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### Instructions BLPB Retiree Customer Satisfaction Survey

Greetings,

We appreciate any feedback you might have about your experience working with the NIH Office of Human Resources. This brief survey should take less than 5 minutes to complete, and individual responses will remain confidential. Results will be compiled by the Survey Team in the HR Systems Analytics and Information Division, and summary reports will be provided to BPLB. Your responses will provide valuable insights that can help BPLB improve its customer service.

If you have questions concerning this survey, please contact [AskBPLB@od.nih.gov](mailto:AskBPLB@od.nih.gov) at the National Institutes of Health Office of Human Resources.

If you encounter technical difficulties with the survey, please contact <http://intrahr.od.nih.gov/helpdeskform.htm>.

NOTE: Text in purple box are survey logic and will not be visible to survey takers.

### Questions

1. What area in BPLB did you request assistance?
  - Benefits
  - Retirement
  - Processing Unit
  - Leave Bank
  - Payroll
  - Workers' Compensation
  
2. Who assisted you with your \_\_\_ issue?
  - a. Cheryl Baker
  - b. Thomas Brown
  - c. Nneka Caldwell
  - d. I do not know
  - e. Not listed

3. Please provide the name of the individual who assisted you:

Logic: Show Question if: Question 2 is "Not Listed".

- a. Open ended
4. Please rate your overall satisfaction with the customer service you received.
- a. Very Dissatisfied
  - b. Dissatisfied
  - c. Neutral
  - d. Satisfied
  - e. Very Satisfied
5. Please list the month and year of contact or service requested. .
- a. Month [drop down menu]
  - b. Year [drop down menu]

6. Please rate your level of agreement with the following statements.

|   | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree |
|---|-------------------|----------|----------------------------|-------|----------------|
| My benefits action was completed in a timely fashion.   |                   |          |                            |       |                |
| The assistance I received was accurate.   |                   |          |                            |       |                |
| My Human Resources Specialist was courteous.  |                   |          |                            |       |                |
| My Human Resource Specialist or liaison was knowledgeable about the topic I needed assistance with. |                   |          |                            |       |                |

7. What would help improve your experience in the future? Please describe below:  
(Open text)

Logic: Show Question if: Question 6 is "Disagree" or "Strongly Disagree".

8. Please provide any feedback or suggestions on how BPLB can improve customer service:  
(Open text)