Post-telework Survey

NASA exercised a telework day for the entire Agency on Friday, March 6, 2020. The NASA OCIO is interested in collecting information from civil servants, contractors, and other NASA users about the telework user experience leveraging existing NASA IT resources. Please take a few minutes to let us know if you participated in the telework day and what your telework experiences were like. We'll be using this information to measure and improve the quality of the telework experience.

This survey is voluntary and does not collect any personally identifiable information from respondents.

Paperwork Reduction Act Statement:
This information collection meets the requirements of 44 U.S.C 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. The OMB control number for this information collection is 2700-153 and it expires on 09/30/2021. We estimate that it will take about 3 minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our time estimate above to luis.bares@nasa.gov. Send only comments relating to our time estimate to this address.

Demographics
(1) What is your home Center?
   a. AFRC
   b. ARC
   c. GRC
   d. GSFC
   e. HQ
   f. JSC
   g. KSC
   h. LaRC
   i. MSFC
   j. NSSC
   k. SSC

(2) Type of employee
   a. Government employee
   b. Contractor employee
   c. Other (fill in)

(3) Do you normally telework
   a. Yes, typically 1 or more day each week

b. Yes, occasionally
c. No

Your Participation in Teleworking on Friday March 6, 2020
(4) Did you telework Friday?
   a. Yes (go to question 6)
   b. No (go to question (5)

(5) If you did not telework on Friday, what was the reason?
   a. Friday was not a day I was scheduled to work
   b. My work required me to be physically present at my work site
   c. I do not have the technology (laptop, home network, etc) needed to telework
   d. I was not authorized to telework by my management
   e. I did not want to telework
   f. Other (provide text field to explain if desired)

Your Telework Experience on Friday March 6, 2020
(6) What type of device did you use while you were teleworking? (multiple choice)
   a. Computer: CIO-managed laptop or computer (End User Services/NEST)
   b. Computer: Laptop provided by a contract other than CIO-managed provider (non-NEST)
   c. Computer: Government-owned laptop
   d. Mobile Phone: CIO-managed device (End User Services/NEST)
   e. Mobile Phone: Device provided by a contract other than CIO-managed provider (non-NEST)
   f. Mobile Phone: Government-owned device
   g. Mobile phone: Personally owned device
   h. Landline phone
   i. Other (provide text field for input)

(7) What tools did you use while teleworking? (multiple choice)
   a. VPN
   b. Email
   c. Teams for chat
   d. Teams for filesharing
   e. Teams for virtual meeting
   f. Skype for chat
   g. Skype for virtual meeting
   h. WebEx for virtual meeting
   i. NASA audio telecon number
   j. Other (provide text field for input)

(8) Did you experience any problems with the technology or tools you were using? (multiple choice)

a. No, everything worked as expected
b. Yes, I experienced problems with network access (including VPN)
c. Yes, I experienced problems with virtual meetings
d. Yes, I experienced problems with audio telecons
e. Yes, I experienced problems with accessing systems I needed
f. Yes, I experienced problems with my laptop or mobile phone
g. Yes, other problems (provide text input)

(9) Overall, how would you rate your teleworking experience
a. Positive – I was able to effectively get my work done
b. Neutral – I was able to work, but not as effectively as if I were in the office
c. Negative – It was difficult to do my job well

(10) What suggestions do you have to improve the teleworking experience in the future? (provide text input)