2020 Customer Loyalty Survey
Req-14

Screen 1

Welcome to the 2020 General Services Administration's Customer Survey!

GSA's Federal Acquisition Service (FAS) uses this survey to improve the way we work with our agency partners. Your responses help the **[Program Office]** program office identify ways to make your experience better.

Providing information is voluntary. Your responses will be completely confidential; they will only be released in group summaries and will not contain any personally identifiable data.

If at any point during the survey you need assistance, please email us at surveys@research.gsa.gov.

Thank you in advance for completing the survey.

Form Approved OMB# 3090-0297 Exp. Date 08/31/2022 and Privacy Act Statement

Link at the bottom of above page goes to a pdf displaying the PRA statement and a GSA Privacy Act Statement. See next page for screenshot.

Screen 1, continued

Screenshot of pdf linked from bottom of first page:

Paperwork Reduction Act Statement

OMB No: 3090-0297
Expires 08/31/2022

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 (OMB) control number. The OMB control number for this collection is 3090-0297. We estimate that it will take 8 minute/s to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat Division (MVCB), ATTN: Lois Mandell/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.

Privacy Act Statement

Authorities
The information you provide to complete the survey being conducted is collected pursuant to the E-Government Act of 2002 (44 USC § 3501) and 40 USC § 501, 502.

Purpose
The information that you submit is used to improve the GSA customer experience. The information is not directly tied to you when used for analysis. It informs the development and strategic direction of GSA programs to make them more effective and easier to work with.

Disclosure
You decide what information to give us. If you choose to not disclose this information, you simply need not complete the survey provided at the link. The information will be used by and disclosed to GSA personnel and contractors who need the information to process survey results. Additionally, GSA may share the information pursuant to its published Privacy Act system of records notice: [e.g. GSA/CIO 3]

What personal information will this survey collect:
IP Address
Email Domain
Email Address (optional)
Phone Number (optional)

Storage
All records are stored electronically in a database in GSA's implementation of Qualtrics, our survey management tool used to conduct this survey.

Your email address and other PII (if used) will be maintained for at least 6 years in accordance with National Archives and Records Administration (NARA) guidance. However, GSA is authorized to maintain the information for longer if it is required for business use.

Screen 2

Have you interacted with or purchased from the [Program Office] program office in the past twelve months?

○ Yes
○ No

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If No, then display Screen 3.

If Yes, skip to Screen 5.

Screen 3

Please select the primary reason why you have not interacted with or purchased from [Program Office] in the past 12 months.

- ○ I use an alternative contract solution.
- ○ Agency guidance is to use a different contract solution.
- ○ My experience with [Program Office] has been unsatisfactory.
- ○ My position has changed, and I no longer make purchasing decisions for my agency.
- ○ My agency experienced budget cuts.
- ○ Other

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Screen 4

Thank you for your participation in this survey!

If you would like to update your survey responses, please follow this link.

Exit survey (for respondents who select "No" on Screen 2).

Screen 5

GSA

Please rate the following:

	Not at all likely									Very likely
	1	2	3	4	5	6	7	8	9	10
How likely are you to recommend [Program Office] to others?	O	O	O	O	O	O	O	O	O	O
If you had the option, how likely would you be to use [Program Office] in the future?	O	O	O	O	O	O	O	O	O	O
If you had the option, how likely would you be to consider [Program Office] as your first choice?	O	O	O	O	O	O	O	O	O	O

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![GSA logo]

Please consider all of your experiences interacting with or purchasing from [Program Office] in the last 12 months and rate each of the following:

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A
Customer service	O	O	O	O	O	O
Technology and systems	O	O	O	O	O	O
Quality of products and/or services	O	O	O	O	O	O
Value of products and/or services	O	O	O	O	O	O
Ease of acquiring products and/or services	O	O	O	O	O	O

Please consider all of your experiences interacting with or purchasing from [Program Office] in the last 12 months. How satisfied or dissatisfied are you with this program overall?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
O	O	O	O	O

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If "How satisfied or dissatisfied are you with this program?" = Very Dissatisfied, Dissatisfied, or Neither satisfied nor dissatisfied, move to Screen 7a.
If "How satisfied or dissatisfied are you with this program?" = Satisfied, skip to Screen 7b.
If "How satisfied or dissatisfied are you with this program?" = Very Satisfied, skip to Screen 7c.

Screen 7a

Display if "How satisfied or dissatisfied are you with this program?" = 1, 2, 3, 4, 5, or 6.

How can [Program Office] improve?

If Program Office = U.S. Web Design System, skip to Screen 8.
If Program Office = GSA Information Technology Category, skip to Screen 9.
If Program Office = GSA Personal Property Management, skip to Screen 10.
If Program Office = GSA 4PL Retail Store (ServMart), skip to Screen 14.
If Program Office = GSA Global Supply, skip to Screen 18.
If Program Office = Data.gov, skip to Screen 24.
If Program Office = GSA SmartPay, skip to Screen 25.
If Program Office = DigitalGov, skip to Screen 28.

Screen 7b

Display if "How satisfied or dissatisfied are you with this program?" = 7 or 8.

Please provide any additional comments.

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If Program Office = U.S. Web Design System, skip to Screen 8.
If Program Office = GSA Information Technology Category, skip to Screen 9.
If Program Office = GSA Personal Property Management, skip to Screen 10.
If Program Office = GSA 4PL Retail Store (ServMart), skip to Screen 14.
If Program Office = GSA Global Supply, skip to Screen 18.
If Program Office = Data.gov, skip to Screen 24.
If Program Office = GSA SmartPay, skip to Screen 25.
If Program Office = DigitalGov, skip to Screen 28.

Screen 7c

Display if "How satisfied or dissatisfied are you with this program?" = 9 or 10.

What is [Program Office] doing well?

If Program Office = U.S. Web Design System, skip to Screen 8.
If Program Office = GSA Information Technology Category, skip to Screen 9.
If Program Office = GSA Personal Property Management, skip to Screen 10.
If Program Office = GSA 4PL Retail Store (ServMart), skip to Screen 14.
If Program Office = GSA Global Supply, skip to Screen 18.
If Program Office = Data.gov, skip to Screen 24.
If Program Office = GSA SmartPay, skip to Screen 25.
If Program Office = DigitalGov, skip to Screen 28.

Screen 8

Display if Program = U.S. Web Design System

How did you hear about the U.S. Web Design System?

○ Colleague at my agency
○ Digital.gov website
○ A government-wide community listserv
○ Other (please specify) [   ]

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Proceed to Screen 31.

Screen 9

Display if Program Office = GSA Information Technology Category

You indicated that you used the GSA Schedule in the last 12 months. Please select the category or categories that best describe your purchase. Select all that apply.

- ☐ IT Hardware (e.g. desktops, laptops, printers, scanners, routers, modems, and switches)
- ☐ IT Security (e.g. Cybersecurity Products and Services)
- ☐ IT Services (e.g. Health IT Services, IT Professional Services and Training, etc.)
- ☐ IT Software (e.g. Software Licenses, Software Maintenance, and System Platforms, Cloud Services)
- ☐ IT Telecom (e.g. Network, Satellite, Wireless & Mobility Services, and Telecommunication Services)

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Proceed to Screen 31.

Screen 10

Display if Program Office = GSA Personal Property Management

Over the past 12 months, in which programs have you participated?

- ○ Utilization & Donation (GSAXcess)
- ○ Sales (Gov Sales, GSA Auctions)
- ○ Both Utilization & Donation and Sales

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Screen 11

GSA

Thinking of the last time you used GSAXcess to **report** surplus non-donable property, please indicate how strongly you agree or disagree with each of the following:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
The website provided all the information I needed about reporting surplus non-donable property.	○	○	○	○	○	○
It was easy to submit pictures of the reported property.	○	○	○	○	○	○

Thinking of the last time you used GSAXcess to **acquire** surplus property, please indicate how strongly you agree or disagree with each of the following:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
The product descriptions were enough for me to make a decision.	○	○	○	○	○	○
It is easy to acquire surplus property using GSAXcess.	○	○	○	○	○	○

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Screen 12

Thinking about the Personal Property representative(s) that you have interacted with in the past 12 months, please indicate how strongly you agree or disagree with each of the following:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
The representative was easy to reach.	○	○	○	○	○	○
The representative provided clear answers to my questions.	○	○	○	○	○	○

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Screen 13

If GSA's Personal Property Management Office reviewed your State Agency for Surplus Property (SASP) Operations within the last 12 months, how beneficial did you find the review?

Not at all beneficial	Slightly beneficial	Moderately beneficial	Very beneficial	Extremely beneficial
○	○	○	○	○

Please rate your overall satisfaction with GSA Personal Property Management's support of your Federal Surplus Personal Property Donation program.

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
○	○	○	○	○

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Proceed to Screen 31.

Screen 14

Display if Program = GSA 4PL Retail Store (ServMart)

At which GSA store do you most frequently shop?

[▼]

In the past 12 months, what have you purchased at our Store?

○ Office supplies
○ Industrial supplies
○ Both office and industrial supplies

[Next Page]

If "In the past 12 months, what have you purchased at our Store" = Office supplies, move to Screen 15a.
If "In the past 12 months, what have you purchased at our Store" = Industrial supplies, skip to Screen 15b.
If "In the past 12 months, what have you purchased at our Store" = Both office and industrial supplies, skip to Screen 15c.

Screen 15a

Display if "In the past 12 months, what have you purchased at our Store" = Office supplies.

Did the store have the office supplies you needed in stock?

○ Yes
○ No

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Proceed to Screen 16.

Screen 15b

Display if "In the past 12 months, what have you purchased at our Store" = Industrial supplies.

GSA

Did the store have the industrial supplies you needed in stock?

○ Yes
○ No

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Proceed to Screen 16.

Screen 15c

Display if "In the past 12 months, what have you purchased at our Store" = Both office and industrial supplies.

Did the store have the office supplies you needed in stock?

○ Yes
○ No

Did the store have the industrial supplies you needed in stock?

○ Yes
○ No

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Proceed to Screen 16.

Screen 16

How do this store's prices compare to prices at similar stores?

○ Prices at this store are **much higher** than at similar stores.

○ Prices at this store are **slightly higher** than at similar stores.

○ Prices at this store are **about the same** as at similar stores.

○ Prices at this store are **slightly lower** than at similar stores.

○ Prices at this store are **much lower** than at similar stores.

How does this store's selection compare to the selection at similar stores?

○ This store has **much less selection** than similar stores.

○ This store has **slightly less selection** than similar stores.

○ This store has **about the same selection** as similar stores.

○ This store has **slightly more selection** than similar stores.

○ This store has **much more selection** than similar stores.

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GSA

With which of these statements do you agree? Select all that apply.

☐ I was generally satisfied with the support offered by the office supply vendor.
☐ I was generally satisfied with the support offered by the tools/industrial vendor.
☐ I found the store employees helpful.
☐ I was generally satisfied with the store's cleanliness.
☐ I was generally satisfied with the way the store addressed my concerns.
☐ Other [   ]
☐ None of the above.

How would you rate the quality of the merchandise available at this store?

Very Poor	Poor	Average	Good	Excellent
○	○	○	○	○

Please indicate how satisfied or dissatisfied you are with this store's return policy.

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A
○	○	○	○	○	○

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Proceed to Screen 31.

Screen 18

Display if Program Office = GSA Global Supply

How do you place **the majority** of your GSA Global Supply orders?

○ MILSTRIP/FEDSTRIP via your internal supply system
○ Online via GSA Advantage!®
○ Online via GSA Global Supply website (www.GSAglobalsupply.gsa.gov)
○ Online via FedMall (formerly DOD EMALL)
○ Phone (800 number)
○ Fax
○ Other (please specify) [_____]

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If "How do you place the majority of your GSA Global Supply orders?" = MILSTRIP/FEDSTRIP, display additional question 19a.
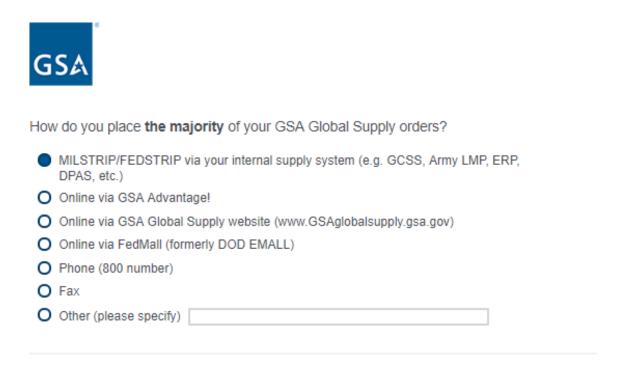If "How do you place the majority of your GSA Global Supply orders?" = Online via GSA Advantage or Online via GSA Global Supply website, display additional question 19b.
If "How do you place the majority of your GSA Global Supply orders?" = Online via FedMall, display additional question 19c.
If "How do you place the majority of your GSA Global Supply orders?" = Phone (800 number), display additional question 19d.

Screen 19a

Display if "How do you place the majority of your GSA Global Supply orders?" = MILSTRIP/FEDSTRIP

GSA

How do you place **the majority** of your GSA Global Supply orders?

- ● MILSTRIP/FEDSTRIP via your internal supply system (e.g. GCSS, Army LMP, ERP, DPAS, etc.)
- ○ Online via GSA Advantage!
- ○ Online via GSA Global Supply website (www.GSAglobalsupply.gsa.gov)
- ○ Online via FedMall (formerly DOD EMALL)
- ○ Phone (800 number)
- ○ Fax
- ○ Other (please specify) [   ]

Please think about the GSA Global Supply orders/requisitions you placed via MILSTRIP/automated supply system using your agency's platform (e.g. GCSS, Army LMP, ERP, DPAS, etc.). How would you rate your experience placing orders via this platform?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
○	○	○	○	○

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Proceed to Screen 31.

Screen 19b

Display if "How do you place the majority of your GSA Global Supply orders?" = Online via GSA Advantage or Online via GSA Global Supply website

GSA

How do you place **the majority** of your GSA Global Supply orders?

O MILSTRIP/FEDSTRIP via your internal supply system (e.g. GCSS, Army LMP, ERP, DPAS, etc.)

O Online via GSA Advantage!

● Online via GSA Global Supply website (www.GSAglobalsupply.gsa.gov)

O Online via FedMall (formerly DOD EMALL)

O Phone (800 number)

O Fax

O Other (please specify) [   ]

Please think about the GSA Global Supply orders you placed online with GSA, using either the GSA Global Supply or GSA Advantage!® websites. How would you rate your experience placing orders online?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
O	O	O	O	O

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Proceed to Screen 20.

Screen 19c

Display if "How do you place the majority of your GSA Global Supply orders?" = Online via FedMall

How do you place **the majority** of your GSA Global Supply orders?

○ MILSTRIP/FEDSTRIP via your internal supply system (e.g. GCSS, Army LMP, ERP, DPAS, etc.)
○ Online via GSA Advantage!
○ Online via GSA Global Supply website (www.GSAglobalsupply.gsa.gov)
● Online via FedMall (formerly DOD EMALL)
○ Phone (800 number)
○ Fax
○ Other (please specify) [   ]

Please think about the GSA Global Supply orders you placed online with FedMall. How would you rate your experience placing orders online?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
○	○	○	○	○

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Proceed to Screen 20.

Screen 19d

Display if "How do you place the majority of your GSA Global Supply orders?" = Phone (800 number)

How do you place **the majority** of your GSA Global Supply orders?

○ MILSTRIP/FEDSTRIP via your internal supply system (e.g. GCSS, Army LMP, ERP, DPAS, etc.)
○ Online via GSA Advantage!
○ Online via GSA Global Supply website (www.GSAglobalsupply.gsa.gov)
○ Online via FedMall (formerly DOD EMALL)
● Phone (800 number)
○ Fax
○ Other (please specify) [   ]

Please think about the calls you made to the GSA Global Supply 1-800 number to place an order. How would you rate your experience placing orders over the phone?

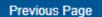| Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
○	○	○	○	○

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Proceed to Screen 20.

Screen 20

Approximately how often have you submitted requisitions to GSA Global Supply during the past 12 months?

○ Fewer than 5 times
○ 5-10 times
○ Monthly
○ Few times per month
○ Weekly
○ More than weekly

When compiling your orders/requisitions for GSA Global Supply, which one of the following sources do you rely on **most**?

○ GSA Global Supply printed catalog
○ GSA Global Supply electronic catalog
○ GSA Global Supply website
○ GSA Advantage!
○ Military ordering systems (e.g. GCSS, Armp LMP, ERP, DPAS, etc.)
○ Military technical and/or supply publications
○ Other (please specify) [   ]

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If "When compiling your orders, which of the following sources do you rely on most?" = GSA Global Supply printed catalog, display additional question on Screen 21a.

If "When compiling your orders, which of the following sources do you rely on most?" = GSA Global Supply electronic catalog, display additional question on Screen 21b.

Screen 21a

Display if "When compiling your orders, which of the following sources do you rely on most?" = GSA Global Supply printed catalog

GSA

Approximately how often have you submitted requisitions to GSA Global Supply during the past 12 months?

○ Fewer than 5 times
○ 5-10 times
○ Monthly
○ Few times per month
○ Weekly
○ More than weekly

When compiling your orders/requisitions for GSA Global Supply, which one of the following sources do you rely on **most**?

● GSA Global Supply printed catalog
○ GSA Global Supply electronic catalog
○ GSA Global Supply website
○ GSA Advantage!
○ Military ordering systems (e.g. GCSS, Armp LMP, ERP, DPAS, etc.)
○ Military technical and/or supply publications
○ Other (please specify) [_____]

Please rate the usefulness of the GSA Global Supply Printed catalog in helping you select the supplies you order.

Not at all useful	Slightly useful	Moderately useful	Very useful	Extremely useful
○	○	○	○	○

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Proceed to Screen 22.

Screen 21b

Display if "When compiling your orders, which of the following sources do you rely on most?" = GSA Global Supply electronic catalog

Approximately how often have you submitted requisitions to GSA Global Supply during the past 12 months?

- ○ Fewer than 5 times
- ○ 5-10 times
- ○ Monthly
- ○ Few times per month
- ○ Weekly
- ○ More than weekly

When compiling your orders/requisitions for GSA Global Supply, which one of the following sources do you rely on **most**?

- ○ GSA Global Supply printed catalog
- ● GSA Global Supply electronic catalog
- ○ GSA Global Supply website
- ○ GSA Advantage!
- ○ Military ordering systems (e.g. GCSS, Armp LMP, ERP, DPAS, etc.)
- ○ Military technical and/or supply publications
- ○ Other (please specify) [   ]

Please rate the usefulness of the GSA Global Supply Electronic catalog in helping you select the supplies you order.

Not at all useful	Slightly useful	Moderately useful	Very useful	Extremely useful
○	○	○	○	○

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Proceed to Screen 22.

GSA

Please think about the shipments of products you received from GSA Global Supply and select the statements with which you agree. Select all that apply.

☐ I am generally satisfied with the speed of delivery.

☐ I am generally satisfied with the overall condition of the boxes/packages (e.g. no damage).

☐ I find most shipments are accurate (i.e. it contained the product(s) you ordered).

☐ I find most shipments contain the relevant shipping documents.

☐ Other (please specify) [   ]

☐ None of the above

Thinking of the past 12 months, when you had the option of using GSA Global Supply and **chose NOT to**, which of the following alternatives did you choose? Select all that apply.

☐ Base Supply stores

☐ Multiple Award Schedules

☐ FSSI vendors

☐ Purchases made from other government agencies

☐ Open market purchases directly from vendors (please specify)
[   ]

☐ Other (please specify) [   ]

☐ I did not use any alternative sources in the past 12 months.

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If "I did not use any alternative sources in the past 12 months" is selected, move to Screen 23, but do not display "Why did you choose to use the alternative supply source rather than GSA Global Supply?"

For all other response options, move to Screen 23.

Screen 23

Why did you choose to use the alternative supply source rather than GSA Global Supply? Select all that apply.

- ☐ Saves time
- ☐ Total cost
- ☐ Helps meet federal regulation (e.g. FAR)
- ☐ Mandatory agency source / policy
- ☐ Convenience
- ☐ Flexibility
- ☐ Helps meet sustainability and environmental regulations
- ☐ Product selection
- ☐ Product available locally off the shelf
- ☐ Other (please specify) [_____]

In the last year, if you have spoken with a GSA representative to place an order, to request the status of an order, or to report a problem, please rate your level of satisfaction with the GSA representative's responsiveness.

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A
○	○	○	○	○	○

The AskGSA website allows GSA Global Supply customers to find status on pending orders without having to call or email GSA. Users can also report a problem (e.g. damage or shortage) for GSA to investigate and resolve.

Are you aware of this self-service option?

- ○ Yes
- ○ No

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Proceed to Screen 31.

Screen 24

Display if Program Office = Data.gov

How did you hear about Data.gov?

○ An event or conference
○ DigitalGov website
○ Government Community of Practice listerv
○ From a colleague
○ Social media (blog, Twitter, LinkedIn, etc.)
○ Other [   ]

What additional services or capabilities could GSA offer agencies to help them open additional data? Please select all that apply.

☐ Metadata management / enterprise data inventory tool
☐ Dataset hosting
☐ Platform for agency's own CKAN
☐ Consulting/Professional Services
☐ Other (please specify)
[   ]

What is the most important factor in choosing whether to adopt open data shared services provided by GSA?

○ Cost
○ East of use
○ Technical superiority
○ Legal / regulatory / interagency agreements
○ Agency security requirements
○ Other
[   ]

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Proceed to Screen 31.

Screen 25

Display if Program Office = GSA SmartPay

What resources have you used over the last twelve months to get GSA SmartPay®
Program information? Select all that apply.

- ☐ Monthly discussions with Dave
- ☐ Quarterly A/OPC meetings
- ☐ Smart Bulletins
- ☐ Email messages
- ☐ GSA SmartPay website
- ☐ Acquisition Gateway (Card Services hallway)
- ☐ Interact
- ☐ Social media (Facebook, Twitter, Google+, LinkedIn, and/or Yelp)

What types of information would you like to see on GSA SmartPay®'s social media sites
(Facebook, Twitter, Google+, LinkedIn, and/or Yelp)? Select all that apply.

- ☐ GSA SmartPay program news
- ☐ GSA SmartPay 3 contract updates
- ☐ GSA SmartPay success stories
- ☐ Industry News
- ☐ Other [   ]

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GSA

Thinking about the GSA SmartPay® website, please indicate how strongly you agree or disagree with the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
The website layout makes it easy to find what I'm looking for.	O	O	O	O	O	O
I am able to accomplish what I need to on the website.	O	O	O	O	O	O

Thinking about the GSA SmartPay® online training, please indicate how strongly you agree or disagree with the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
The website layout made it easy to find what I was looking for.	O	O	O	O	O	O
The training was useful.	O	O	O	O	O	O
The training was delivered in a way that best met my learning needs.	O	O	O	O	O	O
I am confident in my ability to manage charge cards at my agency.	O	O	O	O	O	O

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Please indicate which of GSA SmartPay®'s data tools you find most useful. Rank the below items from 1 to 5, with one being the most useful and five being the least useful.

☐	Data Warehouse
☐	Data Management Working Group
☐	Interesting Data Metrics
☐	Interact Tool for Government-wide Charge Card Metrics
☐	Savings Calculator

GSA SmartPay 3 has a number of new solutions that generate refunds for agencies.

Please select the solutions you'd like to learn more about. Enter your email address, and we will follow up with you.

- ☐ Purchase Card
- ☐ Virtual Card
- ☐ Single Use Account
- ☐ Ghost Card
- ☐ ePayables
- ☐ Email: [_____]

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Proceed to Screen 31.

Screen 28

Display if Program Office = DigitalGov

When you last visited DigitalGov, what information were you looking for?

○ Guidance around implementing policy
○ News and updates on technology in government
○ A resource to help me or my team overcome a problem
○ Advice on the tools my team can use
○ A means to connect to others in government who are doing similar work
○ Other (please specify)

How would you evaluate the quality of the documentation on the DigitalGov website (e.g. blog posts, videos, news, resource pages)?

Terrible	Poor	Average	Goog	Excellent
○	○	○	○	○

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Screen 29

Which of our government-wide communities of practice provide(s) the most value to you? *Hold down Control (PC) or Command (Mac) and click to select multiple.*

- ☐ Agile/Lean
- ☐ Artificial Intelligence for Citizen Services
- ☐ Blockchain
- ☐ Challenges & Prizes
- ☐ Community Solutions
- ☐ Contact Center Council
- ☐ Crowdsourcing and Citizen Science
- ☐ Government Customer Experience
- ☐ MobileGov
- ☐ Multilingual Community
- ☐ Open Data
- ☐ OpenGov
- ☐ Plain Language
- ☐ RPA
- ☐ SocialGov
- ☐ User Experience
- ☐ USWDS
- ☐ Video Production Pros
- ☐ Virtual/Augmented Reality
- ☐ Web Content Managers
- ☐ Other
- ☐ I am not a member of any communities of practice.

What are the most valuable aspects of this community of practice?

- ☐ Webinars / Virtual meetings
- ☐ In-person meetings
- ☐ Videos
- ☐ Listserv
- ☐ Blog posts
- ☐ Resource pages on specific topics
- ☐ Other

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GSA

What type of content would you like to see more of on Digital.Gov in the future?

○ Customer (public) experience
○ Innovations
○ Artificial intelligence
○ Cloud and infrastructure
○ Technology acquisitions
○ Data and analytics
○ Identity management
○ Other

[text box]

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Proceed to Screen 31.

Please indicate how strongly you agree or disagree with this statement:

"The [Program Office] program office is acting in my best interest."

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
O	O	O	O	O

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Screen 32

GSA

If you could make one change to [Program Office], what would it be?

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GSA

In what federal agency, branch of military service, or state, local, or tribal government do you work?

Agency [▼]

Bureau / Component [▼]

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Screen 34

Which of the following best describes your position?

[dropdown]

What is the 5-digit zip code at your primary place of work (i.e. duty station)?

[   ]

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Screen 35

Thank you for your participation in the 2020 Customer Survey. Your responses are crucial for improving GSA programs and ensuring that we are supporting the mission of your agency.

If you have any questions about this survey or how the feedback is used, please contact us at surveys@research.gsa.gov.

End of survey