

Survey Title: CUSTOMER EXPERIENCE WITH WASHINGTON HEADQUARTERS SERVICES

Question 1 of 9

Although you may be under mandatory stay-at-home orders and on required telework, what is your primary office location (duty station)?

- Pentagon
- Mark Center
- Other National Capital Region location
- Outside the National Capital Region
- Other

Question 2 of 9

Which organization do you currently work for?

- Air Force
- Army
- Joint Staff
- National Guard Bureau
- Marine Corps
- Navy
- Office of the Secretary of Defense
- Space Force
- Unified Combatant Commands
- Other (please specify)

Which organization within the Office of the Secretary of Defense do you work for?

- Defense Information Systems Agency (DISA)
- Defense Legal Services Agency (DLSA)
- DoD Operational Test & Evaluation
- Office of Net Assessment (ONA)
- Director of Cost Assessment and Program Evaluation (OSDCAPE)
- DoD General Counsel (OGC)
- Office of the Assistant to the Secretary of Defense for Public Affairs (OATSD(PA))
- Office of the Under Secretary of Defense for Personnel and Readiness (OUSD(P&R))
- Office of Economic Adjustment (OEA)
- Office of the Under Secretary of Defense for Acquisition and Sustainment (OUSD(A&S))
- Chief Management Office (CMO)
- DoD Chief Information Officer (DoD CIO)
- Other
- Office of the Under Secretary of Defense (Comptroller)/Chief Financial Officer of the Department of Defense (OUSD(C))
- Office of the Under Secretary of Defense for Policy (OUSD(P))

Question 3 of 9

How familiar are you with Washington Headquarters Services (WHS)?

- Very Familiar (Use WHS Services frequently)
- Familiar (Have used WHS services previously)
- Somewhat Familiar (Heard of WHS but do not use)
- Not Familiar at All (Have never heard of WHS)

Question 4 of 9

Based on your experience with WHS during the last three months, how satisfied or unsatisfied are you with your OVERALL EXPERIENCE?

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
----------------	-----------	---------	--------------	-------------------	-----

Question 5 of 9

How likely is it that you would RECOMMEND WHS to a friend or a colleague?

1 Not likely at all	2	3	4	5	6	7	8	9	10 Extremely Likely
---------------------	---	---	---	---	---	---	---	---	---------------------

Question 6 of 9

Based on your most recent service experience with WHS, provide your level of agreement with the following statements:

The WHS representative was professional.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
----------------	-------	---------	----------	-------------------	-----

The WHS representative understood my needs and requirements.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
----------------	-------	---------	----------	-------------------	-----

I understood the service process and knew what to expect.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
----------------	-------	---------	----------	-------------------	-----

I was kept informed while my request was being processed.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
----------------	-------	---------	----------	-------------------	-----

It took a reasonable amount of time to complete my request.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
----------------	-------	---------	----------	-------------------	-----

WHS made it easy to handle my issue(s).

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
----------------	-------	---------	----------	-------------------	-----

I am satisfied with the overall quality of the completed request.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
----------------	-------	---------	----------	-------------------	-----

WHS delivered on what they promised.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
----------------	-------	---------	----------	-------------------	-----

Question 7 of 9

Has there been any change to the quality of service you've received from WHS during the COVID-19 pandemic and required telework?

Significant Increase	Increase	No Change	Decrease	Significant Decrease	N/A
----------------------	----------	-----------	----------	----------------------	-----

Question 8 of 9

Please provide your level of satisfaction with the following WHS services:

Human Resources Services, including hiring and personnel actions, training and performance management

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
----------------	-----------	---------	--------------	-------------------	-----

Contracting or Procurement Services, including purchase cards

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
----------------	-----------	---------	--------------	-------------------	-----

Finance Services, including budget, invoices, accounting , travel card and time cards

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
----------------	-----------	---------	--------------	-------------------	-----

Facilities and Building Management Services, including office space, moves,alterations and landlord services

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
----------------	-----------	---------	--------------	-------------------	-----

Transportation Services, parking at the Pentagon and Mark Center, Shuttle Bus, and Mass Transit Benefits

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
----------------	-----------	---------	--------------	-------------------	-----

Pentagon Athletic Center

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
----------------	-----------	---------	--------------	-------------------	-----

Conference Center Services

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
----------------	-----------	---------	--------------	-------------------	-----

DoD issuances, records management, FOIA requests and correspondence

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
----------------	-----------	---------	--------------	-------------------	-----

Library and Historian Services

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
----------------	-----------	---------	--------------	-------------------	-----

Question 9 of 9

Please describe how WHS quality of service can be improved to better meet your organization's mission.

If you would like WHS to contact you about a new or an ongoing issue, please provide your work email address below: