

SLGS Program Survey

Please take three minutes to complete this survey and help improve the SLGS Program to better meet your needs.

For Fiscal Service to speak with the public, we are required to have approval from the Office of Management and Budget. You are not required to respond unless a currently valid OMB approval number is provided. The approval number for this project is 1530-0073. This study is estimated to average two minutes. If you have any comments regarding this study, please write to: Bureau of the Fiscal Service, Forms Management Officer, Parkersburg, WV 26106-1328 or email us at GraphicsandPrinting@fiscal.treasury.gov.

1. Overall, how satisfied are you with the SLGS Program?
 - a. Very satisfied
 - b. Satisfied
 - c. Neutral
 - d. Unsatisfied
 - e. Very unsatisfied

2. Setting up my SLGSafe account took:
 - a. Less time than expected
 - b. The expected amount of time
 - c. More time than expected

3. How easy is it to complete the following actions? (Likert: Very Easy, Easy, Neither, Difficult, Very Difficult, Not Applicable)
 - a. Complete and submit a SLGSafe user account request
 - b. Submit a waiver request
 - c. Submit a request to update case information

4. Have you contacted the SLGS Help Desk (SLGS@fiscal.treasury.gov, 304-480-5299) before?
 - a. Yes
 - b. No

5. **Only show if answer "yes" to question 4** How satisfied are you with the following aspects of the SLGS Help Desk? (Likert: Very satisfied, Satisfied, Neutral, Unsatisfied, Very Unsatisfied)
 - a. Overall service experience
 - b. Ability to resolve request
 - c. Timeliness of response
 - d. Quality of information provided
 - e. Genuine interest in helping

6. What would improve your experience with the SLGS Program? (open-ended)

7. Would you like to be contacted about future opportunities to provide feedback on SLGS. This could involve a brief interview or joining a collaborative session with other system users. If interested, please include your email address. (open-ended)