

# Foreign Affairs Manual & Handbook Usability Survey

**AUTHORS:** A team of federal employees of the State Department, Defense Department, and General Services Administration, who are participating in the Executive Potential Program through the Graduate School USA

**PROPONENT:** DoS Bureau of Administration, Global Information Services, Office of Directives Management

**PURPOSE:** To collect information on the usability and searchability of the FAM/FAH.

**SECURITY STATEMENT:** This survey is UNCLASSIFIED. Do not include any classified material in your responses.

**BACKGROUND:** The information collected through this survey will be used in a report to support an academic assignment of the Executive Potential Program. Your participation is entirely voluntary and your responses will help the team members better define the problem and develop potential solutions for consideration by State Department leaders. Your personal information is not collected and your responses are anonymous unless you choose to allow the project team members to contact you for a follow-up interview. Thank you for participating in this survey and we invite you to share the survey link with your State Department colleagues.

 **donnalleycg@fan.gov** (not shared) [Switch account](#)



\* Required

Q1: How often do you use the FAM and/or FAH?

- Daily
- Weekly
- Monthly
- A few times a year
- Never



Q2: How do you typically search for information in the FAM/FAH?

- I use the search function in the OpenNet FAM site
- I use the specific search function inside a chapter in the OpenNet FAM site
- I use a commercial search engine, i.e., Google
- I ask a colleague

Q3: What issues do you typically encounter when searching for information?  
(Please select no more than three responses) \*

- The information is erroneous or outdated
- The search returns too many possible matches
- The search doesn't return enough or any matches
- There are contradictory or duplicative references or policies in multiple FAM/FAH chapters
- The returned search results aren't relevant
- The information I found is hard to interpret
- The information I need is not in the FAM/FAH



Q4: Over the past year, what FAM/FAH chapters have you used?

Select all that apply

FAM 1, Organization and Functions

FAM/FAH 2, General

FAM/FAH 3, Personnel

FAM/FAH 4, Financial Management

FAM/FAH 5, Information Management

FAM/FAH 6, General Services

FAM/FAH 7, Consular Affairs

FAM/FAH 8, Passports and Consular Reports  
of Birth Abroad

FAM 9, Visas

FAM/FAH 10, Public, Education, and Cultural  
Affairs

FAM 11, Legal and Public Affairs

FAM/FAH 12, Diplomatic Security

FAM/FAH 13, Training and Professional  
Development

FAM/FAH14, Logistics Management

FAM/FAH 15, Overseas Building Operations



FAM 16, Medical

FAM 18, Programs, Practices, and Planning

Q5: I use the FAM/FAH to find information related to my work or portfolio.

	1	2	3	4	5	
Never	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Always

Q6: I use the FAM/FAH to find information on my career, e.g., promotions, moving, retirement.

	1	2	3	4	5	
Never	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Always

Q7: I use the FAM/FAH to find information on processes, e.g., IT issues, official travel.

	1	2	3	4	5	
Never	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Always

Q8: I use the FAM/FAH to find other information (please explain).

Your answer



Q9: Think back to the last time you used the FAM/FAH. How long did you dedicate to your search?

- 1-5 minutes
- 6-10 minutes
- 11-20 minutes
- 21-30 minutes
- Longer than 30 minutes

Q10: Did you ultimately find the information you were looking for in your most-recent search?

- Yes
- No

Q11: Which of the following functions do you feel would be the best method to get assistance in a FAM/FAH search?

- An email address where I can send questions, i.e., a general email box
- A discussion board for each FAM/FAH chapter
- A method to contact a FAM/FAH chapter "expert"
- Quick links to Hot Topics or Frequently Asked Questions



Q12: Please indicate the Bureau or office where you work.

- The Secretary of State (S)
- Deputy Secretaries of State (D)
- Arms Control and International Security (T)
- Civilian Security, Democracy, and Human Rights (J)
- Economic Growth, Energy, and Environment (E)
- Political Affairs (P)
- Public Diplomacy and Public Affairs (R)
- Legislative Affairs (H)
- Legal Advisor (L)
- Management (M)
- Other

Q13: Please specify your Bureau, Office, or function from your response in Q12.

Your answer

Q14: Which selection best describes your employment?

- Civil Service
- Foreign Service
- Contractor
- Other



Q15: Please enter your name and email address if you would be willing to allow us to contact you regarding your survey responses.

Your answer

Submit

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