, Freeze the Footprint Policy, and Data Center Consolidation Mandates. PSC provides expert advice to federal agencies who are esching ways to improve information asset management their	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these	N	vertical Text area, no char limit Text area, no char limit Radio button, scale,	Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM improvement Core_FM psc recogni
R8314Q100	entiment us_hhs_psc_csat _psc_oe_core_f improvement us_hhs_psc_csat _psc_core_fm_p sc_recognize us_hhs_psc_csat	E17 E18	following words come to mind? (Choose only three) Do you have any other comments or recommendations for the Facility Management service area? Would you like to recognize any PSC partners by name? Records Management / Document Conversion PSC's conversion experts assist your agency with the Presidential Directive on Managing Government Records, Freeze the Footprint Policy, and Data Center Consolidation Mandates. PSC provides expert advice to federal agencies who are	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these	N	vertical Text area, no char limit Text area, no char limit Radio button, scale,	Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM improvement Core_FM psc recogni
R8314Q100	entiment us_hhs_psc_csat _psc_oe_core_f improvement us_hhs_psc_csat _psc_core_fm_p sc_recognize us_hhs_psc_csat	E17 E18	following words come to mind? (Choose only three) Do you have any other comments or recommendations for the Facility Management service area? Would you like to recognize any PSC partners by name? Records Management / Document Conversion SPC's conversion experts assist your agency with the Presidential Directive on Managing Government Records, Freeze the Footprint Policy, and Data Center Consolidation Mandates. PSC provides expert advice to federal agencies who are seeking ways to improve information asset management while decreasing their physical footprint.	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these  1=Strongly Disagree		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these	N	vertical Text area, no char limit Text area, no char limit Radio button, scale,	Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM improvement Core_FM psc recogni
	entiment us_hhs_psc_csat _psc_oe_core_f improvement us_hhs_psc_csat _psc_core_fm_p sc_recognize us_hhs_psc_csat	E17 E18	following words come to mind? (Choose only three)  Do you have any other comments or recommendations for the Facility  Management service area?  Would you like to recognize any PSC partners by name?  Records Management / Document Conversion  PSC's conversion experts assist your agency with the Presidential Directive on Managing Government Records, Freeze the Fociprint Policy, and Data Center Consolidation Mandates. PSC provides expert advice to federal agencies who are eskeing ways to improve information asset management while decreasing their physical footprint.	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these  1=Strongly Disagree		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these	N	vertical Text area, no char limit Text area, no char limit Radio button, scale,	Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM improvement Core_FM psc recogni
R8314Q100	entiment us_hhs_psc_csat _psc_oe_core_f improvement us_hhs_psc_csat _psc_core_fm_p sc_recognize us_hhs_psc_csat	E17 E18	following words come to mind? (Choose only three) Do you have any other comments or recommendations for the Facility Management service area? Would you like to recognize any PSC partners by name? Records Management / Document Conversion SPC's conversion experts assist your agency with the Presidential Directive on Managing Government Records, Freeze the Footprint Policy, and Data Center Consolidation Mandates. PSC provides expert advice to federal agencies who are seeking ways to improve information asset management while decreasing their physical footprint.	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these  1=Strongly Disagree		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these	N	vertical Text area, no char limit Text area, no char limit Radio button, scale,	Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM improvement Core_FM psc recogni
R8314Q100	entiment us_hhs_psc_csat _psc_oe_core_f improvement us_hhs_psc_csat _psc_core_fm_p sc_recognize us_hhs_psc_csat	E17 E18	following words come to mind? (Choose only three) Do you have any other comments or recommendations for the Facility Management service area? Would you like to recognize any PSC partners by name? Records Management / Document Conversion SPC's conversion experts assist your agency with the Presidential Directive on Managing Government Records, Freeze the Footprint Policy, and Data Center Consolidation Mandates. PSC provides expert advice to federal agencies who are seeking ways to improve information asset management while decreasing their physical footprint.	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these  1=Strongly Disagree		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these 1strongly_disagree	N	vertical Text area, no char limit Text area, no char limit Radio button, scale,	Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM improvement Core_FM psc recogni
R8314Q100	entiment us_hhs_psc_csat _psc_oe_core_f improvement us_hhs_psc_csat _psc_core_fm_p sc_recognize us_hhs_psc_csat	E17 E18	following words come to mind? (Choose only three) Do you have any other comments or recommendations for the Facility Management service area? Would you like to recognize any PSC partners by name? Records Management / Document Conversion PSC's conversion experts assist your agency with the Presidential Directive on Managing Government Records, Freeze the Footprint Policy, and Data Center Consolidation Mandates. PSC provides expert advice to federal agencies who are seeking ways to improve information asset management while decreasing their physical footprint. Based specifically on our basic Records Management services, please indicate your agreement with the following:	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these  1=Strongly Disagree		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these 1strongly_disagree	N	vertical Text area, no char limit Text area, no char limit Radio button, scale,	Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM improvement
R8314Q100	entiment us_hhs_psc_csat _psc_oe_core_f improvement us_hhs_psc_csat _psc_core_fm_p sc_recognize us_hhs_psc_csat	E17 E18	following words come to mind? (Choose only three) Do you have any other comments or recommendations for the Facility Management service area? Would you like to recognize any PSC partners by name? Records Management / Document Conversion SPC's conversion experts assist your agency with the Presidential Directive on Managing Government Records, Freeze the Footprint Policy, and Data Center Consolidation Mandates. PSC provides expert advice to federal agencies who are seeking ways to improve information asset management while decreasing their physical footprint.	Trustworthy Reliable Inefficient Bureaucratic Customer service oriented Innovative Conventional Inflexible Relevant None of these  1=Strongly Disagree		trustworthy reliable inefficient bureaucratic customer_service_oriented innovative conventional inflexible relevant none_of_these 1strongly_disagree	N	vertical Text area, no char limit Text area, no char limit Radio button, scale,	Randomize Mutually Exclusive Skip Logic Group*	OE Core_FM improvement Core_FM psc recogni

JHR8314Q102 JHR8314Q103	us_hhs_psc_csat _psc_core_rmdc _cost_effective us_hhs_psc_csat	F3							
	_psc_core_rmdc _cost_effective	F3		Strongly Agree=5	strongly_agree5		De d'a hattan anala	Chin Laula Course	Come DMDC cost
HR8314Q103	us bbs psc csat		Records Management / Document Conversion service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost).	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC cost effective
IR8314Q103	us hhs nsc csat			2	2				
IR8314Q103	us bhs nsc csat			3	3				
R8314Q103	us hhs nsc csat			4	4				
IR8314Q103	us hhs nsc csat			Strongly Agree=5	strongly_agree5				
	as_ms_psc_csac	F4	Records Management / Document Conversion rates were provided upfront and I	1=Strongly Disagree	1strongly_disagree	Y		Skip Logic Group*	Core_RMDC rates
	_psc_core_rmdc _rates		understood what services I would receive at those rates.	2	2		no don't know		
				2					
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
IR8314Q104	us_hhs_psc_csat _psc_core_rmdc _clear_method	F5	The Records Management / Document Conversion service method was clear and any questions I had were answered to my satisfaction.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC clear method
				2	2 3				
				4	4				
				Strongly Agree=5					
					strongly_agree5				
IR8314Q105	us_hhs_psc_csat _psc_core_rmdc _responsive_psc _partner	F6	My PSC partner in this service area is responsive.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC responsiv psc partner
				2	2				
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
002140104	us bhe nee cost		I was informed of the process, any delays, and received follow up communication.	1=Strongly Disagree		V	Dedie hutten seele	Chin Lonie Croun*	Care BMDC
R8314Q106	us_hhs_psc_csat _psc_core_rmdc _communication	F7	I was informed of the process, any delays, and received follow up communication.	1*Strongiy Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC communication
				2					
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
R8314Q107	us_hhs_psc_csat	F8		1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_RMDC timely
	_psc_core_rmdc _timely_resoluti on		Any issues I encountered in the Records Management / Document Conversion area were resolved in a timely manner.		2		no don't know		resolution
				2					
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
R8314Q108	us_hhs_psc_csat _psc_core_rmdc _trust_psc_partn er	F9	I trust my PSC partner in the Records Management / Document Conversion service area.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC trust psc partner
				2	2				
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
R8314Q109	us_hhs_psc_csat	F10		1=Strongly Disagree		V	Radio button, scale,	Skip Logic Group*	Core_RMDC meets m
1K0314Q109		F10	My partner understands my mission needs and is interested in meeting my needs.	1-strongly bisagree	1strongly_disagree		no don't know	Skip Logic Group	needs
				2	2				
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
R8314Q110	us_hhs_psc_csat _psc_core_rmdc _success_erm	F11	My transition to Electronic Records Management (ERM) was successful as a result of the work performed by the Records Management / Document Conversion service area.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC success ERM
				2		_			
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
		F12	The archiving and organization of my files was customized to meet my needs.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC archive customized
R8314Q111	us_hhs_psc_csat _psc_core_rmdc _archive_custom ized								
R8314Q111	psc_core_rmdc archive custom			2	2				
R8314Q111	psc_core_rmdc archive custom			2	2				
8314Q111	psc_core_rmdc archive custom			3	3				
R8314Q111	psc_core_rmdc archive custom			2 3 4					
	psc_core_rmdc archive custom			2 3 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	3				
	_psc_core_rmdc _archive_custom ized	F13			3 4 strongly_agree5		Radio button, scale	Skip Logic Groun*	Core RMDC time
	psc_core_rmdc archive custom	F13	The overall quality and time to complete the project met or exceeded our expectations.	2 3 3 4 4 5trongly Agree=5 1 1=Strongly Disagree	3 4 strongly_agree5 1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC time complete project
IR8314Q111	_psc_core_rmdc _archive_custom ized us_hhs_psc_csat _psc_core_rmdc ttme_complete	F13			3 4 strongly_agree5	Y		Skip Logic Group*	

				4		4				
				Strongly Agree=5		strongly_agree5				
R8314Q113	us_hhs_psc_csat _psc_core_rmdc _meets_needs_ off_site	F14	The Records Management / Document Conversion service area met my needs by accommodating scanning of documents off site and as needed for various projects.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC meets needs off site
						-	_			
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
8314Q114	us_hhs_psc_csat _psc_core_rmdc _simple	F15	Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement: The processes, tools, and approaches used by PSC are as simple and logical as	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC simple
			possible.	2		2	_			
				2	_	3	_			
				4	F1	4	-			
				Strongly Agree=5	F1	strongly_agree5	_			
314Q115	us_hhs_psc_csat	F1	Please share an example of your experience working with PSC for the Records	Strongly Agree-5		Sti Oligiy_agrees	N	Text area, no char	Rank Group*	OE Core_RMDC sir
	_psc_oe_core_r mdc_simple		Management / Document Conversion service area that demonstrates how the process was simple and logical.					limit		
8314Q116	us_hhs_psc_csat _psc_core_rmdc _sentiment	F16	When you think about the Records Management / Document Conversion service area, which of the following words come to mind? (Choose only three)	Transparent		transparent	Y	Checkbox, one-up vertical	Skip Logic Group*	Core_RMDC sentim
				Trustworthy		trustworthy				
				Reliable		reliable			Randomize	
				Inefficient		inefficient				
				Bureaucratic		bureaucratic				
				Customer service oriented		customer_service_oriented				
				Innovative		innovative				
				Conventional		conventional				
				Inflexible		inflexible				
				Relevant		relevant				
				None of these		none_of_these			Mutually Exclusive	
314Q117	us_hhs_psc_csat _psc_oe_core_r mdc_improveme nt	F17	Do you have any other comments or recommendations for the Records Management / Document Conversion service area?				N	Text area, no char limit	Skip Logic Group*	OE Core_RMDC improvement
314Q118	us_hhs_psc_csat _psc_core_rmdc _psc_recognize	F18	Would you like to recognize any PSC partners by name?				N	Text area, no char limit	Skip Logic Group*	Core_RMDC psc recognize
3314Q119	us_hhs_psc_csat _psc_core_och_ value_add	G2	Occupational Health PSC offers Behavioral Health Services including Employee Assistance Programs, Work/life programs, and Organizational Leadership and Development services; Clinical Health Services; and Environmental Health and Safety Services. Our services include: Automated external defibrillator, Employee assistance program. Environmental Health and safety FedStrive, Health clients, Medical Employability, Medical surveillance, Organizational development and leadership, Psychological testing and evaluation, Wellness and health promotion, Work/Life, and Workers compensation management. Based specifically on our basic Federal Occupational Health (FOH) services, please indicate your agreement with the following:	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_OCH value a
				2		2	_			
						2				
			Occupational Health service offerings are value-add to my agency.	3		3	_			
			Occupational Health service offerings are value-add to my agency.	3		3				
			Occupational Health service offerings are value-add to my agency.	2 3 4 Strongly Agree=5		4				
314Q120	us_hhs_psc_csat _psc_core_och_ cost_effective	G3	Occupational Health service offerings are value-add to my agency. Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost).	3 4 Strongly Agree=5 1=Strongly Disagree			Y	Radio button, scale, no don't know	Skip Logic Group*	Core_OCH cost e
i14Q120	_psc_core_och_	G3	Occupational Health service offerings are cost-effective (in this instance, cost			4 strongly_agree5	Y		Skip Logic Group*	Core_OCH cost e
14Q120	_psc_core_och_	G3	Occupational Health service offerings are cost-effective (in this instance, cost			4 strongly_agree5 1strongly_disagree	Y		Skip Logic Group*	Core_OCH cost e
14Q120	_psc_core_och_	G3	Occupational Health service offerings are cost-effective (in this instance, cost			4 strongly_agree5 1strongly_disagree 2	Y		Skip Logic Group*	Core_OCH cost e
14Q120	_psc_core_och_	G3	Occupational Health service offerings are cost-effective (in this instance, cost	1+Strongly Disagree 2 3 4 4		4 strongly_agree5 1strongly_disagree 2 3 4	Y		Skip Logic Group*	Core_OCH cost e
	_psc_core_och_ cost_effective		Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost).	1-Strongly Disagree 2 3 4 Strongly Agree=5		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5	Y	no don't know		
	_psc_core_och_	G3 G4	Occupational Health service offerings are cost-effective (in this instance, cost	1-Strongly Disagree 2 3 4 Strongly Agree=5		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree	Y Y Y			Core_OCH cost e
	_psc_core_och_ cost_effective us_hhs_psc_csat		Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost). Occupational Health rates were provided upfront and I understood what services I	1-Strongly Disagree 2 3 4 Strongly Agree=5		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_agree5 1strongly_disagree 2	Y Y	Radio button, scale,		
	_psc_core_och_ cost_effective us_hhs_psc_csat		Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost). Occupational Health rates were provided upfront and I understood what services I	1-Strongly Disagree 2 3 4 Strongly Agree=5		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree 2 3 3	Y Y	Radio button, scale,		
	_psc_core_och_ cost_effective us_hhs_psc_csat		Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost). Occupational Health rates were provided upfront and I understood what services I	1=Strongly Disagree 2 3 4 Strongly Agree=5 1=Strongly Disagree 2 3 4 4		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree 2 3 4 4	Y Y	Radio button, scale,		
314Q121	_psc_core_och_ cost_effective us_hhs_psc_csat _psc_core_och_r ates	G4	Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost). Occupational Health rates were provided upfront and I understood what services I would receive at those rates.	1-Strongly Disagree 2 3 4 Strongly Agree=5 1-Strongly Disagree 2 3 4 Strongly Agree=5 5 Strongly Agree=5		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_agree5 2 3 4 strongly_agree5 4 strongly_agree5	Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_OCH rates
314Q121	_psc_core_och_ cost_effective us_hhs_psc_csat		Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost). Occupational Health rates were provided upfront and I understood what services I	1=Strongly Disagree 2 3 4 Strongly Agree=5 1=Strongly Disagree 2 3 4 4		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_agree5 1strongly_disagree	Y Y Y Y	Radio button, scale,		Core_OCH rates
314Q121	_psc_core_och_ cost_effective us_hhs_psc_csat _psc_core_och_r ates	G4	Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost). Occupational Health rates were provided upfront and I understood what services I would receive at those rates. The Occupational Health service method was clear and any questions I had were	1-Strongly Disagree 2 3 4 Strongly Agree=5 1-Strongly Disagree 2 3 4 Strongly Agree=5 5 Strongly Agree=5		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_agree5 1strongly_disagree 2	Y Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_OCH rates
314Q121	_psc_core_och_ cost_effective us_hhs_psc_csat _psc_core_och_r ates	G4	Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost). Occupational Health rates were provided upfront and I understood what services I would receive at those rates. The Occupational Health service method was clear and any questions I had were	1-Strongly Disagree 2 3 4 Strongly Agree=5 1-Strongly Disagree 2 3 4 Strongly Agree=5 5 Strongly Agree=5		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongl	Y Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_OCH rates
314Q120 314Q121 314Q122	_psc_core_och_ cost_effective us_hhs_psc_csat _psc_core_och_r ates	G4	Occupational Health service offerings are cost-effective (in this instance, cost effective means my needs are met at a reasonable cost). Occupational Health rates were provided upfront and I understood what services I would receive at those rates. The Occupational Health service method was clear and any questions I had were	1-Strongly Disagree 2 3 4 Strongly Agree=5 1-Strongly Disagree 2 3 4 Strongly Agree=5 5 Strongly Agree=5		4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_agree5 1strongly_disagree 2	Y Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_OCH cost ef

PHEORE         And and a set of the set of th	JHR8314Q123	us_hhs_psc_csat _psc_core_och_i esponsive_psc_p artner	-	My PSC partner in the Occupational Health service area is responsive.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_OCH responsive psc partner
IBC 40, 10, 10, 10, 10, 10, 10, 10, 10, 10, 1					2 3 4	3 4				
Answer of a sector	JHR8314Q124	_psc_core_och_	G7	I was informed of the process, any delays, and received follow up communication.			Y		Skip Logic Group*	
BBESURD         LAP (a. C. C. ) (a. C. )         Constrained (a. )         Description (a. ) <thdescription (a. )         <thdescription (a. )         <t< td=""><td></td><td></td><td></td><td></td><td>2</td><td>3</td><td></td><td></td><td></td><td></td></t<></thdescription </thdescription 					2	3				
No.										
Heat of the section of the sectin of the section of the section of the section of the se	JHR8314Q125	_psc_core_och_	G8	Any issues I encountered in the Occupational Health area were resolved in a timely manner.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	
Initial Line Line Line Line Line Line Line Line					2 3 4	3 4				
Accurate of a set of the set of										
Answer of the second	JHR8314Q126	_psc_core_och_t	G9	I trust my PSC partner in the Occupational Health service area.	1=Strongly Disagree	1strongly_disagree	Y		Skip Logic Group*	
JHR21101         C_MIC_CCM         60         Application         Applica					2 3 4	3				
jp: cr: cr: cr: cr: cr: cr: cr: cr: cr: cr										
NHEST 401         Amount         Amou	JHR8314Q127	_psc_core_och_	G10	My partner understands my mission needs and is interested in meeting my needs.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	
BR8340130         M. M. M. K. GU         G11 2000, PC         G12 Composition         G13 Composition         G14 Composition					2 3 4 4	3 4				
Image: Processing of the process of the pro	IUD92140129	us bbs pss seat	611					Padio button, ccalo	Skip Logic Group*	Coro, OCH, chooso pro
Amb         Amb <td>JHK0314Q120</td> <td>_psc_core_och_</td> <td>GII</td> <td>Given a choice, I would choose PSC as a partner for the Occupational Health area.</td> <td>2</td> <td></td> <td>_ '</td> <td>no don't know</td> <td>Skip Logic Group</td> <td>Core_och choose psc</td>	JHK0314Q120	_psc_core_och_	GII	Given a choice, I would choose PSC as a partner for the Occupational Health area.	2		_ '	no don't know	Skip Logic Group	Core_och choose psc
Image and part of the service provided by the locapational Health service are and know how to access them.         Strongly Agrees         Issue and analysis of the service provided by the locapational Health service are and know how to access them.         Strongly Agrees         Image and the service provided by the locapational Health service are and know how to access them.         Strongly Agrees         Image and the service provided by the locapational Health service are and know how to access them.         Strongly Agrees         Image and the service provided by the locapational Health service are are relevant and and the following Agrees         Strongly Agrees					3					
HR8314012         u., hu, p.g. co., o., b., dots, co., co., co., co., co., co., co., co.					4					
BR3140130         Unit but concept         Invert a class understanding of the services provided by the Cocupational Health in the services provided by the Cocupational Health service area are relevant and and foreign of the services provided by the Cocupational Health service area are relevant and and foreign of the services provided by the Cocupational Health service area are relevant and and foreign of the services provided by the Cocupational Health service area are relevant and and foreign of the services provided by the Cocupational Health service area are relevant and and foreign of the services provided by the Cocupational Health service area are relevant and and foreign of the services provided by the Cocupational Health service area are relevant and and foreign of the services provided by the Cocupational Health service area are relevant and and foreign of the services provided by the Cocupational Health service area are relevant and and foreign of the services provided by the Cocupational Health service area are relevant and and foreign of the services provided by the Cocupational Health service area are relevant and and foreign of the services provided by the Cocupational Health service area are relevant and and foreign of the services provided by the Cocupational Health service area are relevant and and foreign of the services provided by the Cocupational Health service area are relevant and and foreign of the services provided by the Cocupational Health service area are relevant and and foreign of the services provided by the Cocupational Health service area are relevant and and foreign of the services provided by the Cocupational Health service area area foreign of the services and regulations provide area that deforeign of the services and regulations provide area that defore the services and regulations provide area that defore the service area which of the follow area the service area which of the folow area the service area which of the follow area the		<u> </u>								
Ambual service is provided by the Occupational Health service are relevant and beam of the Occupational Health service are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are are relevant and beam of the Occupational Health service are and relevant place of the Occupational Health service are and relevant place of the Occupational Health service are and relevant place of the Occupational Health service are and relevant place of the Occupational Health service are and relevant place of the Occupational Health service are and relevant place of the Occupational Health service are and relevant place of the Occupational Health service are and relevant place are and relevant place are and relevant place of the Occupational Health service are and relevant place areano the relevant are and relevant place are and rele	JHR8314Q129	_psc_core_och_ clear_process_u	G12	I have a clear understanding of the services provided by the Occupational Health service area and know how to access them.	1=strongly Disagree		Y	Kadio button, scale, no don't know	Skip Logic Group*	Core_OCH Clear process understand
Image: bit					3		-			
HR83140130       u, h.p., p.c., c.t.t., g.s., c.t.t., g.s., c.t.t., s.t.t., s.t.t.t., s.t.t.t., s.t.t.t., s.t.t.t.t.t.t.t.t.t.t.t.t.t.t.t.t.t.t.t					4		-			
pre-correction of personance on the personance of the persona						strongly_agree5				
Answer         Anskals answer         Answer <th< td=""><td>JHR8314Q130</td><td>_psc_core_och_i</td><td>· </td><td>The services provided by the Occupational Health service area are relevant and add value to my team.</td><td>1=Strongly Disagree</td><td>1strongly_disagree</td><td>Y</td><td>Radio button, scale, no don't know</td><td>Skip Logic Group*</td><td></td></th<>	JHR8314Q130	_psc_core_och_i	·	The services provided by the Occupational Health service area are relevant and add value to my team.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	
Image: bit is the part of the p					2					
Image: bit					3		_			
HR8314Q131       us, hs, psc, cat pac, core_och_ simple       G14       Inderstanding that there are some inherent codes and regulations PSC must follow as a federal entity, please indicate your agreement with the following statement:       1=Strongly Disagree       I       Istrongly_disagree       Y       Radio button, scale, no don't know       Skip Logic Group*       Core_OCH simple         1HR8314Q132       us, hs, psc, cat possible.       G1       2       3 <td></td> <td></td> <td></td> <td></td> <td>4 Strongly Agree=5</td> <td></td> <td>-</td> <td></td> <td></td> <td></td>					4 Strongly Agree=5		-			
Image: bit is provide in the service area share to mind? (Choose only three)         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service area, which of the following reases         Image: bit is provide in the service ar	JHR8314Q131	_psc_core_och_	G14	follow as a Federal entity, please indicate your agreement with the following			Y	Radio button, scale, no don't know	Skip Logic Group*	Core_OCH simple
Image: product set in the set in t				The processes, tools, and approaches used by PSC are as simple and logical as possible.	2	2	_			
JHR8314Q132       us_hhs_psc_cst_pot_on_simple       G1       Please share an example of your experience working with PSC for the Occupational Health service area that demonstrates how the process was simple and logical.       N       Text area, no char limit       Skip Logic Group*       OE Core_OCH simple         JHR8314Q133       us_hhs_psc_cst_pot_on_simple       G1       Please share an example of your experience working with PSC for the Occupational Health service area that demonstrates how the process was simple and logical.       N       Text area, no char limit       Skip Logic Group*       OE Core_OCH simple         JHR8314Q133       us_hhs_psc_cst_pot_on_simple       G1       When you think about the Occupational Health service area, which of the following Transparent       Transparent       transparent       Y       Checkbox, one-up vertical       Skip Logic Group*       OE _OCH sentiment         JHR8314Q133       us_hhs_psc_cst_pect_on_sentiment       Trustworthy       Trustworthy       Trustworthy       Skip Logic Group*       Skip Logic Group*       Core_OCH sentiment         JHR8314Q133       us_hhs_psc_cst_pect_on_sentiment       Trustworthy       Trustworthy       Trustworthy       Raidole       reliable       Randomize       Randomize         Bureaucratic       Bureaucratic       bureaucratic       bureaucratic       Imedicination       Imedicination       Skip Logic Group*       Core_OCH sentiment       Skip Logic Group*					3 4 Changh Arros 5	G1 4				
_ psc_core_och_sentiment     words come to mind? (Choose only three)     Instworthy     Instworthy     words come to mind? (Choose only three)     Instworthy     Instworthy <td>JHR8314Q132</td> <td>us_hhs_psc_csat _psc_oe_core_o ch_simple</td> <td>G1</td> <td>Please share an example of your experience working with PSC for the Occupational Health service area that demonstrates how the process was simple and logical.</td> <td></td> <td>strongiy_agrees</td> <td>N</td> <td>Text area, no char limit</td> <td>Skip Logic Group*</td> <td>OE Core_OCH simple</td>	JHR8314Q132	us_hhs_psc_csat _psc_oe_core_o ch_simple	G1	Please share an example of your experience working with PSC for the Occupational Health service area that demonstrates how the process was simple and logical.		strongiy_agrees	N	Text area, no char limit	Skip Logic Group*	OE Core_OCH simple
Reliable     felable     Randomize       Inefficient     inefficient       Bureaucratic     bureaucratic	JHR8314Q133	_psc_core_och_	G15	When you think about the Occupational Health service area, which of the following words come to mind? (Choose only three)	Transparent	transparent	Y	Checkbox, one-up vertical	Skip Logic Group*	Core_OCH sentiment
Inefficient inefficient Bureaucratic bureaucratic										
Bureaucratic bureaucratic									Randomize	
							_			
					Customer service oriented	customer service oriented	-			

				Innovative Conventional	innovative conventional	-			
				Inflexible	inflexible	_			
				Relevant	relevant	_			
				None of these	none of these	_		Mutually Exclusive	
8314Q134	us_hhs_psc_csat	G16			none_or_triese	N	Text area, no char	Skip Logic Group*	OE Core_OCH
5014Q104	_psc_oe_core_o	010	Do you have any other comments or recommendations for the Occupational				limit	Skip Logic Group	improvement
	ch_improvemen		Health service area?						
	t								
314Q135	us_hhs_psc_csat	G17				N	Text area, no char	Skip Logic Group*	Core_OCH psc
01.0105	psc core och	01/	Would you like to recognize any PSC/FOH partners by name?				limit	Ship Logic Group	recognize
	psc_recognize		would you like to recognize any rise/ron particles by name.						-
314Q136	us_hhs_psc_csat	H2	HHS Regional Support	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_regional su
	psc core regio		PSC Regional Support serves as a strategic partner with Operating Divisions				no don't know		value add
	nal_suprt_value _add		(OpDivs) and Staff Divisions (StaffDivs) located in HHS Regional Offices, providing access to a full range of operational support services to include facilities						
	_add		access to a full range of operational support services to include facilities management, mail operations, physical security support, personal property						
			management, and more.						
			-						
			Based specifically on our basic HHS Regional Support services, please indicate your agreement with the following:						
			agreement with the following.						
				2	2				
			HHS Regional Support service offerings are value-add to my agency.	3	3				
				4	4				
				Strongly Agree=5	strongly_agree5	_			
314Q137	us_hhs_psc_csat	НЗ	HHS Regional Support service offerings are cost-effective (in this instance, cost	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_regional su
	_psc_core_regio		effective means my needs are met at a reasonable cost).				no don't know		cost effective
	nal suprt cost								
	effective								
				2	2	_			
				3	3	_			
				4	4	_			
				Strongly Agree=5	strongly_agree5	_			
3140138	us_hhs_psc_csat	H4	HHS Regional Support rates were provided upfront and I understood what services		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_regional sup
0140100	_psc_core_regio		I would receive at those rates.	1-Strongly Disagree	istrongty_disagree	·	no don't know	Skip Logic Group	rates
	nal_suprt_rates								
				2	2	_			
				2	3	_			
				3	4	_			
				Strongly Agree=5	strongly_agree5	_			
3314Q139	us_hhs_psc_csat	H5	The service method was clear and any questions I had were answered to my	1=Strongly Disagree	1strongly_disagree		Radio button, scale,	Skip Logic Group*	Core_regional sup
.0110107	_psc_core_regio		satisfaction.	2 Strongly Disagree	Interest of the second se		no don't know	Ship Logic Group	clear method
	nal_suprt_clear_								
	method								
				2	2	_			
				3	3	_			
				4	4				
				Strongly Agree=5	strongly_agree5	_			
314Q140	us_hhs_psc_csat	H6	My PSC partner in the HHS Regional Support service area is responsive.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_regional sup
	_psc_core_regio			6, 6	0,2 0				responsive psc pa
	nal_suprt_respo						no don't know	Sub coBic croup	
	nsive_psc_partn						no don't know	pub robic or oup	
	er						no don't know	ond robe or out	
	er						no don't know	out colic oroup	
	er			2	2		no don't know	Ship togic of oup	
	er			2	2 3		no don't know		
	er			2	2 3 4		no don't know		
	er			2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2			no don't know	onp coge a cop	
3314Q141	er us_hhs_psc_csat	H7	I was informed of the process, any delays, and received follow up communication.	2	4	Y	no don't know	Skip Logic Group*	Core regional su
3314Q141	er us_hhs_psc_csat _psc_core_regio	H7	I was informed of the process, any delays, and received follow up communication.		4 strongly_agree5	Y	no don't know		
314Q141	er us_hhs_psc_csat _psc_core_regio nal_suprt_comm	H7	I was informed of the process, any delays, and received follow up communication.		4 strongly_agree5	Y	no don't know		Core regional su
3314Q141	er us_hhs_psc_csat _psc_core_regio	H7	I was informed of the process, any delays, and received follow up communication.		4 strongly_agree5	Y	no don't know		Core regional su
3314Q141	er us_hhs_psc_csat _psc_core_regio nal_suprt_comm	H7	I was informed of the process, any delays, and received follow up communication.		4 strongly_agree5	Y	no don't know		Core regional su
B314Q141	er us_hhs_psc_csat _psc_core_regio nal_suprt_comm	H7	I was informed of the process, any delays, and received follow up communication.		4 strongly_agree5 1strongly_disagree	Y	no don't know		Core regional su
314Q141	er us_hhs_psc_csat _psc_core_regio nal_suprt_comm	H7	I was informed of the process, any delays, and received follow up communication.		4 strongly_agree5 1strongly_disagree 2	Y	no don't know		Core regional su
	er us_hhs_psc_csat _psc_core_regio nal_suprt_comm	H7	I was informed of the process, any delays, and received follow up communication.		4 strongly_agree5 1strongly_disagree 2 3	Y	no don't know		Core_regional su communication
	er <u>us_hhs_psc_csat</u> <u>_psc_core_regio</u> nal_supt_comm unication	H8	I was informed of the process, any delays, and received follow up communication.	1=Strongly Disagree 2 2 3 4	4 strongly_agree5 1strongly_disagree 2 3 4	Y	no don't know Radio button, scale, no don't know		Core_regional su communication
	er <u>us_hhs_psc_csat</u> <u>_psc_core_regio</u> nal_supt_comm unication	H8		1=Strongly Disagree 2 3 4 Strongly Agree=5 	4 strongly_agree5 1strongly_disagree 2 3 4 4 strongly_agree5	Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_regional su communication
	er us_hhs_psc_csat _psc_core_region nal_supt_communication us_hhs_psc_csat _psc_core_regio	H8	I was informed of the process, any delays, and received follow up communication. Any issues I encountered in the HHS Regional Support area were resolved in a timely manner.	1=Strongly Disagree 2 3 4 Stongly Agree=5 	4 strongly_agree5 1strongly_disagree 2 3 4 4 strongly_agree5	Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_regional su communication
	er <u>us_hhs_psc_csat</u> <u>_psc_core_regio</u> nal_supt_comm unication	H8	Any issues I encountered in the HHS Regional Support area were resolved in a	1=Strongly Disagree 2 3 4 Stongly Agree=5 	4 strongly_agree5 1strongly_disagree 2 3 4 4 strongly_agree5	Y Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_regional su communication
	er us_hhs_psc_csat _psc_core_region nal_supt_communication us_hhs_psc_csat _psc_core_regio	H8	Any issues I encountered in the HHS Regional Support area were resolved in a	1=Strongly Disagree 2 3 4 Stongly Agree=5 	4 strongly_agree5 1strongly_disagree 2 3 4 4 strongly_agree5	Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_regional su communication
	er us_hhs_psc_csat _psc_core_region nal_supt_communication us_hhs_psc_csat _psc_core_regio	H8	Any issues I encountered in the HHS Regional Support area were resolved in a	1=Strongly Disagree 2 3 4 Stongly Agree=5 	4 strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree	Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_regional su communication
	er us_hhs_psc_csat _psc_core_region nal_supt_communication us_hhs_psc_csat _psc_core_regio	H8	Any issues I encountered in the HHS Regional Support area were resolved in a	1=Strongly Disagree 2 3 4 Stongly Agree=5 	4 strongly_agree5 1strongly_disagree 2 3 4 5strongly_agree5 1strongly_disagree 2 2 2 3 4 5strongly_disagree5 1strongly_disagree5 2	Y Y Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_regional su communication
	er us_hhs_psc_csat _psc_core_region nal_supt_communication us_hhs_psc_csat _psc_core_regio	H8	Any issues I encountered in the HHS Regional Support area were resolved in a	1=Strongly Disagree     2       2     2       3     4       4     5       5     5       1=Strongly Disagree     2       2     2       3     4	4 strongly_agree5 1strongly_disagree 2 2 3 3 4 strongly_agree5 1strongly_disagree 2 2 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	Y	no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_regional su communication
314Q142	er us_hhs_psc_csat _psc_core_regio nal_suprt_comm unication us_hhs_psc_csat _psc_core_regio nal_suprt_timely _resolution	H8	Any issues I encountered in the HHS Regional Support area were resolved in a timely manner.	1=Strongly Disagree     2       2     3       4     4       5     1       1=Strongly Disagree     2       2     3       4     4       5     4       4     4       5     4       5     4       5     4	4       strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_agree6       2       3       4       5       1strongly_agree5       1strongly_agree5       4       4       5       3       4       4       5       3       4       4       5       4       5	Y Y Y	no don't know Radio button, scale, no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_regional su communication
3314Q142	er us_hhs_psc_csat _psc_core_regio nal_suprt_comm unication us_hhs_psc_csat _psc_core_regio nal_suprt_timely _resolution us_hhs_psc_csat psc_core regio	H8	Any issues I encountered in the HHS Regional Support area were resolved in a	1=Strongly Disagree     2       2     2       3     4       4     5       5     5       1=Strongly Disagree     2       2     2       3     4	4 strongly_agree5 1strongly_disagree 2 2 3 3 4 strongly_agree5 1strongly_disagree 2 2 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	Y Y Y Y	no don't know Radio button, scale, no don't know Radio button, scale, no don't know Radio button, scale, Radio button, scale,	Skip Logic Group*	Core_regional su communication Core_regional su timely resolution
314Q142	er us_hhs_psc_csat _psc_core_region al_supt_communication us_hhs_psc_csat _psc_core_region _resolution us_hhs_psc_csat _psc_core_region _psc_core_region	H8	Any issues I encountered in the HHS Regional Support area were resolved in a timely manner.	1=Strongly Disagree     2       2     3       4     4       5     1       1=Strongly Disagree     2       2     3       4     4       5     4       4     4       5     4       5     4       5     4	4       strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_agree6       2       3       4       5       1strongly_agree5       1strongly_agree5       4       4       5       3       4       4       5       3       4       4       5       4       5	Y Y Y Y	no don't know Radio button, scale, no don't know Radio button, scale, no don't know	Skip Logic Group*	Core_regional su communication
314Q142	er us_hhs_psc_csat _psc_core_regio nal_suprt_comm unication us_hhs_psc_csat _psc_core_regio nal_suprt_timely _resolution us_hhs_psc_csat psc_core regio	H8	Any issues I encountered in the HHS Regional Support area were resolved in a timely manner.	1=Strongly Disagree     2       2     3       4     4       5     1       1=Strongly Disagree     2       2     3       4     4       5     4       4     4       5     4       5     4       5     4	4       strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_agree6       2       3       4       5       1strongly_agree5       1strongly_agree5       4       4       5       3       4       4       5       3       4       4       5       4       5	Y Y Y Y Y	no don't know Radio button, scale, no don't know Radio button, scale, no don't know Radio button, scale, Radio button, scale,	Skip Logic Group*	Core_regional su communication Core_regional su timely resolution Core_regional su
314Q142	er us_hhs_psc_csat _psc_core_region al_supt_communication us_hhs_psc_csat _psc_core_region _resolution us_hhs_psc_csat _psc_core_region _psc_core_region	H8	Any issues I encountered in the HHS Regional Support area were resolved in a timely manner.	1=Strongly Disagree     2       2     3       4     4       5     1       1=Strongly Disagree     2       2     3       4     4       5     4       4     4       5     4       5     4       5     4	4       strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_disagree5       3       4       5       3       4       5       1strongly_disagree5       3       4       5       3       4       5       3       4       3       4       strongly_agree5       1strongly_disagree	Y Y Y Y	no don't know Radio button, scale, no don't know Radio button, scale, no don't know Radio button, scale, Radio button, scale,	Skip Logic Group*	Core_regional su communication Core_regional su timely resolution Core_regional su
18314Q141 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	er us_hhs_psc_csat _psc_core_region al_supt_communication us_hhs_psc_csat _psc_core_region _resolution us_hhs_psc_csat _psc_core_region _psc_core_region	H8	Any issues I encountered in the HHS Regional Support area were resolved in a timely manner.	1=Strongly Disagree     2       2     3       4     4       5     1       1=Strongly Disagree     2       2     3       4     4       5     4       4     4       5     4       5     4       5     4	4       strongly_agree5       1strongly_disagree       2       3       4       strongly_agree5       1strongly_agree6       2       3       4       5       1strongly_agree5       1strongly_agree5       4       4       5       3       4       4       5       3       4       4       5       4       5	Y Y Y Y Y	no don't know Radio button, scale, no don't know Radio button, scale, no don't know Radio button, scale, Radio button, scale,	Skip Logic Group*	Core_regional communicatio

				4		4				
				Strongly Agree=5		strongly_agree5				
R8314Q144	us_hhs_psc_csat _psc_core_regio nal_suprt_meets	H10	My partner understands my mission needs and is interested in meeting my needs.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt meets my needs
	_my_needs									
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
8314Q145	us_hhs_psc_csat _psc_core_regio	H11		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt choose psc
	nal_suprt_choos		Given a choice, I would choose PSC as a partner for the HHS Regional Support area.					IIO GOILT KIIOW		choose psc
	e_psc									
				2		2	_			
				2		3	_			
				4		4	-			
				Strongly Agree=5		strongly_agree5	_			
8314Q146	us_hhs_psc_csat	H12		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_regional suprt
	_psc_core_regio		The HHS Regional Support service area provides me with valuable support in running my day to day operations.					no don't know		valuable support
	nal_suprt_valua			0		2	_			
				2			_			
				3 4		4	_			
				Strongly Agree=5		strongly_agree5	_			
8314Q147	us_hhs_psc_csat	H13		1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_regional suprt
00140147	_psc_core_regio	1110	The services provided by the HHS Regional Support area make the day to day	1-Strongly Disagree		Istrongly_usagree	·	no don't know	Skip Logic Group	to day ease
	nal suprt day t		activities in my organization run more efficiently.							
	o_day_ease									
				2		2				
				3		3	_			
				4		4				
				Strongly Agree=5		strongly_agree5				
8314Q148	us_hhs_psc_csat	H14	Understanding that there are some inherent codes and regulations PSC must	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_regional suprt
	_psc_core_regio nal_suprt_simpl		follow as a Federal entity, please indicate your agreement with the following					no don't know		simple
	e		statement:							
			The processes, tools, and approaches used by PSC are as simple and logical as							
			possible.							
			í l	-			_			
				2		2	_			
				3	H1	3 4	_			
				4 Strongly Agree=5	H1	4 strongly_agree5	_			
R8314Q149	us_hhs_psc_csat	H1	Please share an example of your experience working with PSC for the HHS Regional	Strongly Agree-5		su ongiy_agree5	N	Text area, no char	Skip Logic Group*	OE Core_regional sup
K0314Q147	psc oe core r		Support service area that demonstrates how the process was simple and logical.					limit	Skip Logic Group	simple
	egional_suprt_si									
	mple									
R8314Q150	us_hhs_psc_csat	H15	When you think about the HHS Regional Support service area, which of the	Transparent		transparent	Y	Checkbox, one-up	Skip Logic Group*	Core_regional suprt
	_psc_core_regio		following words come to mind? (Choose only three)					vertical		sentiment
	nal_suprt_senti ment									
	ment									
				Trustworthy		trustworthy	_			
				Reliable		reliable			Randomize	
				Inefficient		inefficient				
				Bureaucratic		bureaucratic				
				Customer service oriented		customer_service_oriented				
				Innovative		innovative				
				Conventional		conventional				
				Inflexible		inflexible				
				Relevant		relevant				
92140154	us bhe nee	1147		None of these		none_of_these	N	Tout even no et	Mutually Exclusive	
R8314Q151	us_hhs_psc_csat _psc_oe_core_r	H16					N	Text area, no char limit	Skip Logic Group*	OE Core_regional sup improvement
	egional_suprt_i		Do you have any other comments or recommendations for the HHS Regional Support service area?							
	mprovement		support service area.							
		H17					N	Text area, no char	Skip Logic Group*	Core_regional suprt
83140152	us bbs psc csat							limit	Skip Logic Group	recognize
R8314Q152	us_hhs_psc_csat _psc_core_regio		Would you like to recognize any PSC partners by name?							
8314Q152	_psc_core_regio nal_suprt_psc_r									
8314Q152	_psc_core_regio					Astronali, disaaraa		Radio button, scale,	Skip Logic Group*	Core_Transit value a
	_psc_core_regio nal_suprt_psc_r ecognize	12	Transit (Go!Card)	1=Strongly Disagree			I Y			-
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		Transit (Go!Card) PSC offers a turnkey subsidy program management service. Customers can	1=Strongly Disagree		1strongly_disagree	Y	no don't know		
	_psc_core_regio nal_suprt_psc_r ecognize		PSC offers a turnkey subsidy program management service. Customers can	1=Strongly Disagree		istrongly_disagree	Ŷ			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat			1=Strongly Disagree		TSU ONBIY_UISABLEE	Y			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		IPSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities.			Isu ongr <u>y</u> ursagree	Y			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		PSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities. Based specifically on our basic Transit service, please indicate your agreement with			1500 mgry_uisagree	Y			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		IPSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities.			Istrongy_usagree	Ŷ			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		PSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities. Based specifically on our basic Transit service, please indicate your agreement with			istrongiy_usagree	Y			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		PSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities. Based specifically on our basic Transit service, please indicate your agreement with			Istrongy_usagree	Y			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		PSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities. Based specifically on our basic Transit service, please indicate your agreement with			Istrongry_usagree	Y			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		PSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities. Based specifically on our basic Transit service, please indicate your agreement with			Istrongiy_usagree	Y			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		PSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities. Based specifically on our basic Transit service, please indicate your agreement with			Istrongy_usagree	Y			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		PSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities. Based specifically on our basic Transit service, please indicate your agreement with			Istrongry_usagree	Y			
R8314Q152	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		PSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities. Based specifically on our basic Transit service, please indicate your agreement with				Y			
	_psc_core_regio nal_suprt_psc_r ecognize us_hhs_psc_csat		PSC offers a turnkey subsidy program management service. Customers can seamlessly enroll employees, quickly distribute benefits, only pay for funds used, and easily manage and monitor their transit subsidy benefits program freeing up resources, time, and budgets to focus on core mission activities. Based specifically on our basic Transit service, please indicate your agreement with			2 3				

				4 Strongly Agree=5	 4 strongly_agree5	-			
HR8314Q154	us_hhs_psc_csat	13	Transit (Go!Card) service offerings are cost-effective (in this instance, cost effective		 1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Transit cost
INK0314Q134	_psc_core_transi t_cost_effective		means my needs are met at a reasonable cost).		0/2 0		no don't know		effective
				2	2				
				3	3				
				4	4	_			
000140455	har ble mer eret		Transit (Go!Card) rates were provided upfront and I understood what services I	Strongly Agree=5	strongly_agree5		Radio button, scale,	Skip Logic Group*	Come Trees it water
R8314Q155	us_hhs_psc_csat _psc_core_transi	14	would receive at those rates.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Transit rates
	t_rates								
				2	2	_			
				3	3	-			
				4	 4	-			
				Strongly Agree=5	strongly_agree5	-			
R8314Q156	us_hhs_psc_csat	15	The Transit (Go!Card) service method was clear and any questions I had were	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Transit clear
	_psc_core_transi t_clear_method		answered to my satisfaction.				no don't know		method
				2	2	-			
				3	3	_			
				4	4	-			
				Strongly Agree=5	strongly_agree5				
R8314Q157	us_hhs_psc_csat _psc_core_transi t_responsive_ps c_partner	16	My PSC partner in the Transit (Go!Card) service area is responsive.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Transit respon psc partner
	-								
				2	 2	_			
				3	3	_			
				4 Ctrongly Agree 5	 4	_			
R8314Q158	us_hhs_psc_csat	17	I was informed of the process, any delays, and received follow up communication.	Strongly Agree=5 1=Strongly Disagree	strongly_agree5 1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Transit
103140130	psc_core_transi t_communicatio		r was informed of the process, any delays, and received follow up communication.	1-Strongly Disagree	Isti ongry_uisagree		no don't know	Ship Logic Group	communication
				2	2	-			
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
IR8314Q159	us_hhs_psc_csat	18		1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale,	Skip Logic Group*	Core_Transit timely
	_psc_core_transi t_timely_resoluti on		Any issues I encountered in this area were resolved in a timely manner.				no don't know		resolution
				2	2				
				3	3				
				4	4				
				Strongly Agree=5	strongly_agree5				
IR8314Q160	us_hhs_psc_csat _psc_core_transi t_trust_psc_part ner	19	I trust my PSC partner in the Transit (Go!Card) service area.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Transit trust p partner
				2	2	-			
				3	3	-			
				4	4				
				Strongly Agree=5	strongly_agree5				
HR8314Q161	us_hhs_psc_csat _psc_core_transi t_meets_my_ne eds	110	My partner understands my mission needs and is interested in meeting my needs.	1=Strongly Disagree	1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Transit meets needs
				2	2	-			
				-	3				
				3					
				3 4	 4				
				3 4 Strongly Agree=5	4 strongly_agree5	-			
R8314Q162	us_hhs_psc_csat _psc_core_transi t_choose_psc	111	Given a choice, I would choose PSC as a partner for the Transit (Go!Card) area.	3 4 Strongly Agree=5 1=Strongly Disagree	strongly_agree5 1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Transit choose psc
R8314Q162	_psc_core_transi	111	Given a choice, I would choose PSC as a partner for the Transit (Go!Card) area.		strongly_agree5	Y		Skip Logic Group*	Core_Transit choose psc
R8314Q162	_psc_core_transi	111	Given a choice, I would choose PSC as a partner for the Transit (Go!Card) area.		strongly_agree5 Istrongly_disagree 2 3	Y		Skip Logic Group*	Core_Transit choose psc
iR8314Q162	_psc_core_transi	111	Given a choice, I would choose PSC as a partner for the Transit (Go!Card) area.	1=Strongly Disagree 2 3 4 4	strongly_agree5 1strongly_disagree 2 3 4	Y		Skip Logic Group*	Core_Transit choose psc
	_psc_core_transi t_choose_psc		Given a choice, I would choose PSC as a partner for the Transit (Go!Card) area.	1=Strongly Disagree 2 3 4 Strongly Agree=5	strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5	Y	no don't know		Core_Transit choose psc
	_psc_core_transi		Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement:	1=Strongly Disagree 2 3 4 4	strongly_agree5 1strongly_disagree 2 3 4	Y		Skip Logic Group*	psc
	_psc_core_transi t_choose_psc		Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement: The processes, tools, and approaches used by PSC are as simple and logical as	1=Strongly Disagree 2 3 4 Strongly Agree=5	strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5	Y Y Y Y	no don't know Radio button, scale,		psc
	_psc_core_transi t_choose_psc		Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement:	1=Strongly Disagree 2 3 4 Strongly Agree=5	strongly_agree5 Istrongly_disagree 2 3 4 strongly_agree5 Istrongly_disagree	Y Y	no don't know Radio button, scale,		psc
	_psc_core_transi t_choose_psc		Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement: The processes, tools, and approaches used by PSC are as simple and logical as	1=Strongly Disagree 2 3 4 Strongly Agree=5	strongly_agree5 1strongly_disagree 2 3 4 strongly_agree5 1strongly_disagree 2	Y Y	no don't know Radio button, scale,		Core_Transit choose
R8314Q162	_psc_core_transi t_choose_psc		Understanding that there are some inherent codes and regulations PSC must follow as a Federal entity, please indicate your agreement with the following statement: The processes, tools, and approaches used by PSC are as simple and logical as	1=Strongly Disagree 2 3 4 Strongly Agree=5	strongly_agree5 Istrongly_disagree 2 3 4 strongly_agree5 Istrongly_disagree	Y Y Y	no don't know Radio button, scale,		psc

JHR8314Q164	us_hhs_psc_csat _psc_oe_core_tr ansit_simple	11	Please share an example of your experience working with PSC for the Transit (Go! Card) service area that demonstrates how the process was simple and logical.			N	Text area, no char limit	Skip Logic Group*	OE Core_Transit simple
JHR8314Q165	us_hhs_psc_csat _psc_core_transi t_sentiment	t I13 ii	When you think about the Transit (Go!Card) service area, which of the following words come to mind? (Choose only three)	Transparent	transparent	Y	Checkbox, one-up vertical	Skip Logic Group*	Core_Transit sentiment
				Trustworthy	trustworthy	1			
				Reliable	reliable			Randomize	
				Inefficient	inefficient				
				Bureaucratic	bureaucratic				
				Customer service oriented	customer_service_oriented				
				Innovative	innovative				
				Conventional	conventional				
				Inflexible	inflexible				
				Relevant	relevant	_			
				None of these	none_of_these			Mutually Exclusive	
JHR8314Q166	us_hhs_psc_csat _psc_oe_core_tr ansit_improvem ent	114	Do you have any other comments or recommendations for the Transit (Go!Card) service area?			N	Text area, no char limit	Skip Logic Group*	OE Core_Transit improvement
JHR8314Q167	us_hhs_psc_csat _psc_core_transi t_psc_recognize	115	Would you like to recognize any PSC partners by name?			N	Text area, no char limit	Skip Logic Group*	Core_Transit psc recognize