Screenshots of GSA PPM Survey for GSAXcess and MySales

Req-30

GSA Personal Property Management (PPM) Application User Survey for GSAXcess and MySales

We would like to hear about your experience with the use of GSAXcess and/or MySales. This survey will take approximately 6 minutes to complete and your input will help us ensure we are providing the best possible online experience.

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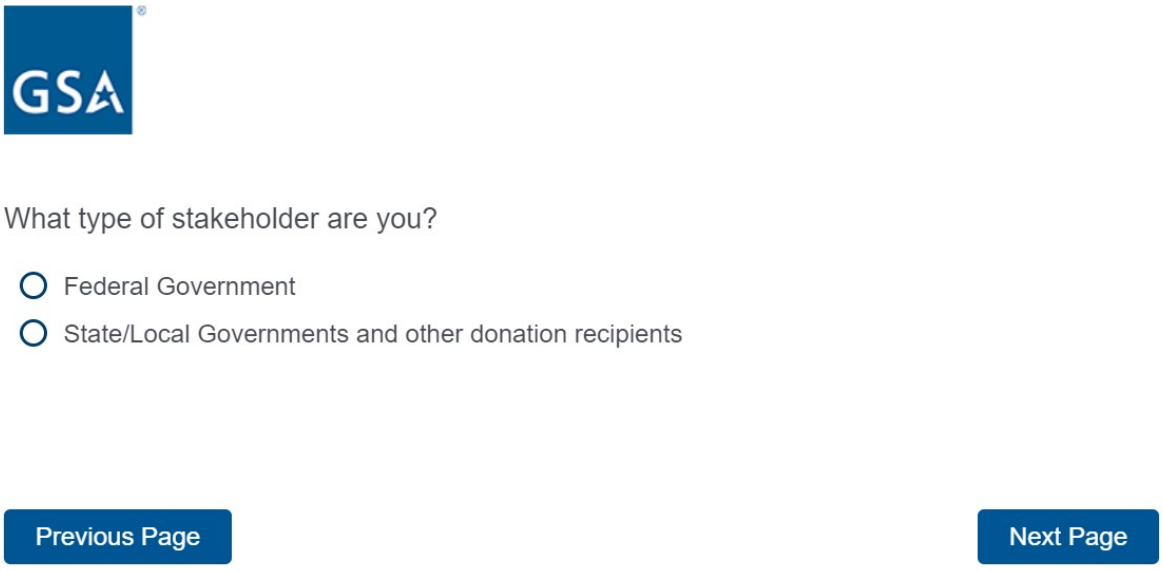
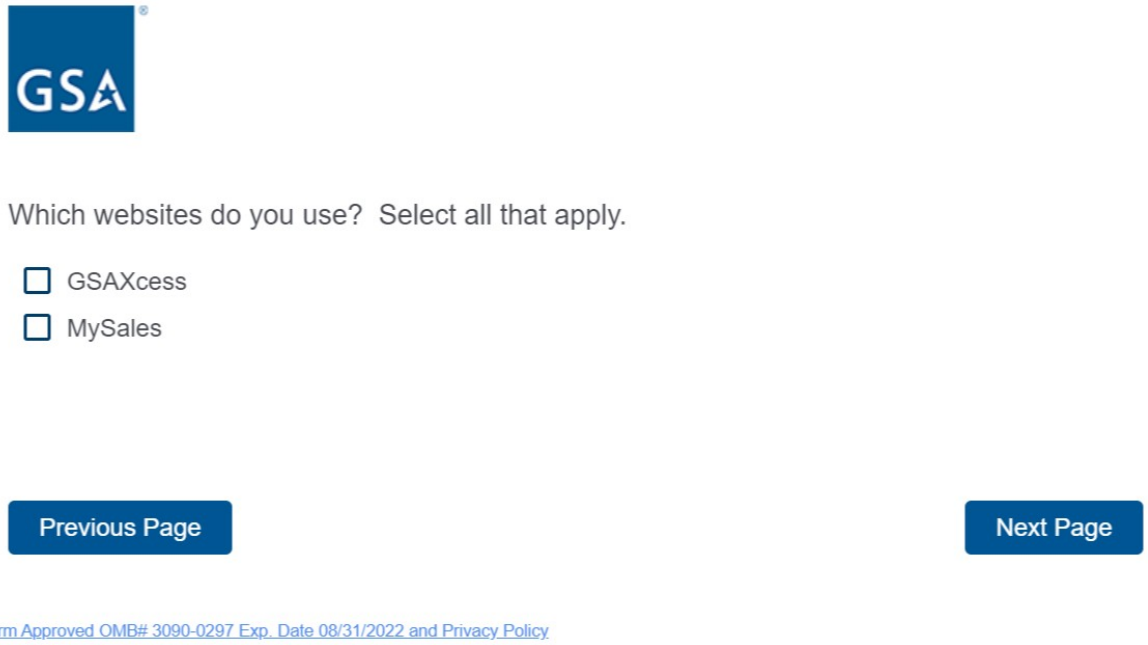
SURVEY QUESTIONS FOR THE RESPONDENT THAT SELECTS "FEDERAL GOVERNMENT"

AS THE STAKEHOLDER



If the respondent selects "Federal Government" from above, the following questions will appear.



The respondent can select one *or* both websites above. If they select, GSAXcess, the following questions will appear.

How often do you use GSAXcess?

- ○ Daily
- ○ Weekly
- ○ Monthly
- ○ Annually
- ○ Never

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How do you use the GSAXcess website? Please select all that apply.

- [ ] Reporting property
- [ ] Requesting property
- [ ] Approving property transfers and donations
- [ ] Selling exchange/sale property
- [ ] Managing users
- [ ] Bidding on property
- [ ] Paying for auctions won
- [ ] Other (please specify)

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Which features would make it easier for you to communicate with the Property Custodian or GSA Representative? Please select all that apply.

- [ ] Require a backup POC
- [ ] Ability to send an alert within the system to increase visibility of message
- [ ] Other (please specify) _____

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Please rate your level of satisfaction with the following aspects of the GSAXcess website.

	1 - Very dissatisfied	2 - Dissatisfed	3 - Neither satisfied nor dissatisfied	4 - Satisfied	5 - Very satisfied
Photos and images	○	○	○	○	○
Product descriptions	○	○	○	○	○
Page layout	○	○	○	○	○
Search feature	○	○	○	○	○
Overall website	○	○	○	○	○

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How likely are you to recommend the GSAXcess website to a friend or colleague?

1 - Not at all likely	2	3	4	5	6	7	8	9	10 - Very likely
○	○	○	○	○	○	○	○	○	○

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If you could improve one thing about GSAXcess, what would it be?

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Would you be willing to participate in an interview or focus group regarding the GSAXcess website?

- ○ Yes
- ○ No

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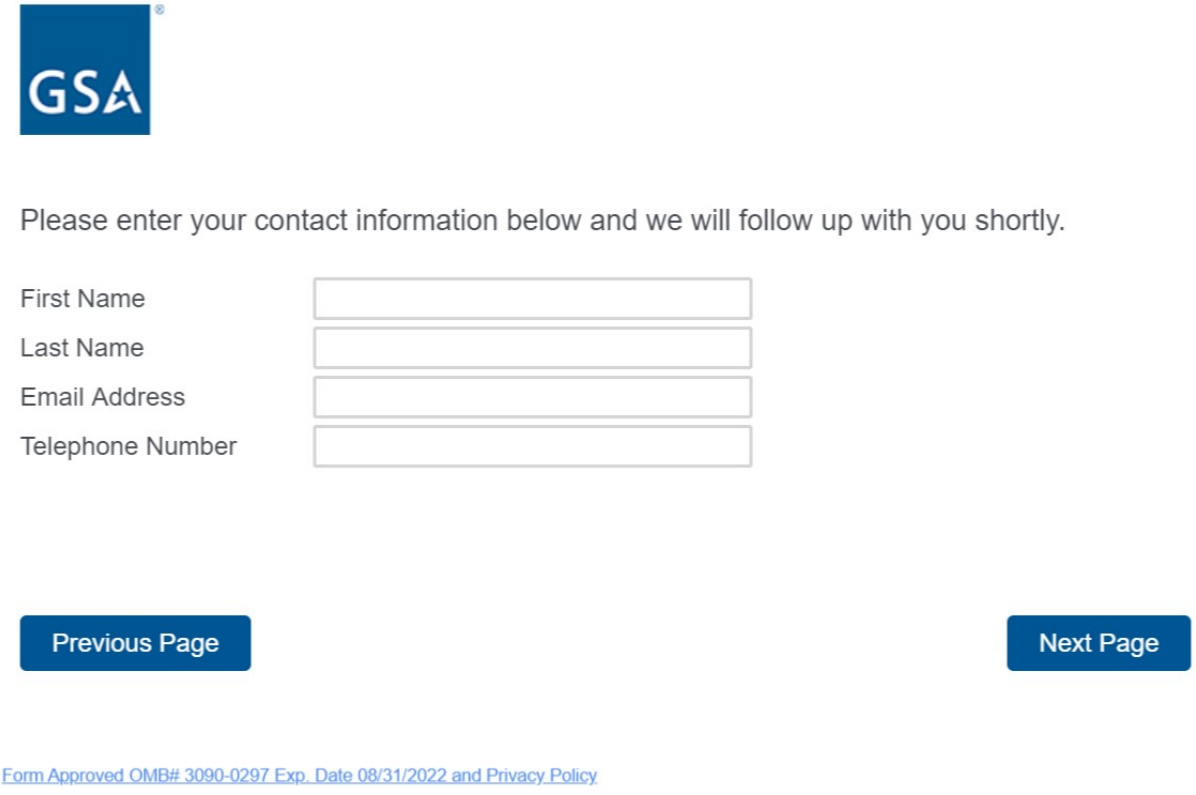
If the respondent selects yes from the question above, it will bring up the below contact question. If the respondent selects no, it will continue them through the survey *or* take them to the end of the survey.



If the respondent selects MySales, the following questions will appear.

How often do you use MySales?

- ○ Daily
- ○ Weekly
- ○ Monthly
- ○ Annually
- ○ Never

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Which features would make it easier for you to communicate with the Property Custodian or GSA Representative? Please select all that apply.

- [ ] Require a backup POC
- [ ] Ability to send an alert within the system to increase visibility of message
- [ ] Other (please specify)

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Please rate your level of satisfaction with the following aspects of the MySales website.

	1 - Very dissatisfied	2 - Dissatisfied	3 - Neither satisfied nor dissatisfied	4 - Satisfied	5 - Very Satisfied
Photos and images	○	○	○	○	○
Product descriptions	○	○	○	○	○
Page layout	○	○	○	○	○
Search feature	○	○	○	○	○
Overall website	○	○	○	○	○

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How likely are you to recommend the MySales website to a friend or colleague?

1 - Not at all likely	2	3	4	5	6	7	8	9	10 - Very likely
○	○	○	○	○	○	○	○	○	○

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If you could improve one thing about MySales, what would it be?

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Would you be willing to participate in an interview or focus group regarding the MySales website?

- ○ Yes
- ○ No

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If the respondent selects yes from the question above, it will bring up the below contact question. If the respondent selects no, it will continue them through the survey *or* take them to the end of the survey.

Please enter your contact information below and we will follow up with you shortly.

First Name	
Last Name	
Email Address	
Telephone Number	

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Thank you for the time you spent giving us feedback on your use of the various GSA websites.

Submit Survey

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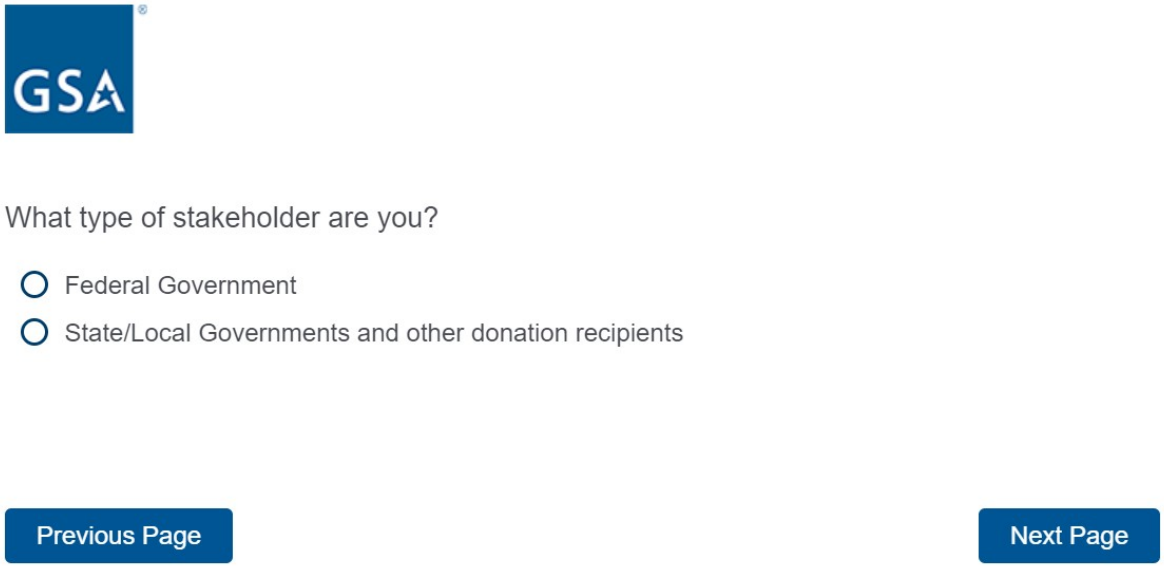
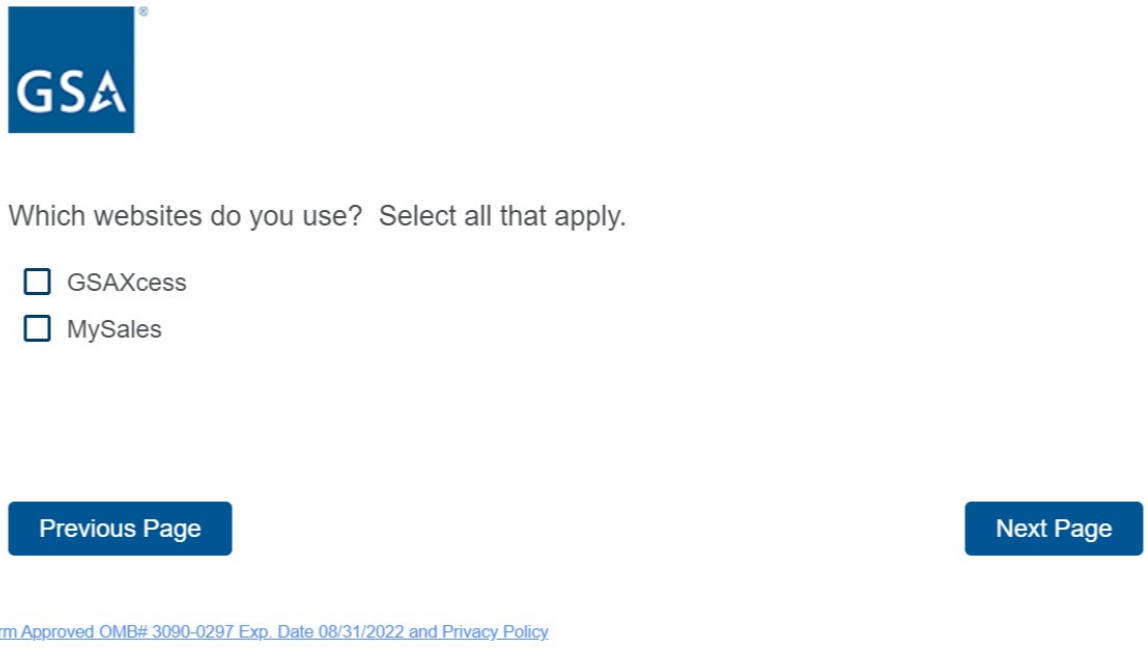
SURVEY QUESTIONS FOR THE RESPONDENTS THAT SELECTS "STATE/LOCAL GOVERNMENT OR OTHER DONATION RECIPIENTS" AS THE STAKEHOLDER



If the respondent selects, "State/Local Governments and other donation recipients" from above, the following questions will appear.



The respondent can select one *or* both websites above. If they select, GSAXcess, the following questions will appear.

How often do you use GSAXcess?

- ○ Daily
- ○ Weekly
- ○ Monthly
- ○ Annually
- ○ Never

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How do you use the GSAXcess website? Please select all that apply.

- ☐ Reporting property
- ☐ Requesting property
- ☐ Approving property transfers and donations
- ☐ Selling exchange/sale property
- ☐ Managing users
- ☐ Other (please specify)

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Which features would make it easier for you to communicate with the Property Custodian or GSA Representative? Please select all that apply.

- [ ] Require a backup POC
- [ ] Ability to send an alert within the system to increase visibility of message
- [ ] Other (please specify)

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Please rate your level of satisfaction with the following aspects of the GSAXcess website.

	1 - Very dissatisfied	2 - Dissatisfed	3 - Neither satisfied nor dissatisfied	4 - Satisfied	5 - Very satisfied
Photos and images	○	○	○	○	○
Product descriptions	○	○	○	○	○
Page layout	○	○	○	○	○
Search feature	○	○	○	○	○
Overall website	○	○	○	○	○

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How likely are you to recommend the GSAXcess website to a friend or colleague?

1 - Not at all likely	2	3	4	5	6	7	8	9	10 - Very likely
○	○	○	○	○	○	○	○	○	○

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If you could improve one thing about GSAXcess, what would it be?

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Would you be willing to participate in an interview or focus group regarding the GSAXcess website?

- ○ Yes
- ○ No

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If the respondent selects MySales, the following questions will appear.

How often do you use MySales?

- ○ Daily
- ○ Weekly
- ○ Monthly
- ○ Annually
- ○ Never

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Which features would make it easier for you to communicate with the Property Custodian or GSA Representative? Please select all that apply.

- [ ] Require a backup POC
- [ ] Ability to send an alert within the system to increase visibility of message
- [ ] Other (please specify)

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Please rate your level of satisfaction with the following aspects of the MySales website.

	1 - Very dissatisfied	2 - Dissatisfied	3 - Neither satisfied nor dissatisfied	4 - Satisfied	5 - Very Satisfied
Photos and images	○	○	○	○	○
Product descriptions	○	○	○	○	○
Page layout	○	○	○	○	○
Search feature	○	○	○	○	○
Overall website	○	○	○	○	○

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How likely are you to recommend the MySales website to a friend or colleague?

1 - Not at all likely	2	3	4	5	6	7	8	9	10 - Very likely
○	○	○	○	○	○	○	○	○	○

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If you could improve one thing about MySales, what would it be?

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Would you be willing to participate in an interview or focus group regarding the MySales website?

- ○ Yes
- ○ No

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If the respondent selects yes from the question above, it will bring up the below contact question. If the respondent selects no, it will continue them through the survey *or* take them to the end of the survey.

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