# Your WLSB Experience

ID: 2

The Workforce Lifecycle Systems Branch (WLSB) strives to support the OHR mission and add value to our organization by providing support and consulting services of the highest quality.  Your candid feedback will help us refine and improve our ability to deliver an exceptional experience to our customers. Thank you for taking the time to complete the following four questions.

OMB# 0925-0648, expiration date 06/30/2024

Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.  An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.  Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0648).  Do not return the completed form to this address.

ID: 12

#### Which member of WLSB did you work with today?\*

( ) AJ

( ) Bruce

( ) Carrol

( ) David

( ) Jackie

( ) John

( ) Karen

( ) Michele

( ) Montein

( ) Nick

( ) Randi

( ) Satou

( ) Tom

ID: 5

#### Please rate your satisfaction with the service you received from this member of WLSB.\*

1 Star = Very Dissatisfied / 5 Stars = Very Satisfied

|  |  |
| --- | --- |
|  | **5 Star Rating** |
| How did we do? | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Logic: Hidden unless: ( Question "How did we do?" is exactly equal to "4" OR Question "How did we do?" is exactly equal to "5")**

ID: 6

### That's great!  Your satisfaction is important to us.  If you'd like, please let us know what we did right!

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**Logic: Hidden unless: (( Question "How did we do?" is exactly equal to "1" OR Question "How did we do?" is exactly equal to "2") OR Question "How did we do?" is exactly equal to "3")**

ID: 7

### Your satisfaction is important to us. If you'd like, please let us know what specifically can be improved.

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**Logic: Show/hide trigger exists.**

ID: 13

#### Which system, tool or product did you work with WLSB on today?\*

( ) e-HARTS

( ) EHCM

( ) eOPF

( ) GRB

( ) ITAS

( ) LMS

( ) TALX

( ) USA Staffing

( ) USAJOBS

( ) USAS Onboarding

( ) Other

**Logic: Hidden unless: #5 Question "Which system, tool or product did you work with WLSB on today?" is one of the following answers ("Other")**

ID: 31

### Please share what you worked on with WLSB.\*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ID: 21

#### Please rate your overall satisfaction with the transaction, service, or advocacy you are working with WLSB staff on.\*

1 Star = Very Dissatisfied / 5 Stars = Very Satisfied

|  |  |
| --- | --- |
|  | **5 Star Rating** |
| How did we do? | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Logic: Hidden unless: ( Question "How did we do?" is exactly equal to "4" OR Question "How did we do?" is exactly equal to "5")**

ID: 10

### That's great!  We strive to provide and support that meets and/or exceeds customer expectations.  If you'd like, please let us know what specifically worked well.

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**Logic: Hidden unless: (( Question "How did we do?" is exactly equal to "1" OR Question "How did we do?" is exactly equal to "2") OR Question "How did we do?" is exactly equal to "3")**

ID: 11

### Your satisfaction is important to us. If you'd like, please let us know what specifically can be improved.

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ID: 39

### If you'd like, please let us know any additional feedback you have.

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## Thank You!

ID: 1

### Thank you for taking our survey. Your response is very important to us.If another WLSB member assisted you today and you would like to provide them with feedback, please [click here](https://survey.alchemer.com/s3/6427802/Your-WLSB-Experience).