

FSI/EX Customer Relationship Survey

Survey Flow

Start of Block: Default Question Block

Title

FSI/EX Customer Relationship Survey

Q0 FSI/EX values your participation in this evaluation and will use the results for continuous quality improvement. All feedback is confidential and will be presented in aggregate.

OMB Control Number:

Estimated Time: 10 minutes

Public reporting burden for this collection of information is estimated to average ten minutes per response, including time required for searching existing data sources, gathering the necessary documentation, providing the information and/or documents required, and reviewing the final collection. You do not have to supply this information unless this collection displays a currently valid OMB control number. If you have comments on the accuracy of this burden estimate and/or recommendations for reducing it, please send them to: fsiddreq@state.gov.

QWork0 **Work Information**

Work Intro Before you complete the survey, please provide some information about your position and your device usage.

Q0.1 Which of the following best describes your position?

- Foreign Service/GS (1)
 - Foreign Service/GG (6)
 - Civil Service/GS (2)
 - Civil Service/GG (4)
 - Contractor (5)
-

Q0.2 What device(s) do you use to accomplish your job in a remote/hybrid work environment?
(Select all that apply.)

- Department-issued laptop (1)
 - Department-issued mobile phone (2)
 - Department-issued external camera (3)
 - Personal laptop (4)
 - Personal mobile phone (5)
-

Q0.3 If you use personal devices, please explain why.

QEX0 Office of the Executive Director

Please provide feedback for FSI/EX.

Q1 1. How familiar are you with the products and services that FSI/EX divisions/offices provide?

- Very Familiar (1)
- Familiar (2)
- Unfamiliar (3)

Q2 2. How would you rate your overall satisfaction with FSI/EX in the following areas?

	Very Satisfied (1)	Satisfied (2)	Neutral (3)	Dissatisfied (4)	Very Dissatisfied (5)	No Opinion (6)
Commitment to customer service (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administrative practices (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to provide valuable product/service information (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making information about EX's products and services easy to find (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3 3. What influenced your response about FSI/EX's **commitment to customer service**? Please provide any details that would help us understand your experience. Please leave the response blank if you do not have feedback.

Q4 4. What influenced your response about FSI/EX's **administrative practices**? Please provide any details that would help us understand your experience. Please leave the response blank if you do not have feedback.

Q5 5. What influenced your response about FSI/EX's **ability to provide valuable information about its products and services**? Please provide any details that would help us understand your experience. Please leave the response blank if you do not have feedback.

Q6 6. What influenced your response about the **ease of finding information** regarding FSI/EX's products and services? Please provide any details that would help us understand your experience. Please leave the response blank if you do not have feedback.

Q7 7. Please enter your name and contact information if you would like an FSI/EX representative to contact you about your concerns.

Name (1) _____

Work email (2) _____

Q8 8. Would you like to provide feedback for individual FSI/EX Divisions/Offices?

Yes (1)

No (2)

Skip To: End of Survey If 8. Would you like to provide feedback for individual FSI/EX Divisions/Offices? = No

End of Block: Default Question Block

Start of Block: Block 0 Select division

If Yes -go to Q9. **The question allows users to select the respective FSI/EX divisions/offices for which they want to provide feedback. Once they select the divisions/offices, the next branches them to the specific questions for each FSI/EX division/office.**

Q9 Select each Division/Office for which you would like to provide additional feedback.

Note: You will not be able to return to this page once you have made your selections. Please make all selections at this time.

Acquisitions (FSI/EX/ACQ) Acquisitions Guidance, Solicitations and Awards, COR Guidance, Purchase Card Assistance (1)

Audio Visual (FSI/EX/AV) Printing/Copiers, Photography, Video, ePublications, EdTech Innovation Lab, Classroom/Instructor Support (2)

Office of Budget and Management (FSI/EX/BUD) Budget Formulation/Execution (Bureau Resource Request, FinPlan Creation, Congressional Budget, etc.); Honoraria Payments; Tuition Determination; Invoicing/Payments; Financial

Policy (Definition and Execution); MOAs, MOUs, and IAA Preparation; Travel Authorizations and Vouchering (3)

Digital Learning Division (FSI/EX/DLD) Course Update/Design/Development, Audio Recording Services, Stephen B. Low Information Center, Instructor Training, Educational Technology and Support (15)

Educational Delivery Systems (FSI/EX/EDS) FSI Business Applications, Zoom for Government, Central Evaluation System, FSILearn (16)

General Services Office (FSI/EX/GSO) eSupplies, GSO Work Orders, Room Reservations/Set-ups, Furniture, Parking, Moving/Logistics, Property (17)

Human Resources (FSI/EX/HR) Civil Service HR Support, Foreign Service HR Support, Recruitment and Staffing, Professional Development, Performance Management Support, Awards, Training, Badging (18)

Office of Management Information Systems (FSI/EX/OMIS) Desktop/Laptop Support, Wi-Fi, Mobile Device Support, Student Support, Network Engineering/Security (19)

Office of the Registrar (FSI/EX/REG) Student Services, Enrollment, Data Request, Student Travel, Student Timekeeping (20)

Space Planning Office (FSI/EX/SPO) Space Management/Optimization, Construction Renovation (21)

Training Management Systems (FSI/EX/TMS) FSI Web and SharePoint Support, Student Information System Support, Student Training Management System Support, Automation/Applications/Innovations (22)

End of Block: Block 0 Select division

The following are the specific questions for each FSI/EX office/division. The user will only see the questions for the division/office they selected. The user is not required to elect all the divisions/offices. The expectation is that the average user will select between one and three offices/divisions.

Start of Block: Block 1 ACQ

ACQ0 Acquisitions (FSI/EX/ACQ)

Please provide feedback for FSI/EX/ACQ.

ACQ1.0 1. Was your customer experience with FSI/EX/ACQ:

	Yes (1)	No (2)
Timely (1)	<input type="radio"/>	<input type="radio"/>
Accurate (2)	<input type="radio"/>	<input type="radio"/>
Pleasant (3)	<input type="radio"/>	<input type="radio"/>

ACQ1.1 2. Please rate your overall satisfaction with FSI/EX/ACQ's ability to provide the following services. If you have not used the service, select N/A.

	Very Satisfied (1)	Satisfied (2)	Neutral (7)	Dissatisfied (8)	Very Dissatisfied (9)	N/A (10)
Acquisitions Guidance (e.g., about rules, policies, procedures, EOY deadlines) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Solicitation and Awards (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
COR Guidance (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchase Card Assistance (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ACQ1.2 3. What influenced your response? Please provide any details that would help us understand your experience.

ACQ1.3 4. Please rate your overall satisfaction with FSI/EX/ACQ's knowledge of your organizational needs.

- Very Satisfied (1)
 - Satisfied (2)
 - Neutral (3)
 - Dissatisfied (4)
 - Very Dissatisfied (5)
 - No Opinion (6)
-

ACQ1.4 5. What influenced your response? Please provide any details that would help us understand your experience.

ACQ1.5 6. Please rate your overall satisfaction with FSI/EX/ACQ's ability to provide a comprehensive solution to your request.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

ACQ1.6 7. What influenced your response? Please provide any details that would help us understand your experience.

End of Block: Block 1 ACQ

Start of Block: Block 2 AV

AV0 Audio Visual (FSI/EX/AV)

Please provide feedback for FSI/EX/AV.

AV1.0 1. Was your customer experience with FSI/EX/AV:

	Yes (1)	No (2)
Timely (1)	<input type="radio"/>	<input type="radio"/>
Accurate (2)	<input type="radio"/>	<input type="radio"/>
Pleasant (3)	<input type="radio"/>	<input type="radio"/>

AV1.1 2. Please rate your overall satisfaction with FSI/EX/AV's ability to provide the following services. If you have not used the service, select N/A.

	Very Satisfied (1)	Satisfied (2)	Neutral (7)	Dissatisfied (8)	Very Dissatisfied (9)	N/A (10)
Printing/Copiers (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Photography (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ePublications (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EdTech Innovation Lab (14)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classroom/Instructor Support (15)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

AV1.2 3. What influenced your response? Please provide any details that would help us understand your experience.

AV1.3 4. Please rate your overall satisfaction with FSI/EX/AV's knowledge of your organizational needs.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

AV1.4 5. What influenced your response? Please provide any details that would help us understand your experience.

AV1.5 6. Please rate your overall satisfaction with FSI/EX/AV's ability to provide a comprehensive solution to your request.

- Very Satisfied (1)
 - Satisfied (2)
 - Neutral (3)
 - Dissatisfied (4)
 - Very Dissatisfied (5)
 - No Opinion (6)
-

AV1.6 7. What influenced your response? Please provide any details that would help us understand your experience.

End of Block: Block 2 AV

Start of Block: Block 3 DLD

DLD0 Digital Learning Division (FSI/EX/DLD)

Please provide feedback for FSI/EX/DLD.

DLD1.0 1. Was your customer experience with FSI/EX/DLD:

	Yes (1)	No (2)
Timely (1)	<input type="radio"/>	<input type="radio"/>
Accurate (2)	<input type="radio"/>	<input type="radio"/>
Pleasant (3)	<input type="radio"/>	<input type="radio"/>

DLD1.1 2. Please rate your overall satisfaction with FSI/EX/DLD's ability to provide the following services. If you have not used the service, select N/A.

	Very Satisfied (1)	Satisfied (2)	Neutral (4)	Dissatisfied (5)	Very Dissatisfied (6)	N/A (7)
Course Update/Design/Development (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audio Recording Services (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stephen B. Low Information Center (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructor Training (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational Technology and Support (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

DLD1.2 3. What influenced your response? Please provide any details that would help us understand your experience.

DLD1.3 4. Please rate your overall satisfaction with FSI/EX/DLD's knowledge of your organizational needs.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

DLD1.4 5. What influenced your response? Please provide any details that would help us understand your experience.

DLD1.5 6. Please rate your overall satisfaction with FSI/EX/DLD's ability to provide a comprehensive solution to your request.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

DLD1.6 7. What influenced your response? Please provide any details that would help us understand your experience.

End of Block: Block 3 DLD

Start of Block: Block 4 EDS

EDS0 Educational Delivery Systems (FSI/EX/EDS)

Please provide feedback for FSI/EX/EDS.

EDS1.0 1. Was your customer experience with FSI/EX/EDS:

	Yes (1)	No (2)
Timely (1)	<input type="radio"/>	<input type="radio"/>
Accurate (2)	<input type="radio"/>	<input type="radio"/>
Pleasant (3)	<input type="radio"/>	<input type="radio"/>

EDS1.1 2. Please rate your overall satisfaction with FSI/EX/EDS's ability to provide the following services. If you have not used the service, select N/A.

	Very Satisfied (1)	Satisfied (2)	Neutral (7)	Dissatisfied (8)	Very Dissatisfied (9)	N/A (10)
FSI Business Applications (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zoom for Government (19)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Centralized Evaluation System (CES) (15)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FSiLearn (24)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

EDS1.2 3. What influenced your response? Please provide any details that would help us understand your experience.

EDS1.3 4. Please rate your overall satisfaction with FSI/EX/EDS's knowledge of your organizational needs.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

EDS1.4 5. What influenced your response? Please provide any details that would help us understand your experience.

EDS1.5 6. Please rate your overall satisfaction with FSI/EX/EDS's ability to provide a comprehensive solution to your request.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

EDS1.6 7. What influenced your response? Please provide any details that would help us understand your experience.

End of Block: Block 4 EDS

Start of Block: Block 5 GSO

GSO0 General Services Office (FSI/EX/GSO)

Please provide feedback for FSI/EX/GSO.

GSO1.0 1. Was your customer experience with FSI/EX/GSO:

	Yes (1)	No (2)
Timely (1)	<input type="radio"/>	<input type="radio"/>
Accurate (2)	<input type="radio"/>	<input type="radio"/>
Pleasant (3)	<input type="radio"/>	<input type="radio"/>

GSO1.1 2. Please rate your overall satisfaction with FSI/EX/GSO's ability to provide the following services. If you have not used the service, select N/A.

	Very Satisfied (1)	Satisfied (2)	Neutral (3)	Dissatisfied (4)	Very Dissatisfied (5)	N/A (6)
eSupplies (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GSO Work Orders (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Room Reservations/Set-ups (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Furniture (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moving/Logistics (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Property (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

GSO1.2 3. What influenced your response? Please provide any details that would help us understand your experience.

GSO1.3 4. Please rate your overall satisfaction with FSI/EX/GSO's knowledge of your organizational needs.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

GSO1.4 5. What influenced your response? Please provide any details that would help us understand your experience.

GSO1.5 6. Please rate your overall satisfaction with FSI/EX/GSO's ability to provide a comprehensive solution to your request.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

GSO1.6 7. What influenced your response? Please provide any details that would help us understand your experience.

End of Block: Block 5 GSO

Start of Block: Block 6 HR

HR0

Human Resources (FSI/EX/HR) Please provide feedback for FSI/EX/HR.

HR1.0 1. Was your customer experience with FSI/EX/HR:

	Yes (1)	No (2)
Timely (1)	<input type="radio"/>	<input type="radio"/>
Accurate (2)	<input type="radio"/>	<input type="radio"/>
Pleasant (3)	<input type="radio"/>	<input type="radio"/>

HR1.1 2. Please rate your overall satisfaction with FSI/EX/HR's ability to provide the following services. If you have not used the service, select N/A.

	Very Satisfied (1)	Satisfied (2)	Neutral (3)	Dissatisfied (4)	Very Dissatisfied (5)	N/A (6)
Civil Service HR Support (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foreign Service HR Support (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recruitment and Staffing (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional Development (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Performance Management Support (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Awards (20)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training (21)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Badging (16)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

HR1.2 3. What influenced your response? Please provide any details that would help us understand your experience.

HR1.3 4. Please rate your overall satisfaction with FSI/EX/HR's knowledge of your organizational needs.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

HR1.4 5. What influenced your response? Please provide any details that would help us understand your experience.

HR1.5 6. Please rate your overall satisfaction with FSI/EX/HR's ability to provide a comprehensive solution to your request.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

HR1.6 7. What influenced your response? Please provide any details that would help us understand your experience.

End of Block: Block 6 HR

Start of Block: Block 7 BUD

BUD0 Office of Budget and Management (FSI/EX/BUD)

Please provide feedback for FSI/EX/BUD.

BUD1.0 1. Was your customer experience with FSI/EX/BUD:

	Yes (1)	No (2)
Timely (1)	<input type="radio"/>	<input type="radio"/>
Accurate (2)	<input type="radio"/>	<input type="radio"/>
Pleasant (3)	<input type="radio"/>	<input type="radio"/>

BUD1.1 2. Please rate your overall satisfaction with FSI/EX/BUD's ability to provide the following services. If you have not used the service, select N/A.

	Very Satisfied (1)	Satisfied (2)	Neutral (3)	Dissatisfied (4)	Very Dissatisfied (5)	N/A (6)
Budget Formulation/Execution (FinPlan, BRR, etc.) (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Honoraria Payments (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tuition Determination (14)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Invoicing/Payments (15)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Policy (Definition and Execution) (17)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MOAs, MOUs, and IAA Preparation (18)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Travel Authorizations and Vouchering (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

BUD1.2 3. What influenced your response? Please provide any details that would help us understand your experience.

BUD1.3 4. Please rate your overall satisfaction with FSI/EX/BUD's knowledge of your organizational needs.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

BUD1.4 5. What influenced your response? Please provide any details that would help us understand your experience.

BUD1.5 6. Please rate your overall satisfaction with FSI/EX/BUD's ability to provide a comprehensive solution to your request.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

BUD1.6 7. What influenced your response? Please provide any details that would help us understand your experience.

End of Block: Block 7 BUD

Start of Block: Block 8 OMIS

OMIS0 Office of Management Information Systems (FSI/EX/OMIS)

Please provide feedback for FSI/EX/OMIS.

OMIS1.0 1. Was your customer experience with FSI/EX/OMIS:

	Yes (1)	No (2)
Timely (1)	<input type="radio"/>	<input type="radio"/>
Accurate (2)	<input type="radio"/>	<input type="radio"/>
Pleasant (3)	<input type="radio"/>	<input type="radio"/>

OMIS1.1 2. Please rate your overall satisfaction with FSI/EX/OMIS's ability to provide the following services. If you have not used the service, select N/A.

	Very Satisfied (1)	Satisfied (2)	Neutral (3)	Dissatisfied (4)	Very Dissatisfied (5)	N/A (6)
Desktop/Laptop Support (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wi-fi (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile Device Support (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Support (20)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Network Engineering/Security (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

OMIS1.2 3. What influenced your response? Please provide any details that would help us understand your experience.

OMIS1.3 4. Please rate your overall satisfaction with FSI/EX/OMIS's knowledge of your organizational needs.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

OMIS1.4 5. What influenced your response? Please provide any details that would help us understand your experience.

OMIS1.5 6. Please rate your overall satisfaction with FSI/EX/OMIS's ability to provide a comprehensive solution to your request.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

OMIS1.6 7. What influenced your response? Please provide any details that would help us understand your experience.

End of Block: Block 8 OMIS

Start of Block: Block 9 REG

REG0

Office of the Registrar (FSI/EX/REG)

Please provide feedback for FSI/EX/REG.

REG1.0 1. Was your customer experience with FSI/EX/REG:

	Yes (1)	No (2)
Timely (1)	<input type="radio"/>	<input type="radio"/>
Accurate (2)	<input type="radio"/>	<input type="radio"/>
Pleasant (3)	<input type="radio"/>	<input type="radio"/>

REG1.1 2. Please rate your overall satisfaction with FSI/EX/REG's ability to provide the following services. If you have not used the service, select N/A.

	Very Satisfied (1)	Satisfied (2)	Neutral (3)	Dissatisfied (4)	Very Dissatisfied (5)	No Opinion (6)
Student Services (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enrollment (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data Request (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Travel (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Timekeeping (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

REG1.2 3. What influenced your response? Please provide any details that would help us understand your experience.

REG1.3 4. Please rate your overall satisfaction with FSI/EX/REG's knowledge of your organizational needs.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

REG1.4 5. What influenced your response? Please provide any details that would help us understand your experience.

REG1.5 6. Please rate your overall satisfaction with FSI/EX/REG's ability to provide a comprehensive solution to your request.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

REG1.6 7. What influenced your response? Please provide any details that would help us understand your experience.

End of Block: Block 9 REG

Start of Block: Block 10 SPO

SPO0 Space Planning Office (FSI/EX/SPO)

Please provide feedback for FSI/EX/SPO.

SPO1.0 1. Was your customer experience with FSI/EX/SPO:

	Yes (1)	No (2)
Timely (1)	<input type="radio"/>	<input type="radio"/>
Accurate (2)	<input type="radio"/>	<input type="radio"/>
Pleasant (3)	<input type="radio"/>	<input type="radio"/>

SPO1.1 2. Please rate your overall satisfaction with FSI/EX/SPO's ability to provide the following services. If you have not used the service, select N/A.

	Very Satisfied (1)	Satisfied (2)	Neutral (3)	Dissatisfied (4)	Very Dissatisfied (5)	N/A (6)
Space Management/Optimization (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Construction/Renovation (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SPO1.2 3. What influenced your response? Please provide any details that would help us understand your experience.

SPO1.3 4. Please rate your overall satisfaction with FSI/EX/SPO's knowledge of your organizational needs.

- Very Satisfied (1)
 - Satisfied (2)
 - Neutral (3)
 - Dissatisfied (4)
 - Very Dissatisfied (5)
 - No Opinion (6)
-

SPO1.4 5. What influenced your response? Please provide any details that would help us understand your experience.

SPO1.5 6. Please rate your overall satisfaction with FSI/EX/SPO's ability to provide a comprehensive solution to your request.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

SPO1.6 7. What influenced your response? Please provide any details that would help us understand your experience.

End of Block: Block 10 SPO

Start of Block: Block 11 TMS

TMS0 Training Management Systems (FSI/EX/TMS)

Please provide feedback for FSI/EX/TMS.

TMS1.0 1. Was your customer experience with FSI/EX/TMS:

	Yes (1)	No (4)
Timely (1)	<input type="radio"/>	<input type="radio"/>
Accurate (2)	<input type="radio"/>	<input type="radio"/>
Pleasant (3)	<input type="radio"/>	<input type="radio"/>

TMS1.1 2. Please rate your overall satisfaction with FSI/EX/TMS's ability to provide the following services. If you have not used the service, select N/A.

	Very Satisfied (1)	Satisfied (2)	Neutral (3)	Dissatisfied (4)	Very Dissatisfied (5)	N/A (6)
FSI Web and SharePoint Support (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Information System (SIS) Support (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Training Management System (STMS) Support (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Automation/Applications/Innovations (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

TMS1.2 3. What influenced your response? Please provide any details that would help us understand your experience.

TMS1.3 4. Please rate your overall satisfaction with FSI/EX/TMS's knowledge of your organizational needs.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

TMS1.4 5. What influenced your response? Please provide any details that would help us understand your experience.

TMS1.5 6. Please rate your overall satisfaction with FSI/EX/TMS's ability to provide a comprehensive solution to your request.

- Very Satisfied (1)
- Satisfied (2)
- Neutral (3)
- Dissatisfied (4)
- Very Dissatisfied (5)
- No Opinion (6)

TMS1.6 7. What influenced your response? Please provide any details that would help us understand your experience.

End of Block: Block 11 TMS
