# **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: fsidldreq@state.gov.

QWork0 Work Information

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

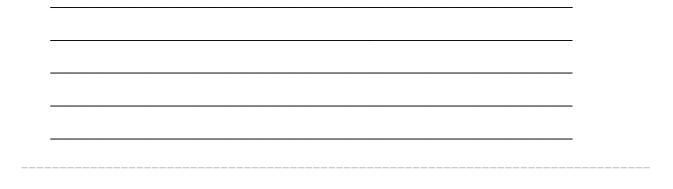
Q0.1 Which of the following best describes your position?

○ 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?

◯ Vei	y Familiar	(1)
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O Familiar (2)

 $\bigcirc$  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)	0	0	0	0	0	$\bigcirc$
Administrative practices (2)	$\bigcirc$	$\bigcirc$	$\bigcirc$	0	$\bigcirc$	$\bigcirc$
Ability to provide valuable product/service information (3)	0	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Making information about EX's products and services easy to find (4)	0	0	$\bigcirc$	$\bigcirc$	0	$\bigcirc$

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)	

O No (2)

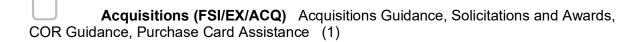
Skip To: End of Survey If 8. Would you like to provide feedback for individual FSI/EX Divisions/Offices? = No

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.



**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)			

	$\cup$	Digital Learning Division	(FSI/EX/DLD)	Course Update/Design/De	velopment,
ŀ	Audio	Recording Services, Stephen B.	Low Information	on Center, Instructor Trainir	ıg,
E	Educa	ational Technology and Support	(15)		

	$\cup$	Educational Delivery Systems (FSI/EX/EDS)	FSI Bi	usiness Applica	ations,
2	Zoor	n for Government, Central Evaluation System, FSiLear	า (16)	)	

$\cup$	General Services Office (FSI/EX/GSO)	eSupplies, GSO Work Orders, Room
Rese	rvations/Set-ups, Furniture, Parking, Moving/Logi	stics, Property (17)

	Human Resources (FSI/EX/HR)	Civil Service HR Support, Foreign Service
ŀ	HR Support, Recruitment and Staffing, Profess	sional Development, Performance
ľ	Management Support, Awards, Training, Badg	ing (18)

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

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

Space Plannii	ng 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

C

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 aaverage 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)	$\bigcirc$	$\bigcirc$
Accurate (2)	$\bigcirc$	$\bigcirc$
Pleasant (3)	$\bigcirc$	$\bigcirc$

	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)	0	$\bigcirc$	$\bigcirc$	0	0	0
Solicitation and Awards (2)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	0	$\bigcirc$
COR Guidance (7)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	0	$\bigcirc$
Purchase Card Assistance (8)	0	$\bigcirc$	$\bigcirc$	0	0	$\bigcirc$

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.

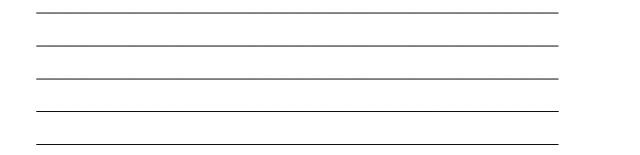
ACQ1.2 3. What influenced your response? Please provide any details that would help us understand your experience.



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

$\bigcirc$ Very Satisfied (1)
$\bigcirc$ Satisfied (2)
O Neutral (3)
O 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.

<ul> <li>Satisfied (2)</li> <li>Neutral (3)</li> <li>Dissatisfied (4)</li> <li>Very Dissatisfied (5)</li> <li>No Opinion (6)</li> </ul>	$\bigcirc$ Very Satisfied (1)
<ul> <li>Dissatisfied (4)</li> <li>Very Dissatisfied (5)</li> </ul>	$\bigcirc$ Satisfied (2)
○ Very Dissatisfied (5)	O Neutral (3)
_	$\bigcirc$ Dissatisfied (4)
No Opinion (6)	○ 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.

	Yes (1)	No (2)
Timely (1)	$\bigcirc$	$\bigcirc$
Accurate (2)	$\bigcirc$	$\bigcirc$
Pleasant (3)	$\bigcirc$	$\bigcirc$

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)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Photography (7)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Video (8)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
ePublications (12)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
EdTech Innovation Lab (14)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Classroom/Instructor Support (15)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$

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.

 $\bigcirc$  Very Satisfied (1)

 $\bigcirc$  Satisfied (2)

 $\bigcirc$  Neutral (3)

O Dissatisfied	(4)	)
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$\bigcirc$	Very	Dissatisfied	(5)
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 $\bigcirc$  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.

$\bigcirc$ Very Satisfied (1)
O Satisfied (2)
O Neutral (3)
O Dissatisfied (4)
◯ Very Dissatisfied (5)
O 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)

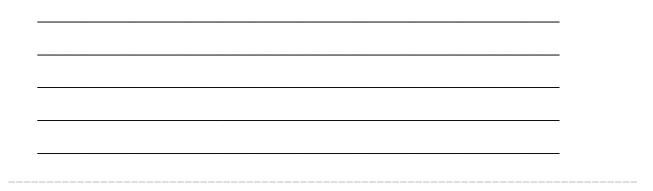
Please provide feedback for FSI/EX/DLD.

	Yes (1)	No (2)
Timely (1)	$\bigcirc$	0
Accurate (2)	$\bigcirc$	$\bigcirc$
Pleasant (3)	$\bigcirc$	$\bigcirc$

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 Satisfie d (1)	Satisfie d (2)	Neutra I (4)	Dissatisfie d (5)	Very Dissatisfie d (6)	N/ A (7)
Course Update/Design/Developmen t (1)	$\bigcirc$	$\bigcirc$	0	$\bigcirc$	$\bigcirc$	(
Audio Recording Services (2)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	(
Stephen B. Low Information Center (3)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	(
Instructor Training (8)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	(
Educational Technology and Support (5)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	(

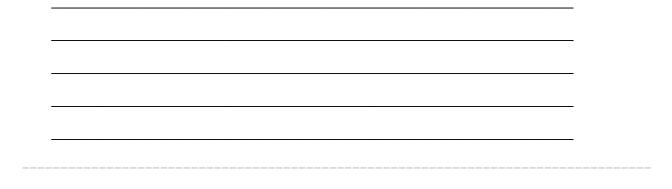
DLD1.2 3. What influenced your response? Please provide any details that would help us understand your experience.



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

○ Very Satisfied (1)	
◯ Satisfied (2)	
O Neutral (3)	
O 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.

0	Very Satisfied (1)
0	Satisfied (2)
0	Neutral (3)
0	Dissatisfied (4)
0	Very Dissatisfied (5)
$\bigcirc$	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)

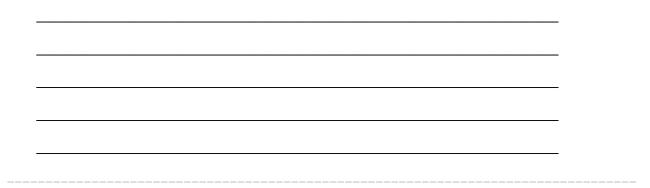
Please provide feedback for FSI/EX/EDS.

	Yes (1)	No (2)
Timely (1)	$\bigcirc$	0
Accurate (2)	$\bigcirc$	0
Pleasant (3)	$\bigcirc$	$\bigcirc$

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)	0	0	$\bigcirc$	0	0	$\bigcirc$
Zoom for Government (19)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Centralized Evaluation System (CES) (15)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
FSiLearn (24)	0	$\bigcirc$	$\bigcirc$	0	0	$\bigcirc$

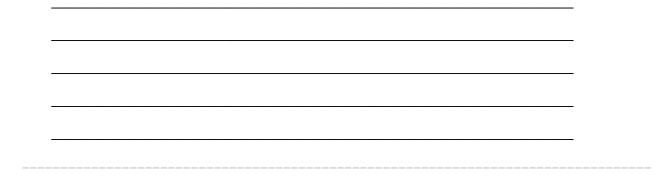
EDS1.2 3. What influenced your response? Please provide any details that would help us understand your experience.



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

$\bigcirc$ Very Satisfied (1)	
$\bigcirc$ Satisfied (2)	
O Neutral (3)	
$\bigcirc$ Dissatisfied (4)	
$\bigcirc$ Very Dissatisfied (5)	
$\bigcirc$ 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.

0	Very Satisfied (1)
0	Satisfied (2)
0	Neutral (3)
0	Dissatisfied (4)
0	Very Dissatisfied (5)
$\bigcirc$	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)

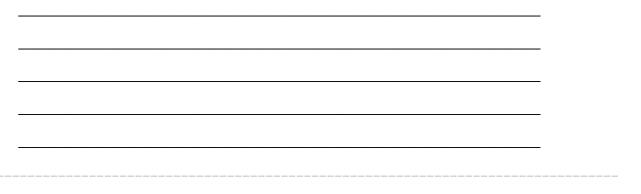
Please provide feedback for FSI/EX/GSO.

	Yes (1)	No (2)
Timely (1)	$\bigcirc$	$\bigcirc$
Accurate (2)	$\bigcirc$	$\bigcirc$
Pleasant (3)	$\bigcirc$	$\bigcirc$

	Very Satisfied (1)	Satisfied (2)	Neutral (3)	Dissatisfied (4)	Very Dissatisfied (5)	N/A (6)
eSupplies (1)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
GSO Work Orders (2)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Room Reservations/Set- ups (7)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Furniture (8)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Parking (9)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Moving/Logistics (10)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Property (11)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$

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.

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.

$\bigcirc$ Very Satisfied (1)
$\bigcirc$ Satisfied (2)
O Neutral (3)
$\bigcirc$ Dissatisfied (4)
$\bigcirc$ Very Dissatisfied (5)
O 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.

0	Very Satisfied (1)
0	Satisfied (2)
0	Neutral (3)
0	Dissatisfied (4)
0	Very Dissatisfied (5)
0	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.

	Yes (1)	No (2)
Timely (1)	$\bigcirc$	$\bigcirc$
Accurate (2)	$\bigcirc$	$\bigcirc$
Pleasant (3)	$\bigcirc$	$\bigcirc$

	Very Satisfied (1)	Satisfied (2)	Neutral (3)	Dissatisfied (4)	Very Dissatisfied (5)	N/A (6)
Civil Service HR Support (1)	$\bigcirc$	$\bigcirc$	0	$\bigcirc$	0	$\bigcirc$
Foreign Service HR Support (2)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	0	$\bigcirc$
Recruitment and Staffing (9)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Professional Development (10)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Performance Management Support (11)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	0	$\bigcirc$
Awards (20)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Training (21)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Badging (16)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$

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.

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.

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.

0	Very Satisfied (1)
0	Satisfied (2)
0	Neutral (3)
0	Dissatisfied (4)
0	Very Dissatisfied (5)
0	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.

	Yes (1)	No (2)
Timely (1)	$\bigcirc$	0
Accurate (2)	$\bigcirc$	$\bigcirc$
Pleasant (3)	$\bigcirc$	$\bigcirc$

Very Satisfied (1)	Satisfied (2)	Neutral (3)	Dissatisfied (4)	Very Dissatisfied (5)	N/A (6)
0	0	$\bigcirc$	0	0	0
0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
	Satisfied	Satisfied (2)	Satisfied (2) (3)	Satisfied (2) (3) (4)	Satisfied (2) (3) (4) Dissatisfied

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.

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	l (1)
$\bigcirc$ Satisfied (2)	
O Neutral (3)	
$\bigcirc$ Dissatisfied (	4)
O Very Dissatist	fied (5)
O 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.

0	Very Satisfied (1)
0	Satisfied (2)
0	Neutral (3)
0	Dissatisfied (4)
0	Very Dissatisfied (5)
0	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)

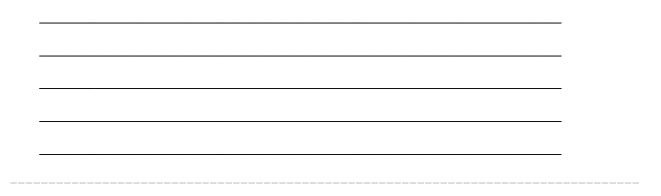
Please provide feedback for FSI/EX/OMIS.

OMIS1.0 1. Was your customer experience with FSI/EX/OMIS:					
	Yes (1)	No (2)			
Timely (1)	$\bigcirc$	$\bigcirc$			
Accurate (2)	$\bigcirc$	$\bigcirc$			
Pleasant (3)	$\bigcirc$	$\bigcirc$			

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)	0	$\bigcirc$	0	$\bigcirc$	0	$\bigcirc$
Wi-fi (1)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Mobile Device Support (7)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Student Support (20)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Network Engineering/Security (8)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	0	$\bigcirc$

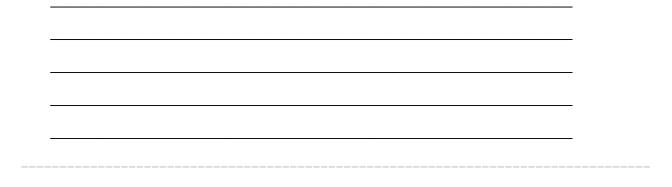
OMIS1.2 3. What influenced your response? Please provide any details that would help us understand your experience.



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

$\bigcirc$ Very Satisfied (1)
O Satisfied (2)
O Neutral (3)
$\bigcirc$ Dissatisfied (4)
○ Very Dissatisfied (5)
O 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)

 $\bigcirc$  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)	0	$\bigcirc$
Accurate (2)	0	$\bigcirc$
Pleasant (3)	0	$\bigcirc$

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)	$\bigcirc$	$\bigcirc$	0	0	$\bigcirc$	$\bigcirc$
Enrollment (2)	$\bigcirc$	$\bigcirc$	$\bigcirc$	0	$\bigcirc$	$\bigcirc$
Data Request (7)	$\bigcirc$	$\bigcirc$	$\bigcirc$	0	$\bigcirc$	$\bigcirc$
Student Travel (10)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
Student Timekeeping (12)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$

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.

 $\bigcirc$  Very Satisfied (1)

 $\bigcirc$  Satisfied (2)

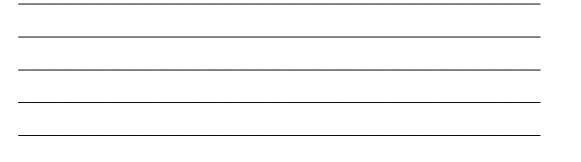
 $\bigcirc$  Neutral (3)

$\bigcirc$	Dissatisfied	(4)
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О	Very	Dissatisfied	(5)
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 $\bigcirc$  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)

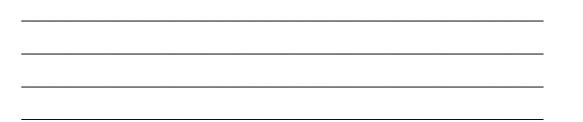
Please provide feedback for FSI/EX/SPO.

	Yes (1)	No (2)
Timely (1)	$\bigcirc$	$\bigcirc$
Accurate (2)	$\bigcirc$	$\bigcirc$
Pleasant (3)	$\bigcirc$	$\bigcirc$

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)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	С
Construction/Renovation (2)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	С

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.

$\bigcirc$ Very Satisfied (1)
O Satisfied (2)
O Neutral (3)
O Dissatisfied (4)
○ Very Dissatisfied (5)
O 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.

0	Very Satisfied (1)
0	Satisfied (2)
0	Neutral (3)
0	Dissatisfied (4)
0	Very Dissatisfied (5)
0	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.

perience with FSI/EX/TMS: Yes (1)	No (4)
$\bigcirc$	$\bigcirc$
$\bigcirc$	$\bigcirc$
$\bigcirc$	$\bigcirc$
	perience with FSI/EX/TMS: Yes (1)

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.

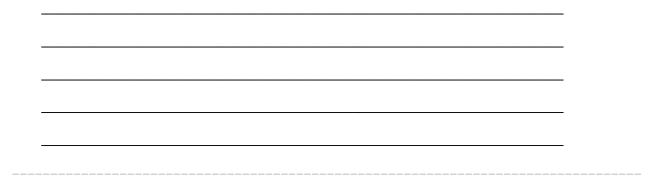
	Very Satisfie d (1)	Satisfie d (2)	Neutr al (3)	Dissatisfie d (4)	Very Dissatisfie d (5)	N/ A (6)
FSI Web and SharePoint Support (1)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	(
Student Information System (SIS) Support (11)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	(
Student Training Management System (STMS) Support (12)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	(
Automation/Applications/Innovati ons (2)	0	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	(

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)
O Neutral (3)
O Dissatisfied (4)
◯ Very Dissatisfied (5)
O 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)
$\bigcirc$ Satisfied (2)
O Neutral (3)
$\bigcirc$ Dissatisfied (4)
○ Very Dissatisfied (5)
O 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