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 Thank You Text

Welcome Text

Thank you for visiting www.psc.gov. 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.

Welcome Text - Tablet / Phone

Thank You Text

Thank 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

Thank You Text - Tablet / Phone

Example Desktop

Example Mobile

Welcome and Thank You Text

Welcome Text

Thank you for visiting www.psc.gov. 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.

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Welcome Text - Tablet / Phone

Thank You Text

Thank 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 ~~visit the Contact Us section of our website.~~ email PSCCommunications@hhs.gov

Thank You Text - Tablet / Phone

Example Desktop

FORESEE

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 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 visit the Contact Us section of our web site.

Cancel   Submit

Example Mobile

FORESEE

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 Privacy Policy

Model Name	CSAT PSC
Model ID	kVostYt4YVVRQ005UMgVJg4C
Partitioned	No
Date	
Model Version	17.3.Y

Red & Strike-Through: Delete
Underlined & Italicized: Re-order
Pink: Addition
Blue: Reword

FORESEE

	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)? *(1=Very Dissatisfied, 10=Very Satisfied)*				17	Continue Relationship	How likely are you to **continue your relationship with PSC** ?
2	Satisfaction - Expectations	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 **sign up for/apply for additional services from 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 **level of trust in PSC .**

Model Name	CSAT PSC
Model ID	kVostYt4YVVRQ005UMgVJg4C
Partitioned	No
Date	
Model Version	17.3.Y

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Pink: Addition
Blue: Reword

FORESEE

	Label	Satisfaction Questions			Label	Future Behaviors
		Satisfaction				**Continue Relationship** **(1=Very Unlikely, 10=Very Likely)**
1	Satisfaction - Overall	What is your overall satisfaction with ~~the~~ Program Support Center (PSC)? *(1=Very Dissatisfied, 10=Very Satisfied)*		17	Continue Relationship	How likely are you to **continue your relationship with PSC** ?
2	Satisfaction - Expectations	How well has ~~the Program Support Center~~ PSC met your expectations? *(1=Falls Short, 10=Exceeds)*				**Additional Services** **(1=Very Unlikely, 10=Very Likely)**
3	Satisfaction - Ideal	How does ~~the Program Support Center~~ PSC compare to an ideal service vendor? *(1=Not Very Close, 10=Very Close)*		18	Additional Services	How likely are you to **sign up for/apply for additional services from** 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** ~~www.psc.gov~~ PSC **to someone else**?		19	Trust	Please rate your **level of trust in PSC .**

Model Name	CSAT PSC		Red & Strike-Through: Delete
Model ID	kVostYt4YVVRQ005UMgVJg4C		Underlined & Italicized: Re-order
Partitioned	No		Pink: Addition
Date			Blue: Reword

FORESEE

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
JHR8314Q001	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). **Rank 1**	Simplicity (we offer clean solutions to maximize value)		simplicity_we_offer_clean_solutions_to_maximize_value	Y	Drop down, select one	Rank Group*	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 important work)		impact_we_accomplish_amazing_amounts_of_important_work				
JHR8314Q002	us_hhs_psc_csat_psc_rank_2		**Rank 2**	Simplicity (we offer clean solutions to maximize value)		simplicity_we_offer_clean_solutions_to_maximize_value	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_important_work				
JHR8314Q003	us_hhs_psc_csat_psc_rank_3		**Rank 3**	Simplicity (we offer clean solutions to maximize value)		simplicity_we_offer_clean_solutions_to_maximize_value	N	Drop down, select one	Rank Group*	Rank 3
				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_important_work				
JHR8314Q004	us_hhs_psc_csat_psc_rank_4		**Rank 4**	Simplicity (we offer clean solutions to maximize value)		simplicity_we_offer_clean_solutions_to_maximize_value	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)		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_important_work				
JHR8314Q005	us_hhs_psc_csat_psc_rank_5		**Rank 5**	Simplicity (we offer clean solutions to maximize value)		simplicity_we_offer_clean_solutions_to_maximize_value	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)		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_important_work				
JHR8314Q006	us_hhs_psc_csat_psc_psc_core_values		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		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q007	us_hhs_psc_csat_psc_psc_act_in_best_interest		I can count on PSC to act in the best interests of the government.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know		PSC act in best interest
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q008	us_hhs_psc_csat_psc_psc_trustworthy		I consider PSC to be trustworthy.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know		PSC trustworthy
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q009	us_hhs_psc_csat_psc_psc_expectations		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		2				
				3		3				
				4		4				

				Strongly Agree=5		strongly_agree5				
JHR8314Q010	us_hhs_psc_csat_psc_psc_leader_in_tech		PSC 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				
JHR8314Q011	us_hhs_psc_csat_psc_oe_psc_improvement		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_support_core_mission		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
JHR8314Q013	us_hhs_psc_csat_psc_ss_provider_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
				No		no				
JHR8314Q014	us_hhs_psc_csat_psc_oe_ss_provider_other_compare	A	How does PSC compare to the other Shared Service provider you have used?				N	Text area, no char limit	Skip Logic Group*	OE_SS provider other compare
JHR8314Q015	us_hhs_psc_csat_psc_psc_core_areas		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 **PSC services you currently use.**	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)	I2, I3, I4, I5, I6, I7, I8, I9, I10, I11, I12, I13, I14, I15	transit_gocard				

JHR8314Q016	us_hhs_psc_csat_psc_core_travel_value_add	A2	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 Customer and partner liaison and coordination. Based specifically on our basic Travel 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_Travel value add
			Travel service offerings are value-add to my agency.	2		2					
				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 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					
				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 receive at those rates.	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_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.	1=Strongly Disagree		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		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					
				Strongly Agree=5		strongly_agree5					
JHR8314Q022	us_hhs_psc_csat_psc_core_travel_timely_resolution	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		3					
				4		4					
				Strongly Agree=5		strongly_agree5					
JHR8314Q023	us_hhs_psc_csat_psc_core_travel_trust_psc_partner	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		4					
				Strongly Agree=5		strongly_agree5					
JHR8314Q024	us_hhs_psc_csat_psc_core_travel_meets_my_needs	A10	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_Travel meets my needs
				2		2					
				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
				2		2					
				3		3					
				4		4					
				Strongly Agree=5		strongly_agree5					

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: 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_Travel simple
				2		2				
				3		3				
				4	A1	4				
				Strongly Agree=5	A1	strongly_agree5				
JHR8314Q027	us_hhs_psc_csat_psc_oe_core_travel_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				
				Bureaucratic		bureaucratic				
				Customer service oriented		customer_service_oriented				
				Innovative		innovative				
				Conventional		conventional				
				Inflexible		inflexible				
				Relevant		relevant			Mutually Exclusive	
				None of these		none_of_these				
JHR8314Q029	us_hhs_psc_csat_psc_oe_core_travel_improvement	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_travel_psc_recognize	A15	Would you like to recognize any PSC Travel partners by name?				N	Text area, no char limit	Skip Logic Group*	OE Core_Travel psc recognize
JHR8314Q031	us_hhs_psc_csat_psc_core_finance_value_add	B2	*Financial Services* *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.* *Based specifically on our basic finance services, please indicate your agreement with the following:* Financial Services offerings are value-add to my agency.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance value add
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q032	us_hhs_psc_csat_psc_core_finance_cost_effective	B3	Financial Services 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_Finance cost effective
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q033	us_hhs_psc_csat_psc_core_finance_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_finance_clear_method	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				
				Strongly Agree=5		strongly_agree5				
JHR8314Q035	us_hhs_psc_csat_psc_core_finance_responsive_psc_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		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q036	us_hhs_psc_csat_psc_core_finance_communication	B7	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		Core_Finance communication
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				

ID	Variable	Q#	Question Text	Response		Code	Req	Input Type	Logic	Label
JHR8314Q037	us_hhs_psc_csat_psc_core_finance_timely_resolution	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
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q038	us_hhs_psc_csat_psc_core_finance_trust_psc_partner	B9	I trust my PSC partner in the Financial Services area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance trust psc partner
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q039	us_hhs_psc_csat_psc_core_finance_meets_my_needs	B10	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_Finance meets my needs
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q040	us_hhs_psc_csat_psc_core_finance_choose_psc	B11	Given a choice, I would choose PSC as a partner for the Financial Services area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance choose psc
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q041	us_hhs_psc_csat_psc_core_finance_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
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q042	us_hhs_psc_csat_psc_core_finance_audit_comfort	B13	I felt confident going through an audit as a result of the services provided by the Financial Services area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance audit comfort
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q043	us_hhs_psc_csat_psc_core_finance_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_finance_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	4				
				Strongly Agree=5	B1	strongly_agree5				
JHR8314Q045	us_hhs_psc_csat_psc_oe_core_finance_simple	B1	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
JHR8314Q046	us_hhs_psc_csat_psc_core_finance_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_finance_improvement	B17	Do you have any other comments or recommendations for the Financial Services area?				N	Text area, no char limit	Skip Logic Group*	OE Core_Finance improvement

ID	Variable	Code	Question	Scale label		Scale code	Req	Type	Skip	Core
JHR8314Q048	us_hhs_psc_csat_psc_core_finance_psc_recognize	B18	Would you like to recognize any PSC partners by name?				N	Text area, no char limit	Skip Logic Group*	Core_Finance psc recognize
JHR8314Q049	us_hhs_psc_csat_psc_core_procurement_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: Procurement service offerings are value-add to my agency.	1=Strongly Disagree		1strongly_disagree	Y		Skip Logic Group*	Core_Procurement value add
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q050	us_hhs_psc_csat_psc_core_procurement_cost_effective	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 cost effective
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q051	us_hhs_psc_csat_psc_core_procurement_rates	C4	Procurement 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_Procurement rates
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q052	us_hhs_psc_csat_psc_core_procurement_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 clear method
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q053	us_hhs_psc_csat_psc_core_procurement_responsive_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		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q054	us_hhs_psc_csat_psc_core_procurement_communication	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		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q055	us_hhs_psc_csat_psc_core_procurement_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		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q056	us_hhs_psc_csat_psc_core_procurement_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 trust psc partner
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q057	us_hhs_psc_csat_psc_core_procurement_meets_my_needs	C10	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_Procurement meets my needs
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q058	us_hhs_psc_csat_psc_core_procurement_choose_psc	C11	Given a choice, I would choose PSC as a partner for Procurement.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement choose psc

ID	Variable	Code	Question	Option		Value	Req	Type	Logic		Label
				2		2					
				3		3					
				4		4					
				Strongly Agree=5		strongly_agree5					
JHR8314Q059	us_hhs_psc_csat_psc_core_procurement_negotiate	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					
JHR8314Q060	us_hhs_psc_csat_psc_core_procurement_supported_by_service_area	C13	I felt supported through the acquisition life-cycle by the Procurement service area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*		Core_Procurement supported by service area
				2		2					
				3		3					
				4		4					
				Strongly Agree=5		strongly_agree5					
JHR8314Q061	us_hhs_psc_csat_psc_core_procurement_add_services	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 add services
				2		2					
				3		3					
				4		4					
				Strongly Agree=5		strongly_agree5					
JHR8314Q062	us_hhs_psc_csat_psc_core_procurement_simple	C15	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_Procurement simple
				2		2					
				3		3					
				4	C1	4					
				Strongly Agree=5	C1	strongly_agree5					
JHR8314Q063	us_hhs_psc_csat_psc_oe_core_procurement_simple	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_Procurement simple
JHR8314Q064	us_hhs_psc_csat_psc_core_procurement_sentiment	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		
JHR8314Q065	us_hhs_psc_csat_psc_oe_core_procurement_improvement	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 improvement
JHR8314Q066	us_hhs_psc_csat_psc_core_procurement_psc_recognize	C18	Would you like to recognize any PSC partners by name?				N	Text area, no char limit	Skip Logic Group*		Core_Procurement psc recognize
JHR8314Q067	us_hhs_psc_csat_psc_core_grants_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 requests, and disbursement reporting activities. Based specifically on our basic Grants service, please indicate your agreement with the following: Grants service offerings are value-add to my agency.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*		Core_Grants value add
				2		2					
				3		3					
				4		4					
				Strongly Agree=5		strongly_agree5					
JHR8314Q068	us_hhs_psc_csat_psc_core_grants_cost_effective	D3	Grants 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_Grants cost effective
				2		2					
				3		3					
				4		4					

				Strongly Agree=5			strongly_agree5			
JHR8314Q069	us_hhs_psc_csat_psc_core_grants_rates	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
				2			2			
				3			3			
				4			4			
				Strongly Agree=5			strongly_agree5			
JHR8314Q070	us_hhs_psc_csat_psc_core_grants_clear_method	D5	The Grants 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_Grants clear method
				2			2			
				3			3			
				4			4			
				Strongly Agree=5			strongly_agree5			
JHR8314Q071	us_hhs_psc_csat_psc_core_grants_responsive_psc_partner	D6	My PSC partner in the Grants service area is responsive.	1=Strongly Disagree			1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants responsive psc partner
				2			2			
				3			3			
				4			4			
				Strongly Agree=5			strongly_agree5			
JHR8314Q072	us_hhs_psc_csat_psc_core_grants_communication	D7	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_Grants communication
				2			2			
				3			3			
				4			4			
				Strongly Agree=5			strongly_agree5			
JHR8314Q073	us_hhs_psc_csat_psc_core_grants_timely_resolution	D8	Any issues I encountered in the Grants area were resolved in a timely manner.	1=Strongly Disagree			1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants timely resolution
				2			2			
				3			3			
				4			4			
				Strongly Agree=5			strongly_agree5			
JHR8314Q074	us_hhs_psc_csat_psc_core_grants_trust_psc_partner	D9	I trust my PSC partner in the Grants service area.	1=Strongly Disagree			1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants trust psc partner
				2			2			
				3			3			
				4			4			
				Strongly Agree=5			strongly_agree5			
JHR8314Q075	us_hhs_psc_csat_psc_core_grants_meets_my_needs	D10	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_Grants meets my needs
				2			2			
				3			3			
				4			4			
				Strongly Agree=5			strongly_agree5			
JHR8314Q076	us_hhs_psc_csat_psc_core_grants_choose_psc	D11	Given a choice, I would choose PSC as a partner for the Grants area.	1=Strongly Disagree			1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants choose psc
				2			2			
				3			3			
				4			4			
				Strongly Agree=5			strongly_agree5			
JHR8314Q077	us_hhs_psc_csat_psc_core_grants_customer_service	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 customer service
				2			2			
				3			3			
				4			4			
				Strongly Agree=5			strongly_agree5			
JHR8314Q078	us_hhs_psc_csat_psc_core_grants_simple	D13	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_Grants simple
				2			2			
				3			3			
				4		D1		4			
				Strongly Agree=5		D1	strongly_agree5			
JHR8314Q079	us_hhs_psc_csat_psc_oe_core_grants_simple	D1	Please share an example of your experience working with PSC for the Grants service area that demonstrates how the process was simple and logical					N	Text area, no char limit	Skip Logic Group*	OE Core_Grants simple

Question ID	Variable	Code	Question Text	Option		Value	Req	Input Type	Logic	Label
JHR8314Q080	us_hhs_psc_csat_psc_core_grants_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 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	
JHR8314Q081	us_hhs_psc_csat_psc_oe_core_grants_improvement	D15	Do you have any other comments or recommendations for the Grants service area?				N	Text area, no char limit	Skip Logic Group*	OE Core_Grants improvement
JHR8314Q082	us_hhs_psc_csat_psc_core_grants_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
JHR8314Q083	us_hhs_psc_csat_psc_core_fm_value_add	E2	Facility Management PSC serves in several facility-related roles. For this survey section, please focus only on: 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: Facility Management service offerings are value-add to my agency.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM value add
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q084	us_hhs_psc_csat_psc_core_fm_cost_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	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM cost effective
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q085	us_hhs_psc_csat_psc_core_fm_rates	E4	Facility Management 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_FM rates
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q086	us_hhs_psc_csat_psc_core_fm_clear_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 method
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q087	us_hhs_psc_csat_psc_core_fm_responsive_psc_partner	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 psc partner
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q088	us_hhs_psc_csat_psc_core_fm_communication	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
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q089	us_hhs_psc_csat_psc_core_fm_timely_resolution	E8	Any issues I encountered in this area were resolved in a timely manner.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM timely resolution
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q090	us_hhs_psc_csat_psc_core_fm_trust_psc_partner	E9	I trust my PSC partner in the Facility Management service area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM trust psc partner
				2		2				
				3		3				

						4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q091	us_hhs_psc_csat_psc_core_fm_meets_my_needs	E10	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_FM meets my needs
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q092	us_hhs_psc_csat_psc_core_fm_choose_psc	E11	Given a choice, I would choose PSC as a partner for the Facility Management area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM choose psc
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q093	us_hhs_psc_csat_psc_core_fm_sat_service	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*	Core_FM Sat service
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q094	us_hhs_psc_csat_psc_core_fm_staff	E13	Staff are courteous and responsive when conducting maintenance on facilities.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, has don't know	Skip Logic Group*	Core_FM Staff
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
				Does not apply		does_not_apply				
JHR8314Q095	us_hhs_psc_csat_psc_core_fm_facilities	E14	My facilities are in compliance with all safety requirements as a result of the work performed by the Facility Management service area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM facilities
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q096	us_hhs_psc_csat_psc_core_fm_simple	E15	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_FM simple
				2		2				
				3		3				
				4	E1	4				
				Strongly Agree=5	E1	strongly_agree5				
JHR8314Q097	us_hhs_psc_csat_psc_oe_core_fm_simple	E1	Please share an example of your experience working with PSC for the Facility Management service area that demonstrates how the process was simple and logical.				N	Text area, no char limit	Skip Logic Group*	OE Core_FM simple
JHR8314Q098	us_hhs_psc_csat_psc_core_fm_sentiment	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
				Trustworthy		trustworthy				
				Reliable		reliable			Randomize	
				Inefficient		inefficient				
				Bureaucratic		bureaucratic				
				Customer service oriented		customer_service_oriented				
				Innovative		innovative				
				Conventional		conventional				
				Inflexible		inflexible				
				Relevant		relevant			Mutually Exclusive	
				None of these		none_of_these				
JHR8314Q099	us_hhs_psc_csat_psc_oe_core_fm_improvement	E17	Do you have any other comments or recommendations for the Facility Management service area?				N	Text area, no char limit	Skip Logic Group*	OE Core_FM improvement
JHR8314Q100	us_hhs_psc_csat_psc_core_fm_psc_recognize	E18	Would you like to recognize any PSC partners by name?				N	Text area, no char limit	Skip Logic Group*	Core_FM psc recognize
JHR8314Q101	us_hhs_psc_csat_psc_core_rmdc_value_add	F2	**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: Records Management / Document Conversion service offerings are value-add to my agency.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC value add
				2		2				
				3		3				

ID	Variable	F	Question	Response Label		Response Value	Req	Input Type	Skip Logic	Core Label
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q102	us_hhs_psc_csat_psc_core_rmdc_cost_effective	F3	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
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q103	us_hhs_psc_csat_psc_core_rmdc_rates	F4	Records Management / Document Conversion 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_RMDC rates
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q104	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		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q105	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 responsive psc partner
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q106	us_hhs_psc_csat_psc_core_rmdc_communication	F7	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_RMDC communication
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q107	us_hhs_psc_csat_psc_core_rmdc_timely_resolution	F8	Any issues I encountered in the Records Management / Document Conversion area were resolved in a timely manner.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC timely resolution
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q108	us_hhs_psc_csat_psc_core_rmdc_trust_psc_partner	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				
JHR8314Q109	us_hhs_psc_csat_psc_core_rmdc_meets_my_needs	F10	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_RMDC meets my needs
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q110	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		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q111	us_hhs_psc_csat_psc_core_rmdc_archive_customized	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
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q112	us_hhs_psc_csat_psc_core_rmdc_time_complete_project	F13	The overall quality and time to complete the project met or exceeded our expectations.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC time complete project
				2		2				
				3		3				

Question ID	Variable	Code	Question Text	Answer Label		Answer Value	Req	Input Type	Logic Group	Label
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q113	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				
JHR8314Q114	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 possible.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC simple
				2		2				
				3		3				
				4	F1	4				
				Strongly Agree=5	F1	strongly_agree5				
JHR8314Q115	us_hhs_psc_csat_psc_oe_core_rmdc_simple	F1	Please share an example of your experience working with PSC for the Records Management / Document Conversion service area that demonstrates how the process was simple and logical.				N	Text area, no char limit	Rank Group*	OE Core_RMDC simple
JHR8314Q116	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 sentiment
				Trustworthy		trustworthy				
				Reliable		reliable			Randomize	
				Inefficient		inefficient				
				Bureaucratic		bureaucratic				
				Customer service oriented		customer_service_oriented				
				Innovative		innovative				
				Conventional		conventional				
				Inflexible		inflexible				
				Relevant		relevant			Mutually Exclusive	
				None of these		none_of_these				
JHR8314Q117	us_hhs_psc_csat_psc_oe_core_rmdc_improvement	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
JHR8314Q118	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
JHR8314Q119	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:* Occupational Health service offerings are value-add to my agency.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_OCH value add
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q120	us_hhs_psc_csat_psc_core_och_cost_effective	G3	Occupational Health 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_OCH cost effective
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q121	us_hhs_psc_csat_psc_core_och_rates	G4	Occupational Health 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_OCH rates
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q122	us_hhs_psc_csat_psc_core_och_clear_method	G5	The Occupational Health 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_OCH clear method
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				

JHR8314Q123	us_hhs_psc_csat_psc_core_och_responsive_psc_partner	G6	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
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q124	us_hhs_psc_csat_psc_core_och_communication	G7	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_OCH communication
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q125	us_hhs_psc_csat_psc_core_och_timely_resolution	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*	Core_OCH timely resolution
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q126	us_hhs_psc_csat_psc_core_och_trust_psc_partner	G9	I trust my PSC partner in the Occupational Health service area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_OCH trust psc partner
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q127	us_hhs_psc_csat_psc_core_och_meets_my_needs	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*	Core_OCH meets my needs
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q128	us_hhs_psc_csat_psc_core_och_choose_psc	G11	Given a choice, I would choose PSC as a partner for the Occupational Health area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_OCH choose psc
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q129	us_hhs_psc_csat_psc_core_och_clear_process_understand	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		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_OCH clear process understand
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q130	us_hhs_psc_csat_psc_core_och_relevant_services	G13	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*	Core_OCH relevant services
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q131	us_hhs_psc_csat_psc_core_och_simple	G14	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_OCH simple
				2		2				
				3		3				
				4	G1	4				
				Strongly Agree=5	G1	strongly_agree5				
JHR8314Q132	us_hhs_psc_csat_psc_oe_core_och_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_csat_psc_core_och_sentiment	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
				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	
JHR8314Q134	us_hhs_psc_csat_psc_oe_core_och_improvement	G16	Do you have any other comments or recommendations for the Occupational Health service area?					N	Text area, no char limit	Skip Logic Group*	OE Core_OCH improvement
JHR8314Q135	us_hhs_psc_csat_psc_core_och_psc_recognize	G17	Would you like to recognize any PSC/FOH partners by name?					N	Text area, no char limit	Skip Logic Group*	Core_OCH psc recognize
JHR8314Q136	us_hhs_psc_csat_psc_core_regional_suprt_value_add	H2	**HHS Regional Support** *PSC Regional Support serves as a strategic partner with Operating Divisions (OpDivs) and Staff Divisions (StaffDivs) located in HHS Regional Offices, providing 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: HHS Regional Support service offerings are value-add to my agency.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt value add
JHR8314Q137	us_hhs_psc_csat_psc_core_regional_suprt_cost_effective	H3	HHS Regional Support 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		1strongly_disagree 2 3 4 strongly_agree5		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt cost effective
JHR8314Q138	us_hhs_psc_csat_psc_core_regional_suprt_rates	H4	HHS Regional Support rates were provided upfront and I understood what services I would receive at those rates.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt rates
JHR8314Q139	us_hhs_psc_csat_psc_core_regional_suprt_clear_method	H5	The service method was clear and any questions I had were answered to my satisfaction.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt clear method
JHR8314Q140	us_hhs_psc_csat_psc_core_regional_suprt_responsive_psc_partner	H6	My PSC partner in the HHS Regional Support service area is responsive.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt responsive psc partner
JHR8314Q141	us_hhs_psc_csat_psc_core_regional_suprt_communication	H7	I was informed of the process, any delays, and received follow up communication.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt communication
JHR8314Q142	us_hhs_psc_csat_psc_core_regional_suprt_timely_resolution	H8	Any issues I encountered in the HHS Regional Support area were resolved in a timely manner.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt timely resolution
JHR8314Q143	us_hhs_psc_csat_psc_core_regional_suprt_trust_psc_partner	H9	I trust my PSC partner in the HHS Regional Support service area.	1=Strongly Disagree 2 3		1strongly_disagree 2 3		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt trust psc partner

				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q144	us_hhs_psc_csat _psc_core_regio nal_suprt_meets _my_needs	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
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q145	us_hhs_psc_csat _psc_core_regio nal_suprt_choos e_psc	H11	Given a choice, I would choose PSC as a partner for the HHS Regional Support area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt choose psc
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q146	us_hhs_psc_csat _psc_core_regio nal_suprt_valua bl____	H12	The HHS Regional Support service area provides me with valuable support in running my day to day operations.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt valuable support
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q147	us_hhs_psc_csat _psc_core_regio nal_suprt_day_t o_day_ease	H13	The services provided by the HHS Regional Support area make the day to day activities in my organization run more efficiently.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt day to day ease
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q148	us_hhs_psc_csat _psc_core_regio nal_suprt_simpl e	H14	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_regional suprt simple
				2		2				
				3		3				
				4	H1	4				
				Strongly Agree=5	H1	strongly_agree5				
JHR8314Q149	us_hhs_psc_csat _psc_oe_core_r egional_suprt_si mple	H1	Please share an example of your experience working with PSC for the HHS Regional Support service area that demonstrates how the process was simple and logical.				N	Text area, no char limit	Skip Logic Group*	OE Core_regional suprt simple
JHR8314Q150	us_hhs_psc_csat _psc_core_regio nal_suprt_senti ment	H15	When you think about the HHS Regional Support service area, which of the following words come to mind? **(Choose only three)**	Transparent		transparent	Y	Checkbox, one-up vertical	Skip Logic Group*	Core_regional suprt sentiment
				Trustworthy		trustworthy				
				Reliable		reliable			Randomize	
				Inefficient		inefficient				
				Bureaucratic		bureaucratic				
				Customer service oriented		customer_service_oriented				
				Innovative		innovative				
				Conventional		conventional				
				Inflexible		inflexible				
				Relevant		relevant			Mutually Exclusive	
				None of these		none_of_these				
JHR8314Q151	us_hhs_psc_csat _psc_oe_core_r egional_suprt_i mprovement	H16	Do you have any other comments or recommendations for the HHS Regional Support service area?				N	Text area, no char limit	Skip Logic Group*	OE Core_regional suprt improvement
JHR8314Q152	us_hhs_psc_csat _psc_core_regio nal_suprt_psc_r ecognize	H17	Would you like to recognize any PSC partners by name?				N	Text area, no char limit	Skip Logic Group*	Core_regional suprt psc recognize
JHR8314Q153	us_hhs_psc_csat _psc_core_transi t_value_add	I2	**Transit (Go!Card)** *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 the following:	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Transit value add
				2		2				
			Transit (Go!Card) service offerings are value-add to my agency.	3		3				

				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q154	us_hhs_psc_csat_psc_core_transit_cost_effective	I3	Transit (Go!Card) 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_Transit cost effective
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q155	us_hhs_psc_csat_psc_core_transit_rates	I4	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
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q156	us_hhs_psc_csat_psc_core_transit_clear_method	I5	The Transit (Go!Card) 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_Transit clear method
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q157	us_hhs_psc_csat_psc_core_transit_responsive_psc_partner	I6	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 responsive psc partner
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q158	us_hhs_psc_csat_psc_core_transit_communication	I7	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_Transit communication
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q159	us_hhs_psc_csat_psc_core_transit_timely_resolution	I8	Any issues I encountered in this area were resolved in a timely manner.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Transit timely resolution
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q160	us_hhs_psc_csat_psc_core_transit_trust_psc_partner	I9	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 psc partner
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q161	us_hhs_psc_csat_psc_core_transit_meets_my_needs	I10	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 my needs
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q162	us_hhs_psc_csat_psc_core_transit_choose_psc	I11	Given a choice, I would choose PSC as a partner for the Transit (Go!Card) area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Transit choose psc
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q163	us_hhs_psc_csat_psc_core_transit_simple	I12	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_Transit simple
				2		2				
				3		3				
				4	I1	4				
				Strongly Agree=5	I1	strongly_agree5				

JHR8314Q164	us_hhs_psc_csat_psc_oe_core_transit_simple	I1	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_transit_sentiment	I13	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				
				Reliable		reliable			Randomize	
				Inefficient		inefficient				
				Bureaucratic		bureaucratic				
				Customer service oriented		customer_service_oriented				
				Innovative		innovative				
				Conventional		conventional				
				Inflexible		inflexible				
				Relevant		relevant			Mutually Exclusive	
				None of these		none_of_these				
JHR8314Q166	us_hhs_psc_csat_psc_oe_core_transit_improvement	I14	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_transit_psc_recognize	I15	Would you like to recognize any PSC partners by name?				N	Text area, no char limit	Skip Logic Group*	Core_Transit psc recognize

QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Type	Special Instructions	CQ Label
JHR8314Q001	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>	Simplicity (we offer clean solutions to maximize value)		simplicity_we_offer_clean_solutions_to_maximize_value	Y	Drop down, select one	Rank Group*	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 important work)		impact_we_accomplish_amazing_amounts_of_important_work				
JHR8314Q002	us_hhs_psc_csat_psc_rank_2		<u>Rank 2</u>	Simplicity (we offer clean solutions to maximize value)		simplicity_we_offer_clean_solutions_to_maximize_value	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_important_work				
JHR8314Q003	us_hhs_psc_csat_psc_rank_3		<u>Rank 3</u>	Simplicity (we offer clean solutions to maximize value)		simplicity_we_offer_clean_solutions_to_maximize_value	N	Drop down, select one	Rank Group*	Rank 3
				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_important_work				
JHR8314Q004	us_hhs_psc_csat_psc_rank_4		<u>Rank 4</u>	Simplicity (we offer clean solutions to maximize value)		simplicity_we_offer_clean_solutions_to_maximize_value	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)		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_important_work				
JHR8314Q005	us_hhs_psc_csat_psc_rank_5		<u>Rank 5</u>	Simplicity (we offer clean solutions to maximize value)		simplicity_we_offer_clean_solutions_to_maximize_value	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)		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_important_work				
JHR8314Q006	us_hhs_psc_csat_psc_psc_core_values		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		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q007	us_hhs_psc_csat_psc_psc_act_in_best_interest		I can count on PSC to act in the best interests of the government.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know		PSC act in best interest
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q008	us_hhs_psc_csat_psc_psc_trustworthy		I consider PSC to be trustworthy.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know		PSC trustworthy
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q009	us_hhs_psc_csat_psc_psc_expectations		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		2				
				3		3				
				4		4				

				Strongly Agree=5		strongly_agree5				
JHR8314Q010	us_hhs_psc_csat_psc_psc_leader_in_tech		PSC 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				
JHR8314Q011	us_hhs_psc_csat_psc_oe_psc_improvement		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_support_core_mission		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
JHR8314Q013	us_hhs_psc_csat_psc_ss_provider_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
				No		no				
JHR8314Q014	us_hhs_psc_csat_psc_oe_ss_provider_other_compare	A	How does PSC compare to the other Shared Service provider you have used?				N	Text area, no char limit	Skip Logic Group*	OE_SS provider other compare
JHR8314Q015	us_hhs_psc_csat_psc_psc_core_areas		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 **PSC services you currently use.**	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)	I2, I3, I4, I5, I6, I7, I8, I9, I10, I11, I12, I13, I14, I15	transit_gocard				

JHR8314Q016	us_hhs_psc_csat_psc_core_travel_value_add	A2	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 Customer and partner liaison and coordination. Based specifically on our basic Travel services, please indicate your agreement with the following: Travel service offerings are value-add to my agency.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel value add
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 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel cost effective
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.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel rates
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.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel clear method
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 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel responsive psc partner
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 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel communication
JHR8314Q022	us_hhs_psc_csat_psc_core_travel_timely_resolution	A8	Any issues I encountered in this Travel area were resolved in a timely manner.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel timely resolution
JHR8314Q023	us_hhs_psc_csat_psc_core_travel_trust_psc_partner	A9	I trust my PSC partner in this Travel service area.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel trust psc partner
JHR8314Q024	us_hhs_psc_csat_psc_core_travel_meets_my_needs	A10	My partner understands my mission needs and is interested in meeting my needs.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel meets my needs
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 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Travel choose psc

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: 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_Travel simple
				2		2				
				3		3				
				4	A1	4				
				Strongly Agree=5	A1	strongly_agree5				
JHR8314Q027	us_hhs_psc_csat_psc_oe_core_travel_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				
				Bureaucratic		bureaucratic				
				Customer service oriented		customer_service_oriented				
				Innovative		innovative				
				Conventional		conventional				
				Inflexible		inflexible				
				Relevant		relevant			Mutually Exclusive	
				None of these		none_of_these				
JHR8314Q029	us_hhs_psc_csat_psc_oe_core_travel_improvement	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_travel_psc_recognize	A15	Would you like to recognize any PSC Travel partners by name?				N	Text area, no char limit	Skip Logic Group*	OE Core_Travel psc recognize
JHR8314Q031	us_hhs_psc_csat_psc_core_finance_value_add	B2	*Financial Services* *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.* *Based specifically on our basic finance services, please indicate your agreement with the following:* Financial Services offerings are value-add to my agency.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance value add
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q032	us_hhs_psc_csat_psc_core_finance_cost_effective	B3	Financial Services 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_Finance cost effective
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q033	us_hhs_psc_csat_psc_core_finance_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_finance_clear_method	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				
				Strongly Agree=5		strongly_agree5				
JHR8314Q035	us_hhs_psc_csat_psc_core_finance_responsive_psc_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		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q036	us_hhs_psc_csat_psc_core_finance_communication	B7	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_Finance communication
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				

ID	Variable	Code	Question	Option		Value	Req	Input Type	Logic	Label
JHR8314Q037	us_hhs_psc_csat_psc_core_finance_timely_resolution	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
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q038	us_hhs_psc_csat_psc_core_finance_trust_psc_partner	B9	I trust my PSC partner in the Financial Services area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance trust psc partner
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q039	us_hhs_psc_csat_psc_core_finance_meets_my_needs	B10	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_Finance meets my needs
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q040	us_hhs_psc_csat_psc_core_finance_choose_psc	B11	Given a choice, I would choose PSC as a partner for the Financial Services area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance choose psc
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q041	us_hhs_psc_csat_psc_core_finance_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
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q042	us_hhs_psc_csat_psc_core_finance_audit_comfort	B13	I felt confident going through an audit as a result of the services provided by the Financial Services area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Finance audit comfort
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q043	us_hhs_psc_csat_psc_core_finance_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_finance_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	4				
				Strongly Agree=5	B1	strongly_agree5				
JHR8314Q045	us_hhs_psc_csat_psc_oe_core_finance_simple	B1	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
JHR8314Q046	us_hhs_psc_csat_psc_core_finance_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			Mutually Exclusive	
				None of these		none_of_these				
JHR8314Q047	us_hhs_psc_csat_psc_oe_core_finance_improvement	B17	Do you have any other comments or recommendations for the Financial Services area?				N	Text area, no char limit	Skip Logic Group*	OE Core_Finance improvement

ID	Variable	Code	Question Text	Scale Low		Scale Value	Req	Input Type	Skip Logic	Label
JHR8314Q048	us_hhs_psc_csat_psc_core_finance_psc_recognize	B18	Would you like to recognize any PSC partners by name?				N	Text area, no char limit	Skip Logic Group*	Core_Finance psc recognize
JHR8314Q049	us_hhs_psc_csat_psc_core_procurement_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: Procurement service offerings are value-add to my agency.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5	Y		Skip Logic Group*	Core_Procurement value add
JHR8314Q050	us_hhs_psc_csat_psc_core_procurement_cost_effective	C3	Procurement 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		1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement cost effective
JHR8314Q051	us_hhs_psc_csat_psc_core_procurement_rates	C4	Procurement rates were provided upfront and I understood what services I would receive at those rates.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement rates
JHR8314Q052	us_hhs_psc_csat_psc_core_procurement_clear_method	C5	The Procurement service method was clear and any questions I had were answered to my satisfaction.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement clear method
JHR8314Q053	us_hhs_psc_csat_psc_core_procurement_responsive_psc_partner	C6	My PSC partner in the Procurement service area is responsive.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement responsive psc partner
JHR8314Q054	us_hhs_psc_csat_psc_core_procurement_communication	C7	I was informed of the process, any delays, and received follow up communication.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement communication
JHR8314Q055	us_hhs_psc_csat_psc_core_procurement_timely_resolution	C8	Any issues I encountered in the Procurement service area were resolved in a timely manner.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement timely resolution
JHR8314Q056	us_hhs_psc_csat_psc_core_procurement_trust_psc_partner	C9	I trust my PSC partner in the Procurement service area.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement trust psc partner
JHR8314Q057	us_hhs_psc_csat_psc_core_procurement_meets_my_needs	C10	My partner understands my mission needs and is interested in meeting my needs.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement meets my needs
JHR8314Q058	us_hhs_psc_csat_psc_core_procurement_choose_psc	C11	Given a choice, I would choose PSC as a partner for Procurement.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement choose psc

				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q059	us_hhs_psc_csat_psc_core_procurement_negotiate	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				
JHR8314Q060	us_hhs_psc_csat_psc_core_procurement_supported_by_service_area	C13	I felt supported through the acquisition life-cycle by the Procurement service area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Procurement supported by service area
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q061	us_hhs_psc_csat_psc_core_procurement_add_services	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 add services
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q062	us_hhs_psc_csat_psc_core_procurement_simple	C15	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_Procurement simple
				2		2				
				3		3				
				4	C1	4				
				Strongly Agree=5	C1	strongly_agree5				
JHR8314Q063	us_hhs_psc_csat_psc_oe_core_procurement_simple	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_Procurement simple
JHR8314Q064	us_hhs_psc_csat_psc_core_procurement_sentiment	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			Mutually Exclusive	
				None of these		none_of_these				
JHR8314Q065	us_hhs_psc_csat_psc_oe_core_procurement_improvement	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 improvement
JHR8314Q066	us_hhs_psc_csat_psc_core_procurement_psc_recognize	C18	Would you like to recognize any PSC partners by name?				N	Text area, no char limit	Skip Logic Group*	Core_Procurement psc recognize
JHR8314Q067	us_hhs_psc_csat_psc_core_grants_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 requests, and disbursement reporting activities. Based specifically on our basic Grants service, please indicate your agreement with the following: Grants service offerings are value-add to my agency.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants value add
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q068	us_hhs_psc_csat_psc_core_grants_cost_effective	D3	Grants 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_Grants cost effective
				2		2				
				3		3				
				4		4				

					Strongly Agree=5			strongly_agree5			
JHR8314Q069	us_hhs_psc_csat_psc_core_grants_rates	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
				2			2				
				3			3				
				4			4				
				Strongly Agree=5			strongly_agree5				
JHR8314Q070	us_hhs_psc_csat_psc_core_grants_clear_method	D5	The Grants 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_Grants clear method
				2			2				
				3			3				
				4			4				
				Strongly Agree=5			strongly_agree5				
JHR8314Q071	us_hhs_psc_csat_psc_core_grants_responsive_psc_partner	D6	My PSC partner in the Grants service area is responsive.	1=Strongly Disagree			1strongly_disagree		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants responsive psc partner
				2			2				
				3			3				
				4			4				
				Strongly Agree=5			strongly_agree5				
JHR8314Q072	us_hhs_psc_csat_psc_core_grants_communication	D7	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_Grants communication
				2			2				
				3			3				
				4			4				
				Strongly Agree=5			strongly_agree5				
JHR8314Q073	us_hhs_psc_csat_psc_core_grants_timely_resolution	D8	Any issues I encountered in the Grants area were resolved in a timely manner.	1=Strongly Disagree			1strongly_disagree		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants timely resolution
				2			2				
				3			3				
				4			4				
				Strongly Agree=5			strongly_agree5				
JHR8314Q074	us_hhs_psc_csat_psc_core_grants_trust_psc_partner	D9	I trust my PSC partner in the Grants service area.	1=Strongly Disagree			1strongly_disagree		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants trust psc partner
				2			2				
				3			3				
				4			4				
				Strongly Agree=5			strongly_agree5				
JHR8314Q075	us_hhs_psc_csat_psc_core_grants_meets_my_needs	D10	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_Grants meets my needs
				2			2				
				3			3				
				4			4				
				Strongly Agree=5			strongly_agree5				
JHR8314Q076	us_hhs_psc_csat_psc_core_grants_choose_psc	D11	Given a choice, I would choose PSC as a partner for the Grants area.	1=Strongly Disagree			1strongly_disagree		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Grants choose psc
				2			2				
				3			3				
				4			4				
				Strongly Agree=5			strongly_agree5				
JHR8314Q077	us_hhs_psc_csat_psc_core_grants_customer_service	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 customer service
				2			2				
				3			3				
				4			4				
				Strongly Agree=5			strongly_agree5				
JHR8314Q078	us_hhs_psc_csat_psc_core_grants_simple	D13	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_Grants simple
				2			2				
				3			3				
				4	D1		4				
				Strongly Agree=5	D1		strongly_agree5				
JHR8314Q079	us_hhs_psc_csat_psc_oe_core_grants_simple	D1	Please share an example of your experience working with PSC for the Grants service area that demonstrates how the process was simple and logical						N	Text area, no char limit	Skip Logic Group*	OE Core_Grants simple

ID	Variable	Code	Question Text	Response Label		Response Value	Req	Input Type	Logic	Report Label
JHR8314Q080	us_hhs_psc_csat_psc_core_grants_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 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	
JHR8314Q081	us_hhs_psc_csat_psc_oe_core_grants_improvement	D15	Do you have any other comments or recommendations for the Grants service area?				N	Text area, no char limit	Skip Logic Group*	OE Core_Grants improvement
JHR8314Q082	us_hhs_psc_csat_psc_core_grants_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
JHR8314Q083	us_hhs_psc_csat_psc_core_fm_value_add	E2	Facility Management PSC serves in several facility-related roles. For this survey section, please focus only on: 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: Facility Management service offerings are value-add to my agency.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM value add
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q084	us_hhs_psc_csat_psc_core_fm_cost_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	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM cost effective
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q085	us_hhs_psc_csat_psc_core_fm_rates	E4	Facility Management 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_FM rates
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q086	us_hhs_psc_csat_psc_core_fm_clear_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 method
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q087	us_hhs_psc_csat_psc_core_fm_responsive_psc_partner	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 psc partner
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q088	us_hhs_psc_csat_psc_core_fm_communication	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
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q089	us_hhs_psc_csat_psc_core_fm_timely_resolution	E8	Any issues I encountered in this area were resolved in a timely manner.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM timely resolution
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q090	us_hhs_psc_csat_psc_core_fm_trust_psc_partner	E9	I trust my PSC partner in the Facility Management service area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM trust psc partner
				2		2				
				3		3				

				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q091	us_hhs_psc_csat_psc_core_fm_meets_my_needs	E10	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_FM meets my needs
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q092	us_hhs_psc_csat_psc_core_fm_choose_psc	E11	Given a choice, I would choose PSC as a partner for the Facility Management area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM choose psc
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q093	us_hhs_psc_csat_psc_core_fm_sat_service	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*	Core_FM Sat service
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q094	us_hhs_psc_csat_psc_core_fm_staff	E13	Staff are courteous and responsive when conducting maintenance on facilities.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, has don't know	Skip Logic Group*	Core_FM Staff
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
				Does not apply		does_not_apply				
JHR8314Q095	us_hhs_psc_csat_psc_core_fm_facilities	E14	My facilities are in compliance with all safety requirements as a result of the work performed by the Facility Management service area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_FM facilities
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q096	us_hhs_psc_csat_psc_core_fm_simple	E15	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_FM simple
				2		2				
				3		3				
				4	E1	4				
				Strongly Agree=5	E1	strongly_agree5				
JHR8314Q097	us_hhs_psc_csat_psc_oe_core_fm_simple	E1	Please share an example of your experience working with PSC for the Facility Management service area that demonstrates how the process was simple and logical.				N	Text area, no char limit	Skip Logic Group*	OE Core_FM simple
JHR8314Q098	us_hhs_psc_csat_psc_core_fm_sentiment	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
				Trustworthy		trustworthy				
				Reliable		reliable			Randomize	
				Inefficient		inefficient				
				Bureaucratic		bureaucratic				
				Customer service oriented		customer_service_oriented				
				Innovative		innovative				
				Conventional		conventional				
				Inflexible		inflexible				
				Relevant		relevant			Mutually Exclusive	
				None of these		none_of_these				
JHR8314Q099	us_hhs_psc_csat_psc_oe_core_fm_improvement	E17	Do you have any other comments or recommendations for the Facility Management service area?				N	Text area, no char limit	Skip Logic Group*	OE Core_FM improvement
JHR8314Q100	us_hhs_psc_csat_psc_core_fm_psc_recognize	E18	Would you like to recognize any PSC partners by name?				N	Text area, no char limit	Skip Logic Group*	Core_FM psc recognize
JHR8314Q101	us_hhs_psc_csat_psc_core_rmdc_value_add	F2	**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: Records Management / Document Conversion service offerings are value-add to my agency.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC value add
				2		2				
				3		3				

				4		4					
				Strongly Agree=5		strongly_agree5					
JHR8314Q102	us_hhs_psc_csat_psc_core_rmdc_cost_effective	F3	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
				2		2					
				3		3					
				4		4					
				Strongly Agree=5		strongly_agree5					
JHR8314Q103	us_hhs_psc_csat_psc_core_rmdc_rates	F4	Records Management / Document Conversion 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_RMDC rates
				2		2					
				3		3					
				4		4					
				Strongly Agree=5		strongly_agree5					
JHR8314Q104	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		3					
				4		4					
				Strongly Agree=5		strongly_agree5					
JHR8314Q105	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 responsive psc partner
				2		2					
				3		3					
				4		4					
				Strongly Agree=5		strongly_agree5					
JHR8314Q106	us_hhs_psc_csat_psc_core_rmdc_communication	F7	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_RMDC communication
				2		2					
				3		3					
				4		4					
				Strongly Agree=5		strongly_agree5					
JHR8314Q107	us_hhs_psc_csat_psc_core_rmdc_timely_resolution	F8	Any issues I encountered in the Records Management / Document Conversion area were resolved in a timely manner.	1=Strongly Disagree		1strongly_disagree		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC timely resolution
				2		2					
				3		3					
				4		4					
				Strongly Agree=5		strongly_agree5					
JHR8314Q108	us_hhs_psc_csat_psc_core_rmdc_trust_psc_partner	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					
JHR8314Q109	us_hhs_psc_csat_psc_core_rmdc_meets_my_needs	F10	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_RMDC meets my needs
				2		2					
				3		3					
				4		4					
				Strongly Agree=5		strongly_agree5					
JHR8314Q110	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		2					
				3		3					
				4		4					
				Strongly Agree=5		strongly_agree5					
JHR8314Q111	us_hhs_psc_csat_psc_core_rmdc_archive_customized	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
				2		2					
				3		3					
				4		4					
				Strongly Agree=5		strongly_agree5					
JHR8314Q112	us_hhs_psc_csat_psc_core_rmdc_time_complete_project	F13	The overall quality and time to complete the project met or exceeded our expectations.	1=Strongly Disagree		1strongly_disagree		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC time complete project
				2		2					
				3		3					

ID	Variable	Code	Question Text	Answer		Answer Code	Req	Input Type	Logic	Label
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q113	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				
JHR8314Q114	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 possible.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_RMDC simple
				2		2				
				3		3				
				4	F1	4				
				Strongly Agree=5	F1	strongly_agree5				
JHR8314Q115	us_hhs_psc_csat_psc_oe_core_rmdc_simple	F1	Please share an example of your experience working with PSC for the Records Management / Document Conversion service area that demonstrates how the process was simple and logical.				N	Text area, no char limit	Rank Group*	OE Core_RMDC simple
JHR8314Q116	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 sentiment
				Trustworthy		trustworthy				
				Reliable		reliable			Randomize	
				Inefficient		inefficient				
				Bureaucratic		bureaucratic				
				Customer service oriented		customer_service_oriented				
				Innovative		innovative				
				Conventional		conventional				
				Inflexible		inflexible				
				Relevant		relevant			Mutually Exclusive	
				None of these		none_of_these				
JHR8314Q117	us_hhs_psc_csat_psc_oe_core_rmdc_improvement	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
JHR8314Q118	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
JHR8314Q119	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:* Occupational Health service offerings are value-add to my agency.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_OCH value add
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q120	us_hhs_psc_csat_psc_core_och_cost_effective	G3	Occupational Health 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_OCH cost effective
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q121	us_hhs_psc_csat_psc_core_och_rates	G4	Occupational Health 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_OCH rates
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q122	us_hhs_psc_csat_psc_core_och_clear_method	G5	The Occupational Health 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_OCH clear method
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				

JHR8314Q123	us_hhs_psc_csat _psc_core_och_r esponsive_psc_p artner	G6	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
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q124	us_hhs_psc_csat _psc_core_och_ communication	G7	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_OCH communication
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q125	us_hhs_psc_csat _psc_core_och_ timely_resolutio n	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*	Core_OCH timely resolution
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q126	us_hhs_psc_csat _psc_core_och_t rust_psc_partne r	G9	I trust my PSC partner in the Occupational Health service area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_OCH trust psc partner
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q127	us_hhs_psc_csat _psc_core_och_ meets_my_need s	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*	Core_OCH meets my needs
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q128	us_hhs_psc_csat _psc_core_och_ choose_psc	G11	Given a choice, I would choose PSC as a partner for the Occupational Health area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_OCH choose psc
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q129	us_hhs_psc_csat _psc_core_och_ clear_process_u nderstand	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		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_OCH clear process understand
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q130	us_hhs_psc_csat _psc_core_och_r elevant_services	G13	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*	Core_OCH relevant services
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q131	us_hhs_psc_csat _psc_core_och_ simple	G14	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_OCH simple
				2		2				
				3		3				
				4	G1	4				
				Strongly Agree=5	G1	strongly_agree5				
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.				N	Text area, no char limit	Skip Logic Group*	OE Core_OCH simple
JHR8314Q133	us_hhs_psc_csat _psc_core_och_ sentiment	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
				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	
JHR8314Q134	us_hhs_psc_csat _psc_oe_core_o ch_improvemen t	G16	Do you have any other comments or recommendations for the Occupational Health service area?					N	Text area, no char limit	Skip Logic Group*	OE Core_OCH improvement
JHR8314Q135	us_hhs_psc_csat _psc_core_och_ psc_recognize	G17	Would you like to recognize any PSC/FOH partners by name?					N	Text area, no char limit	Skip Logic Group*	Core_OCH psc recognize
JHR8314Q136	us_hhs_psc_csat _psc_core_regio nal_suprt_value _add	H2	**HHS Regional Support** *PSC Regional Support serves as a strategic partner with Operating Divisions (OpDivs) and Staff Divisions (StaffDivs) located in HHS Regional Offices, providing 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: HHS Regional Support service offerings are value-add to my agency.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt value add
JHR8314Q137	us_hhs_psc_csat _psc_core_regio nal_suprt_cost_ effective	H3	HHS Regional Support 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		1strongly_disagree 2 3 4 strongly_agree5		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt cost effective
JHR8314Q138	us_hhs_psc_csat _psc_core_regio nal_suprt_rates	H4	HHS Regional Support rates were provided upfront and I understood what services I would receive at those rates.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt rates
JHR8314Q139	us_hhs_psc_csat _psc_core_regio nal_suprt_clear_ method	H5	The service method was clear and any questions I had were answered to my satisfaction.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt clear method
JHR8314Q140	us_hhs_psc_csat _psc_core_regio nal_suprt_respo nsive_psc_partn er	H6	My PSC partner in the HHS Regional Support service area is responsive.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt responsive psc partner
JHR8314Q141	us_hhs_psc_csat _psc_core_regio nal_suprt_comm unication	H7	I was informed of the process, any delays, and received follow up communication.	1=Strongly Disagree 2 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt communication
JHR8314Q142	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 3 4 Strongly Agree=5		1strongly_disagree 2 3 4 strongly_agree5		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt timely resolution
JHR8314Q143	us_hhs_psc_csat _psc_core_regio nal_suprt_trust_ psc_partner	H9	I trust my PSC partner in the HHS Regional Support service area.	1=Strongly Disagree 2 3		1strongly_disagree 2 3		Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt trust psc partner

				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q144	us_hhs_psc_csat _psc_core_regio nal_suprt_meets _my_needs	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
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q145	us_hhs_psc_csat _psc_core_regio nal_suprt_choos e_psc	H11	Given a choice, I would choose PSC as a partner for the HHS Regional Support area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt choose psc
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q146	us_hhs_psc_csat _psc_core_regio nal_suprt_valua ble suprt	H12	The HHS Regional Support service area provides me with valuable support in running my day to day operations.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt valuable support
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q147	us_hhs_psc_csat _psc_core_regio nal_suprt_day_t o_day_ease	H13	The services provided by the HHS Regional Support area make the day to day activities in my organization run more efficiently.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_regional suprt day to day ease
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q148	us_hhs_psc_csat _psc_core_regio nal_suprt_simpl e	H14	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_regional suprt simple
				2		2				
				3		3				
				4	H1	4				
				Strongly Agree=5	H1	strongly_agree5				
JHR8314Q149	us_hhs_psc_csat _psc_oe_core_r egional_suprt_si mple	H1	Please share an example of your experience working with PSC for the HHS Regional Support service area that demonstrates how the process was simple and logical.				N	Text area, no char limit	Skip Logic Group*	OE Core_regional suprt simple
JHR8314Q150	us_hhs_psc_csat _psc_core_regio nal_suprt_senti ment	H15	When you think about the HHS Regional Support service area, which of the following words come to mind? **(Choose only three)**	Transparent		transparent	Y	Checkbox, one-up vertical	Skip Logic Group*	Core_regional suprt 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	
JHR8314Q151	us_hhs_psc_csat _psc_oe_core_r egional_suprt_i mprovement	H16	Do you have any other comments or recommendations for the HHS Regional Support service area?				N	Text area, no char limit	Skip Logic Group*	OE Core_regional suprt improvement
JHR8314Q152	us_hhs_psc_csat _psc_core_regio nal_suprt_psc_r ecognize	H17	Would you like to recognize any PSC partners by name?				N	Text area, no char limit	Skip Logic Group*	Core_regional suprt psc recognize
JHR8314Q153	us_hhs_psc_csat _psc_core_transi t_value_add	I2	**Transit (Go!Card)** *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 the following: Transit (Go!Card) service offerings are value-add to my agency.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Transit value add
				2		2				
				3		3				

ID	Variable	Item	Question	Scale		Value	Req	Response Type	Skip Logic	Label
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q154	us_hhs_psc_csat_psc_core_transit_cost_effective	I3	Transit (Go!Card) 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_Transit cost effective
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q155	us_hhs_psc_csat_psc_core_transit_rates	I4	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
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q156	us_hhs_psc_csat_psc_core_transit_clear_method	I5	The Transit (Go!Card) 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_Transit clear method
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q157	us_hhs_psc_csat_psc_core_transit_responsive_psc_partner	I6	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 responsive psc partner
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q158	us_hhs_psc_csat_psc_core_transit_communication	I7	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_Transit communication
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q159	us_hhs_psc_csat_psc_core_transit_timely_resolution	I8	Any issues I encountered in this area were resolved in a timely manner.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Transit timely resolution
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q160	us_hhs_psc_csat_psc_core_transit_trust_psc_partner	I9	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 psc partner
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q161	us_hhs_psc_csat_psc_core_transit_meets_my_needs	I10	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 my needs
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q162	us_hhs_psc_csat_psc_core_transit_choose_psc	I11	Given a choice, I would choose PSC as a partner for the Transit (Go!Card) area.	1=Strongly Disagree		1strongly_disagree	Y	Radio button, scale, no don't know	Skip Logic Group*	Core_Transit choose psc
				2		2				
				3		3				
				4		4				
				Strongly Agree=5		strongly_agree5				
JHR8314Q163	us_hhs_psc_csat_psc_core_transit_simple	I12	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_Transit simple
				2		2				
				3		3				
				4	I1	4				
				Strongly Agree=5	I1	strongly_agree5				

JHR8314Q164	us_hhs_psc_csat _psc_oe_core_tr ansit_simple	I1	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	I13	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				
				Reliable		reliable			Randomize	
				Inefficient		inefficient				
				Bureaucratic		bureaucratic				
				Customer service oriented		customer_service_oriented				
				Innovative		innovative				
				Conventional		conventional				
				Inflexible		inflexible				
				Relevant		relevant			Mutually Exclusive	
				None of these		none_of_these				
JHR8314Q166	us_hhs_psc_csat _psc_oe_core_tr ansit_improvem ent	I14	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	I15	Would you like to recognize any PSC partners by name?				N	Text area, no char limit	Skip Logic Group*	Core_Transit psc recognize