**2023 Customer Loyalty Survey**

On Screens 1, 2, 3, 5, 6, 7a, 7c, 31, and 32, [Program Office] will be replaced by one of the following:

GSA Information Technology Category

GSA Personal Property Management

Multiple Award Schedule (MAS) Human Capital

GSA Global Supply

GSA SmartPay

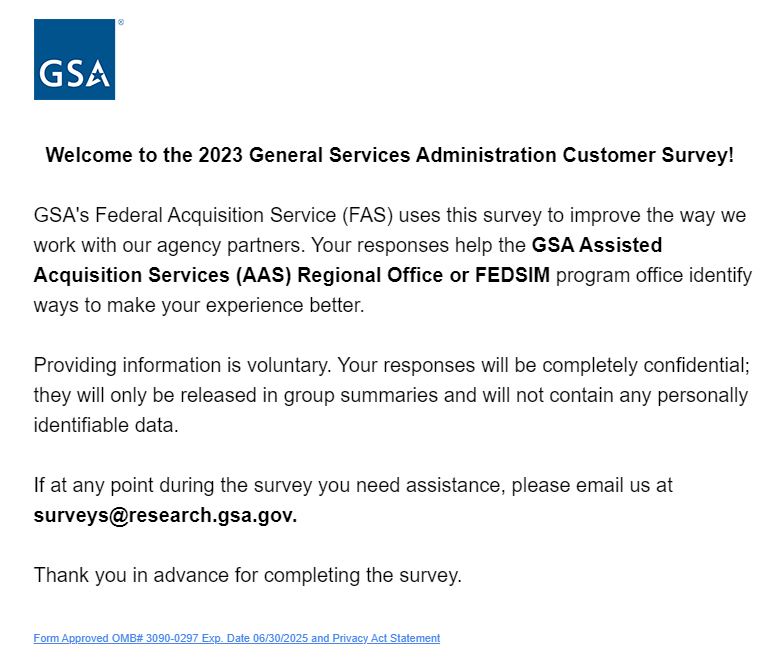
Multiple Award Schedule (MAS) Professional Services

Data.gov

GSA Fleet

GSA Schedule (excluding IT and Professional Services)

**Screen 1**

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For PRA Review only – Contents of this box will not be displayed to recipients.

Note that this survey depends on embedded data to determine which questions will be displayed to each recipient. Embedded data are commands built into the survey that draw information from the contact list. Survey responses remain confidential.

The embedded data fields that are used in this survey are:

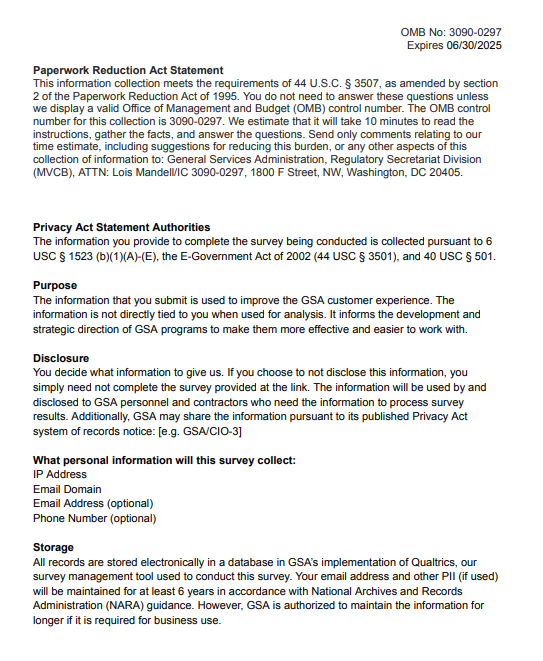
Program Office (GSA office being rated)

Portfolio (Grouping of program offices)

Link at the bottom of the above page goes to a pdf displaying the PRA statement and a GSA Privacy Act Statement. See next page for screenshot.

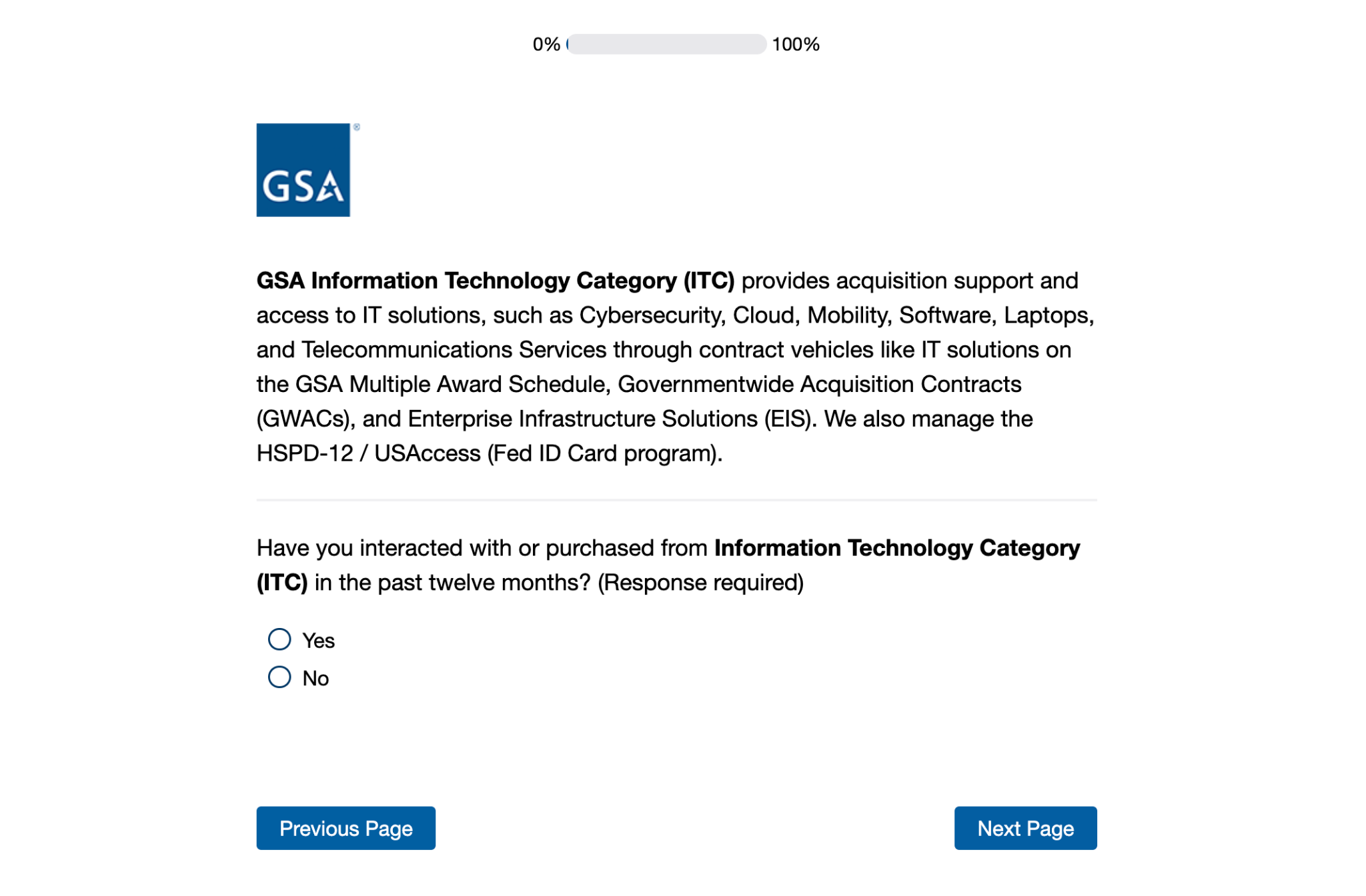
**Screen 1, continued**

Screenshot of pdf linked from bottom of first page:

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**Screen 2a**

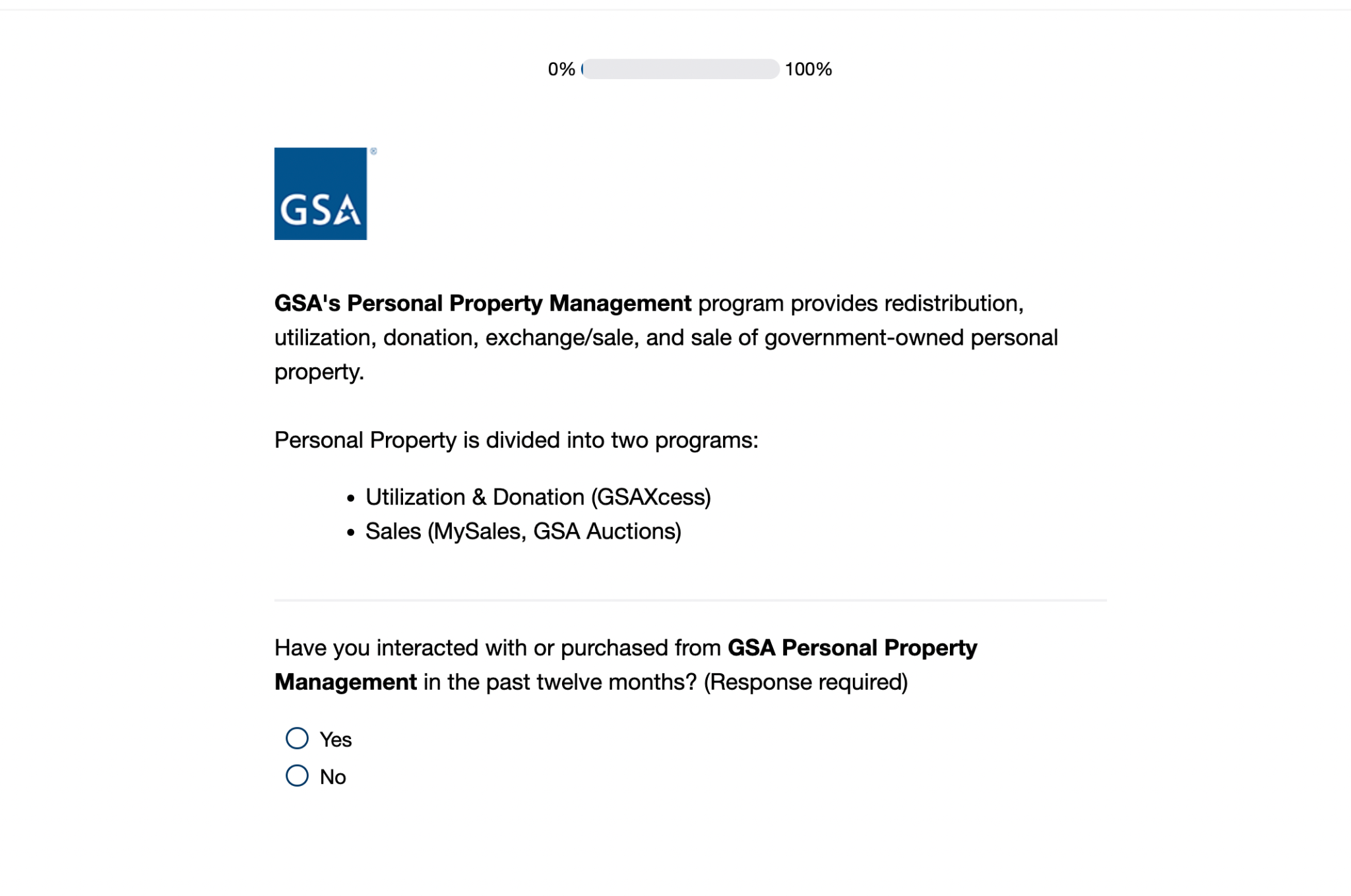
Display if Program Office=GSA Information Technology Category



If No is selected, skip to Screen 3a

**Screen 2b**

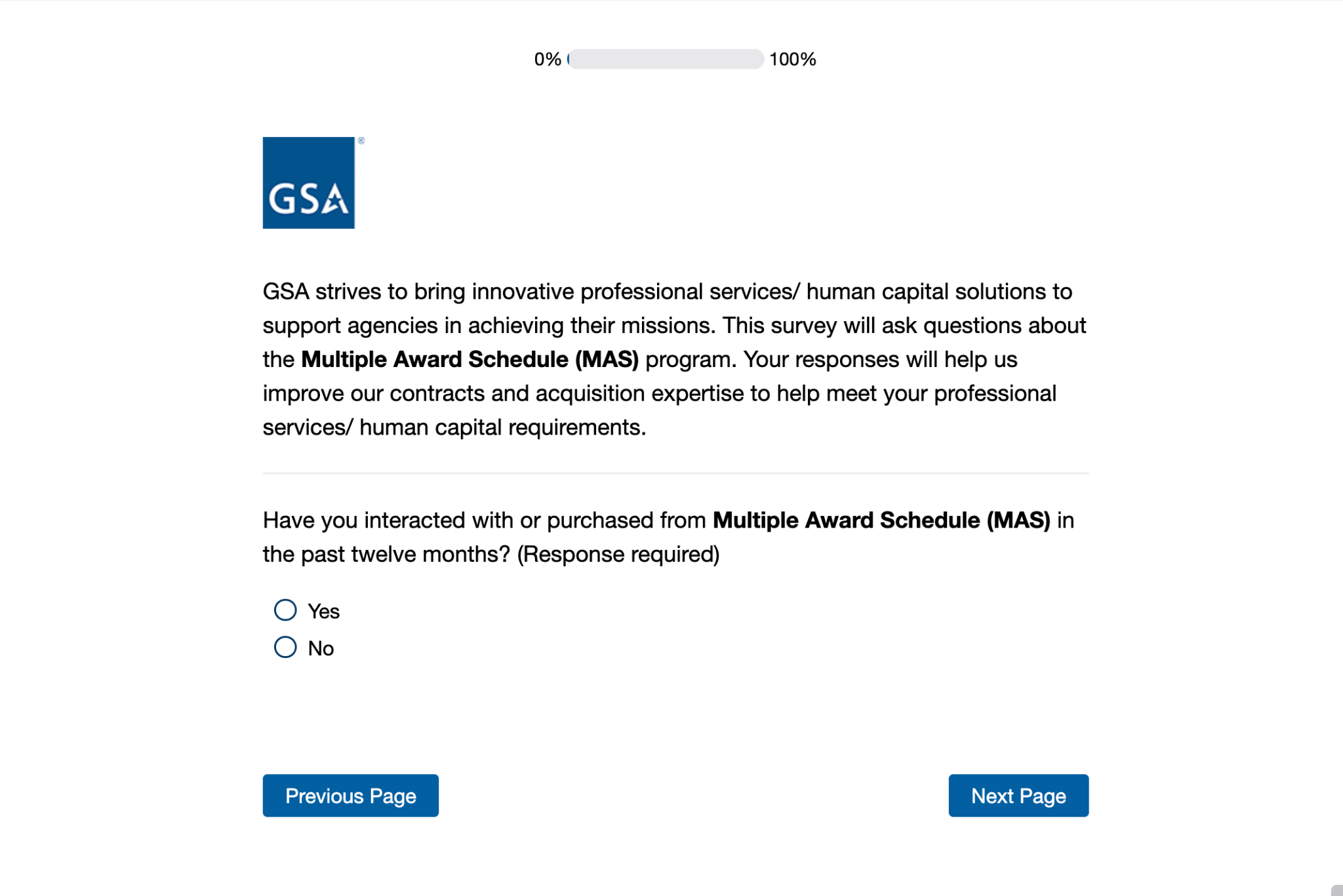
Display if Program Office=GSA Personal Property Management



If No is selected, skip to Screen 3a

**Screen 2c**

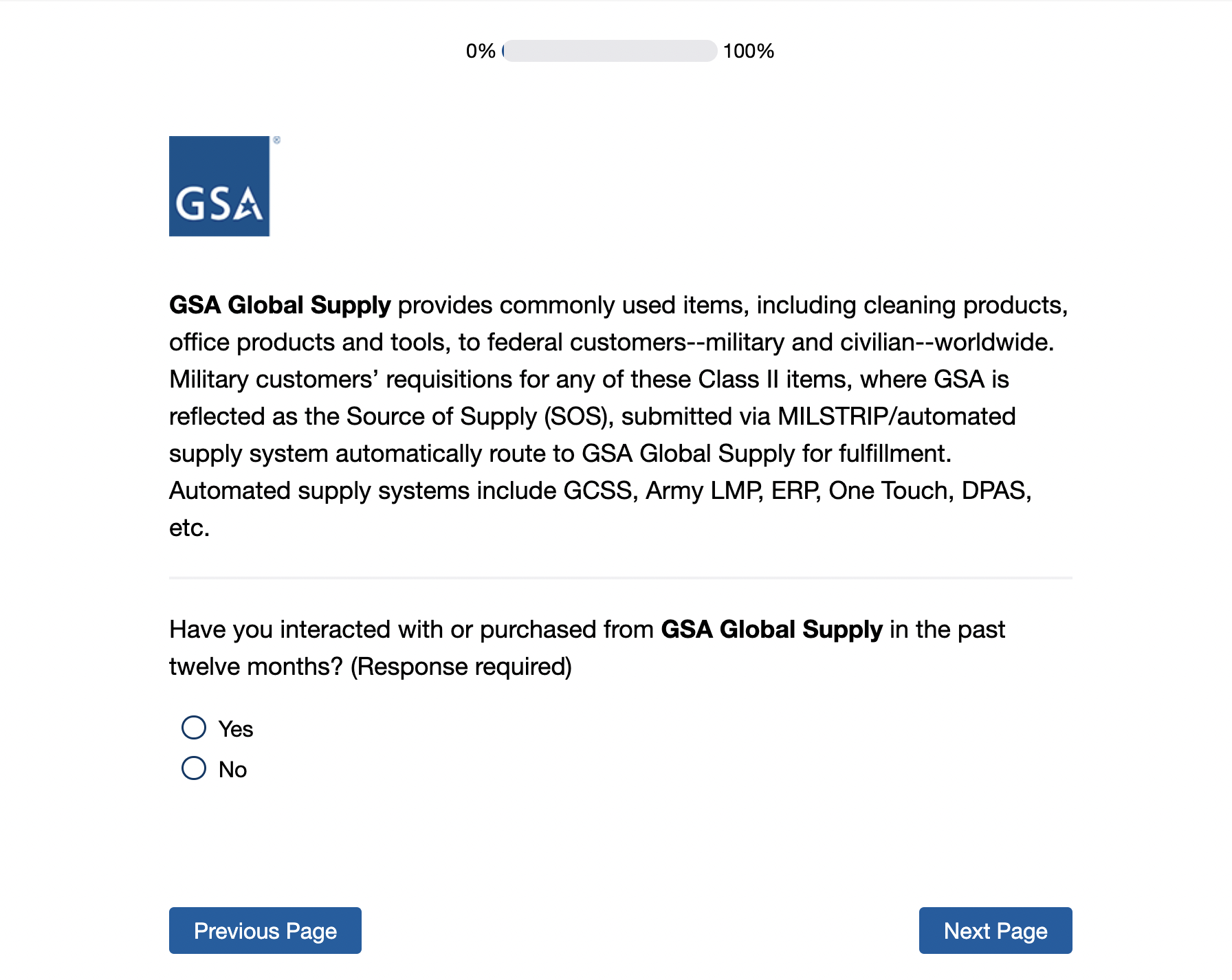
Display if Program Office= Professional Services Human Capital (PSHC) MAS



If No is selected, skip to Screen 3b

**Screen 2d**

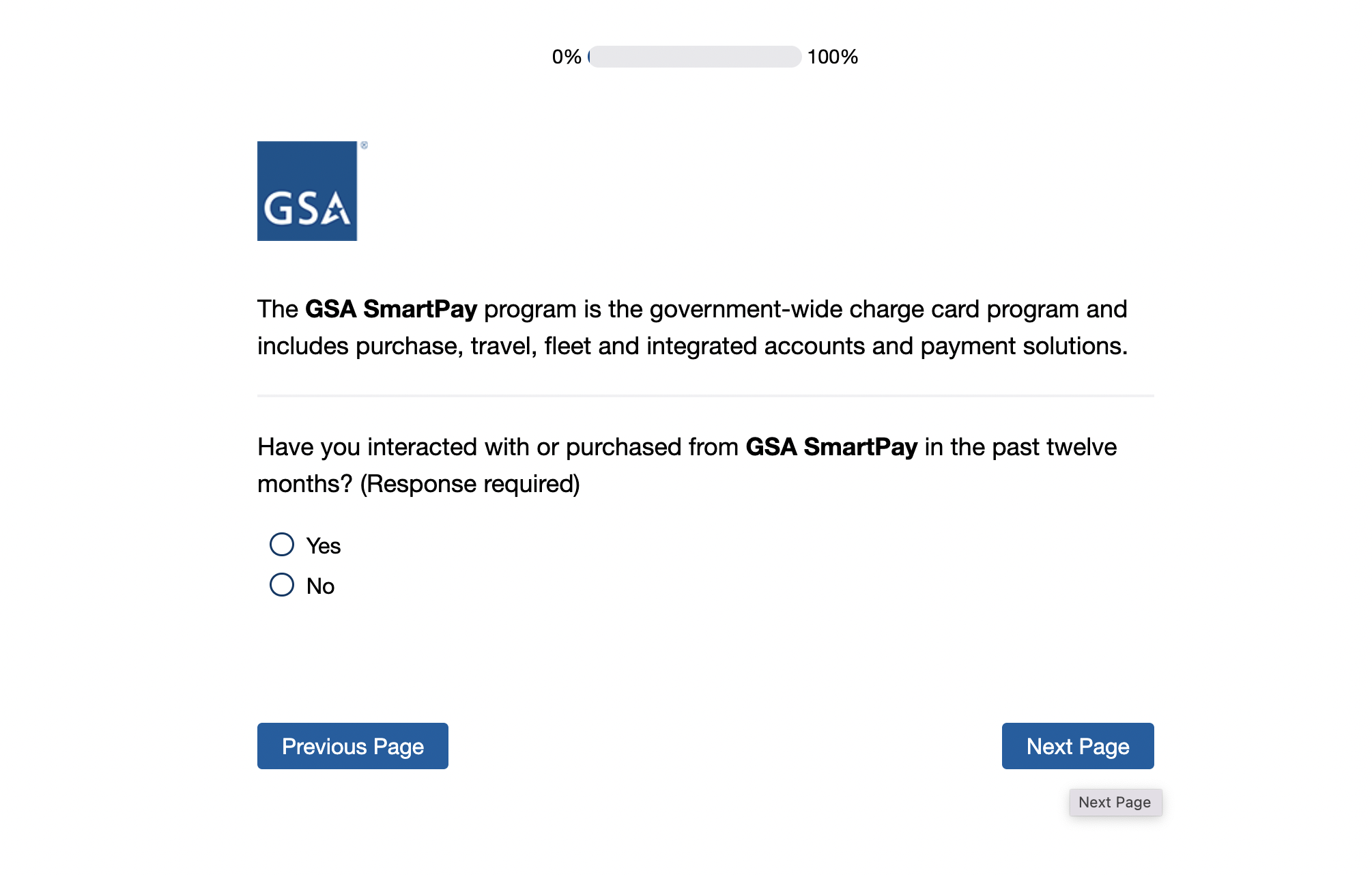
Display if Program Office=GSA Global Supply



If No is selected, skip to Screen 3a

**Screen 2e**

Display if Program Office=GSA SmartPay

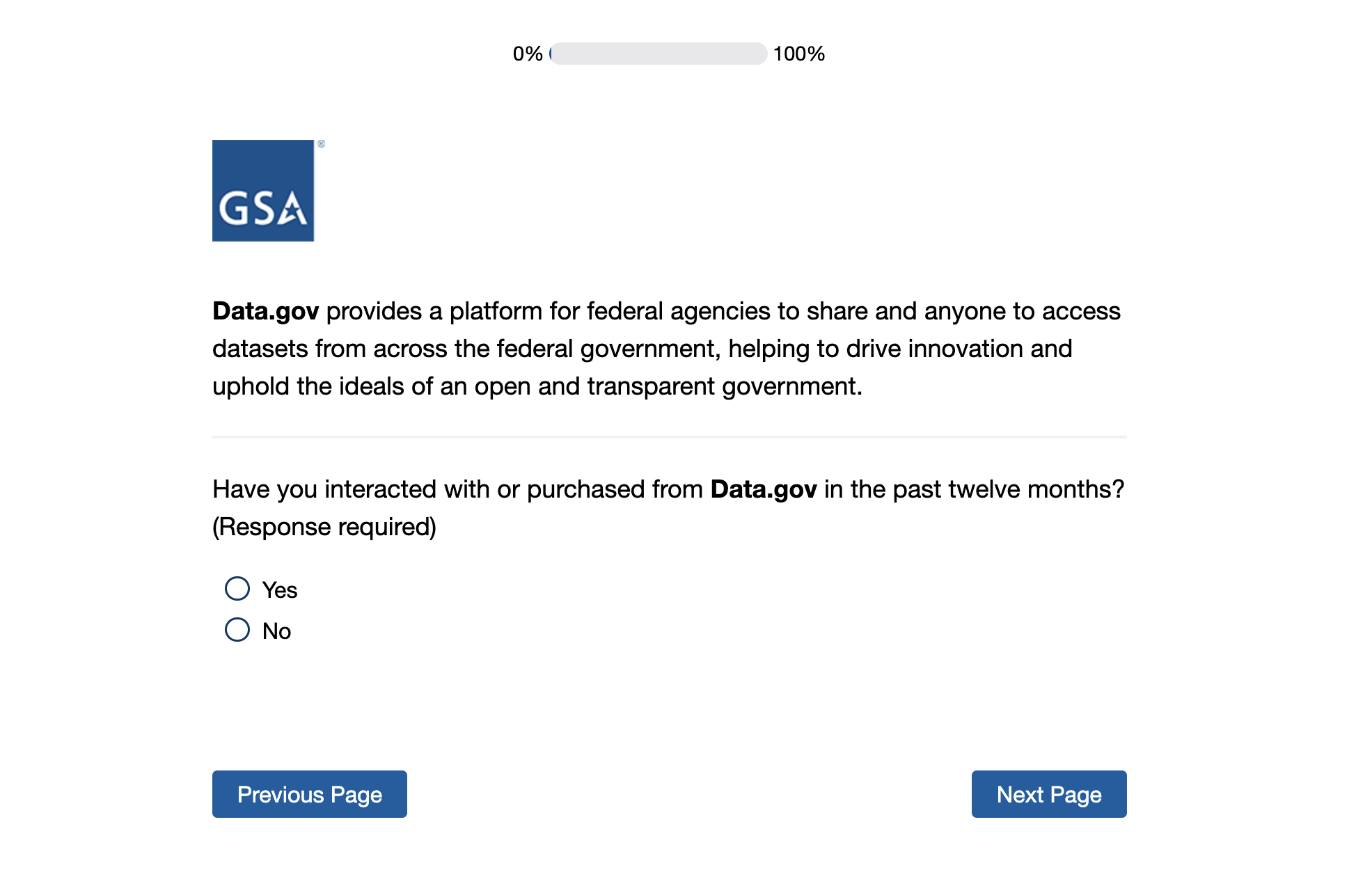


If No is selected, End Survey

If No is selected, skip to Screen 3b

**Screen 2g**

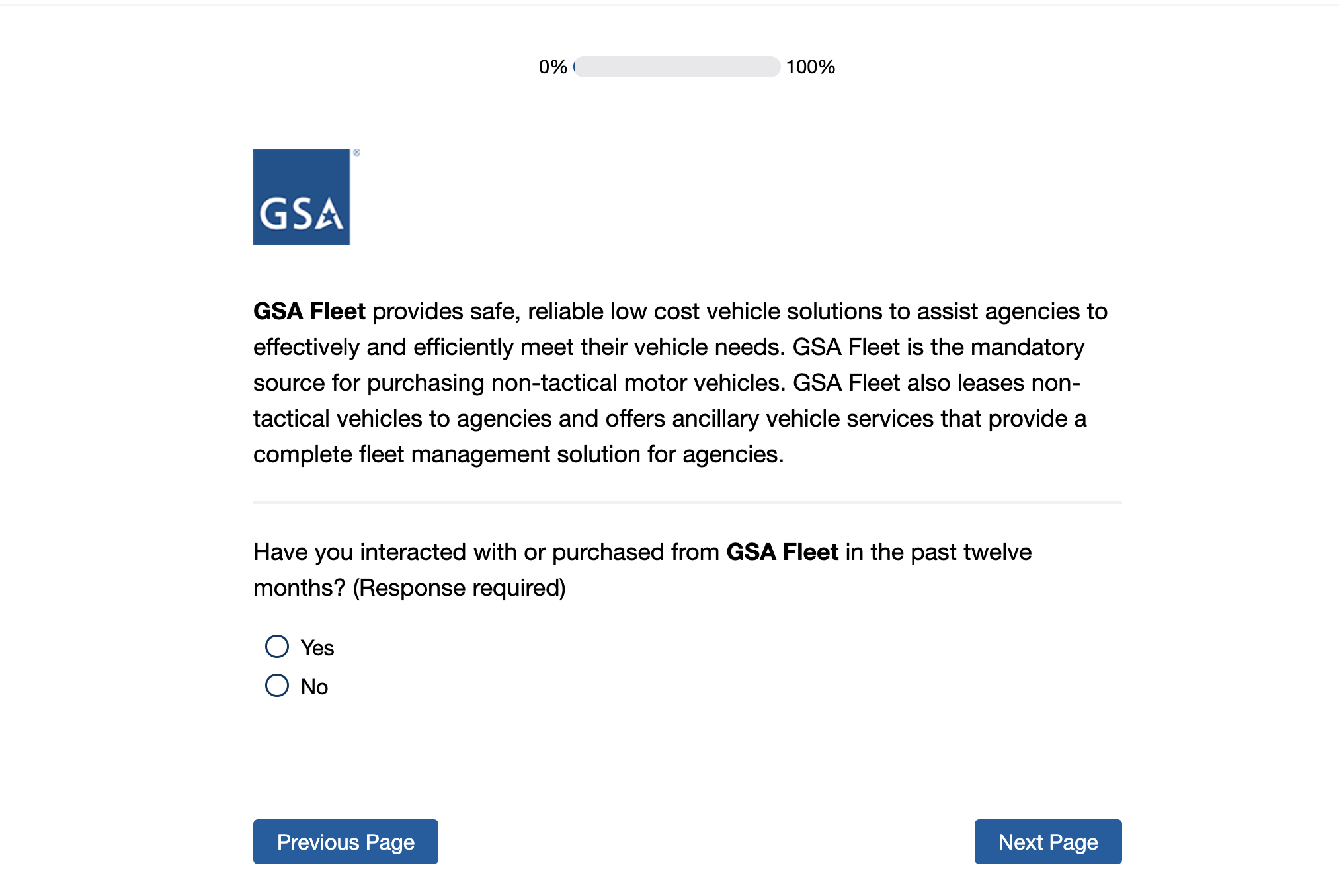
Display if Program Office=Data.gov



If No is selected, skip to Screen 3a

**Screen 2h**

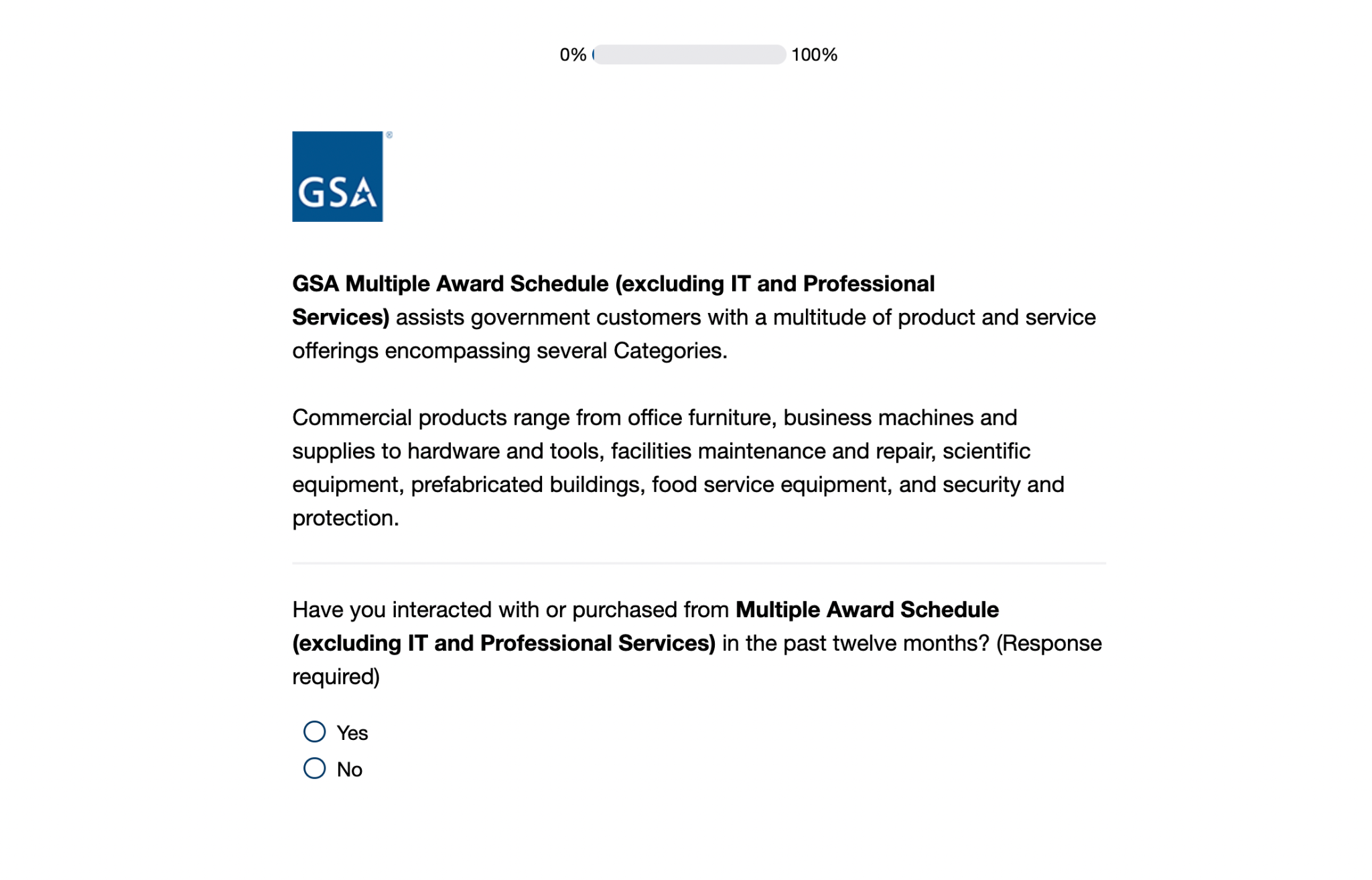
Display if Program Office= GSA Fleet



If No is selected, skip to Screen 3a

**Screen 2i**

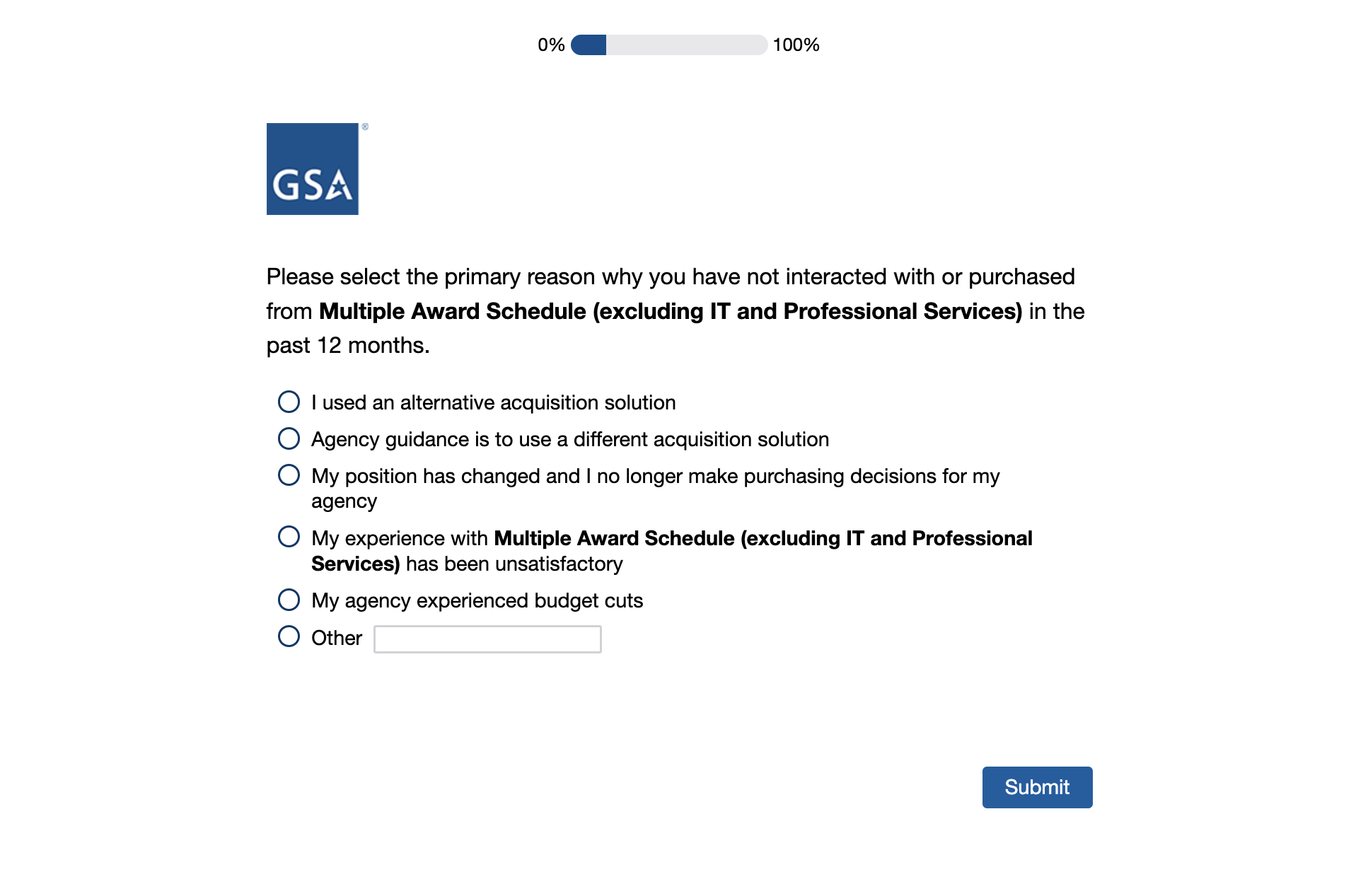
Display if Program Office=GSA Schedule (excluding IT and Professional Services)



If No is selected, skip to Screen 3

**Screen 3a**

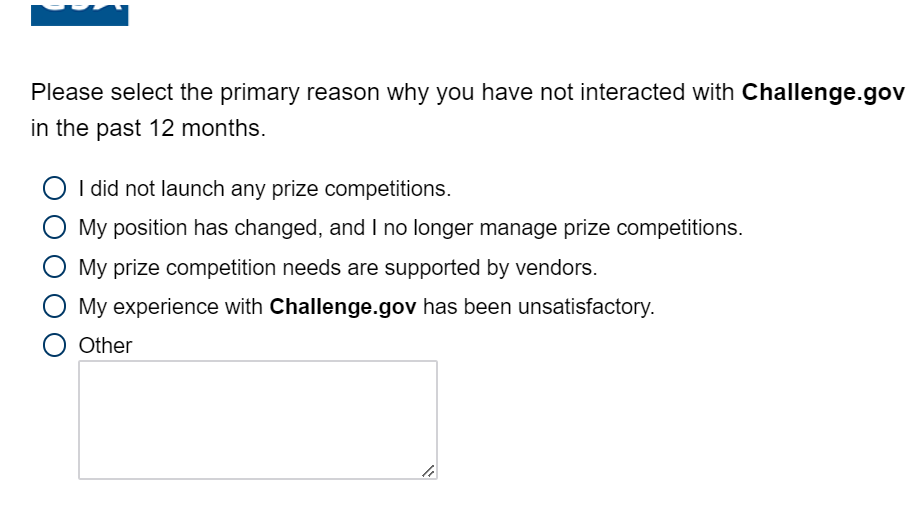
Display if Program office doesn’t equal GSA Personal Property Management and Program office doesn’t equal Challenge.gov



[Program Office Name Inserted Here]

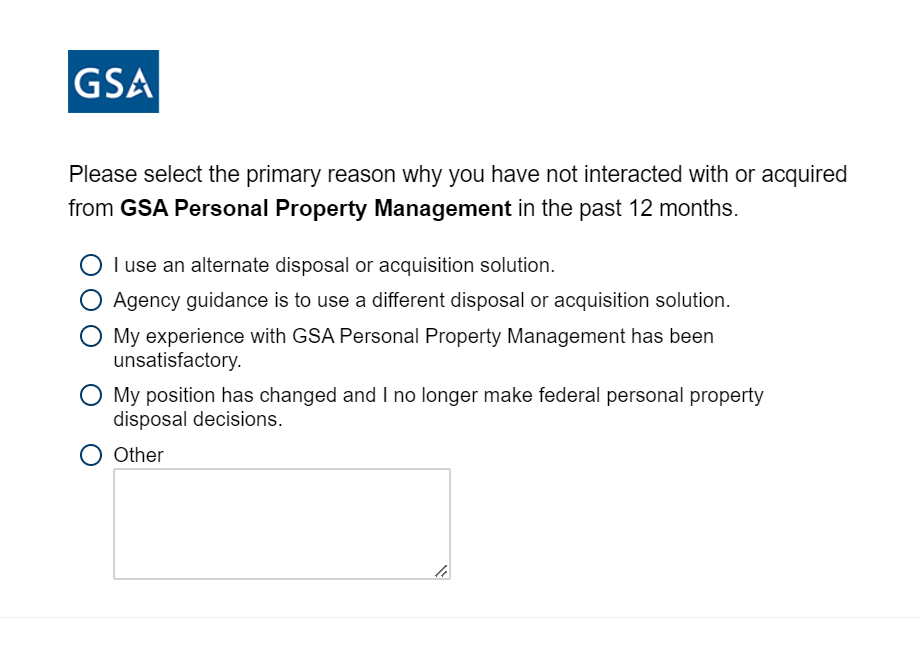
**Screen 3b**

Display if program office=Challenge.gov

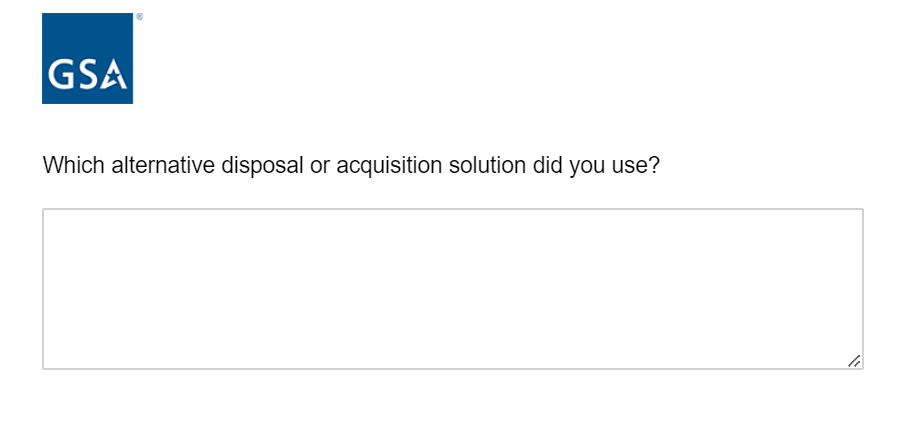


**Screen 3c**

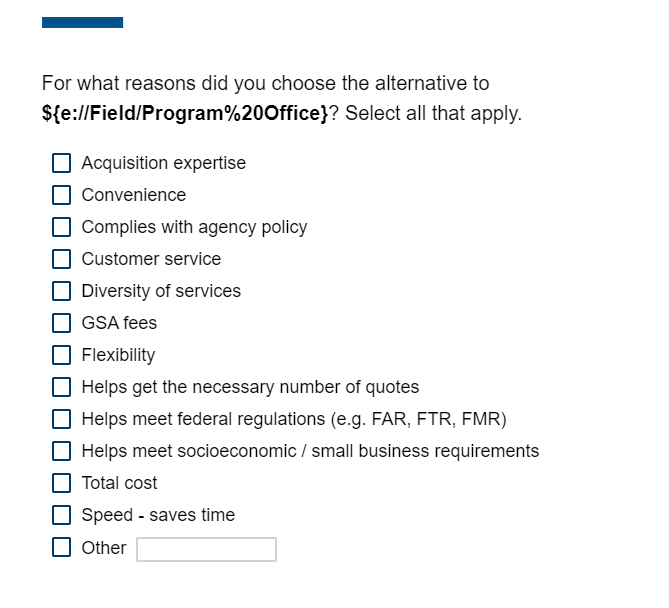
Display if Program Office= Personal Property Management



If responses above is ‘I used an alternate disposal or acquisition solution’ or ‘Agency guidance is to use a different disposal or acquisition solution,’ following question appears in same page

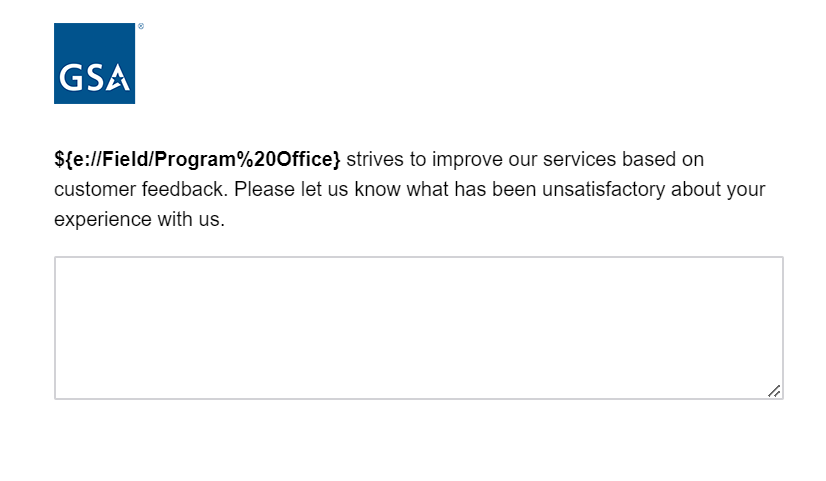


If response to first question in 3a or 3c is ‘I used an alternate disposal or acquisition solution’ or ‘Agency guidance is to use a different disposal or acquisition solution,’ following question appears in same page



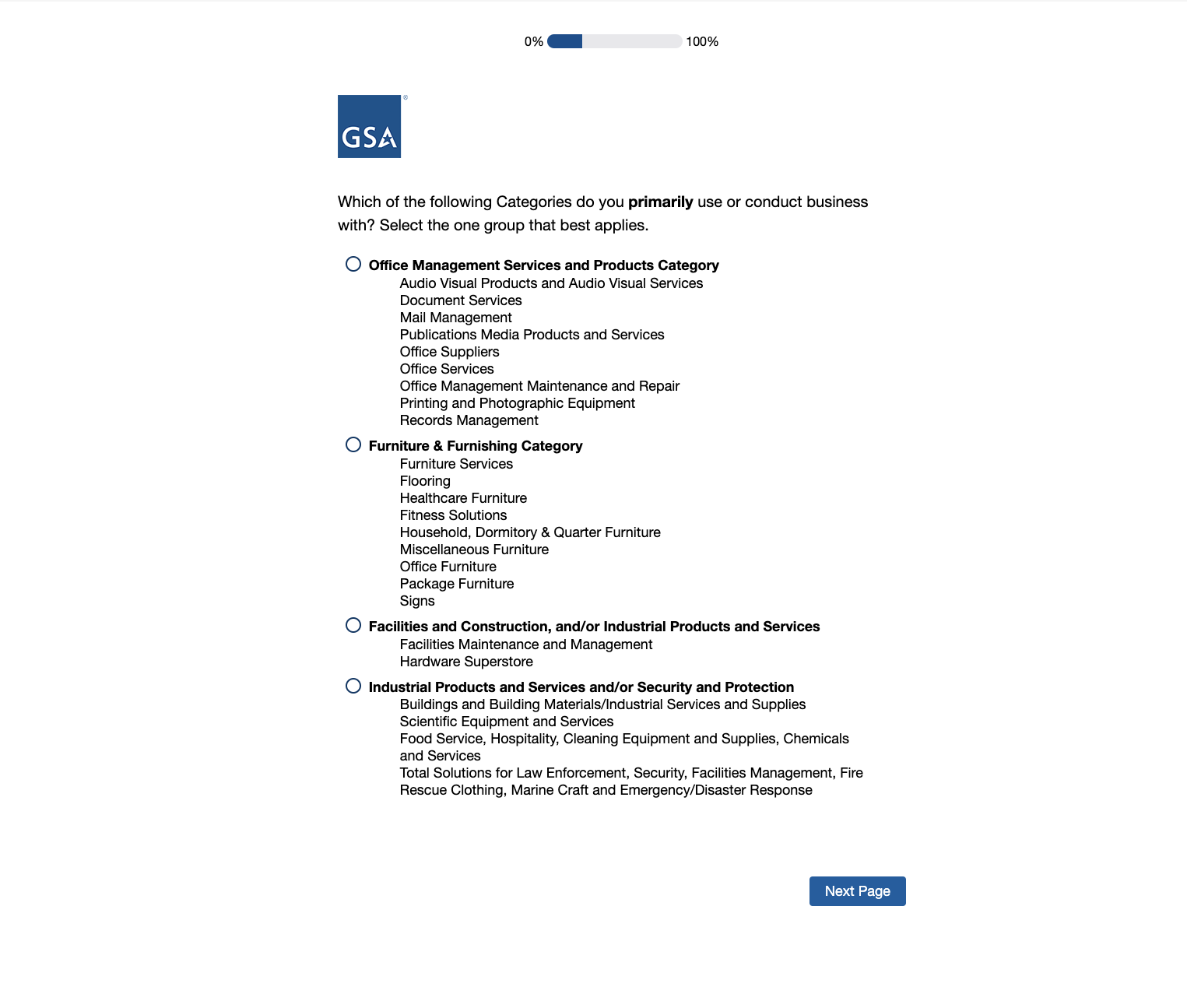
[Program Office Name Inserted Here]

If response to first question on 3a, 3b, or 3c is ‘My experience with… was unsatisfactory,’ the following question displays in the same page



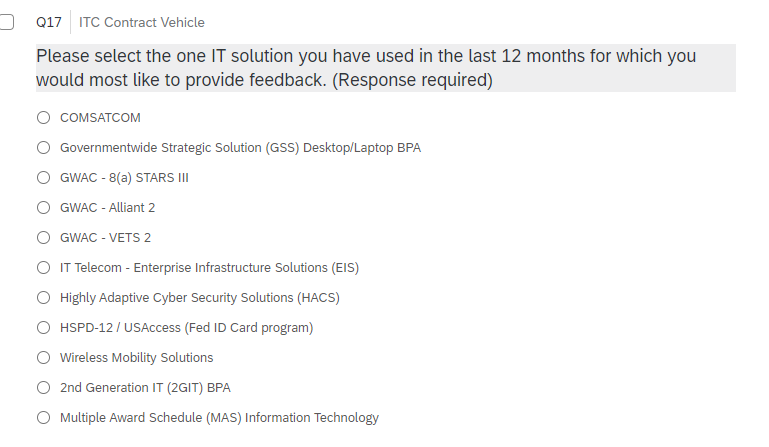
**Screen 4a**

Display if Program Office= GSA Schedule (excluding ITC and Professional Services)



**Screen 4b**

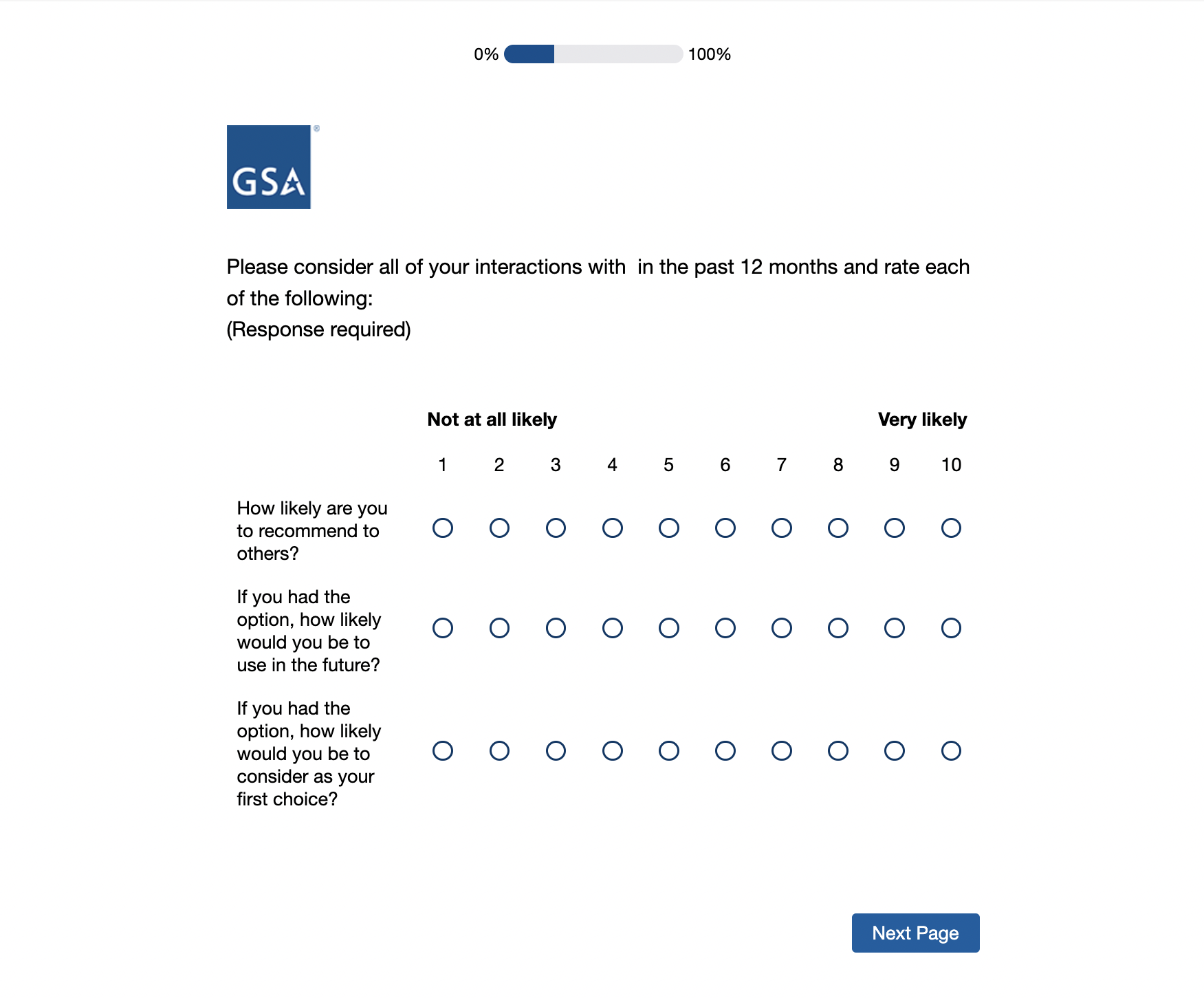
Display if portfolio=Information Technology Category



For ITC respondents, the response to the question above becomes the value for ‘Program Office’ for the rest of the survey.

**Screen 5**

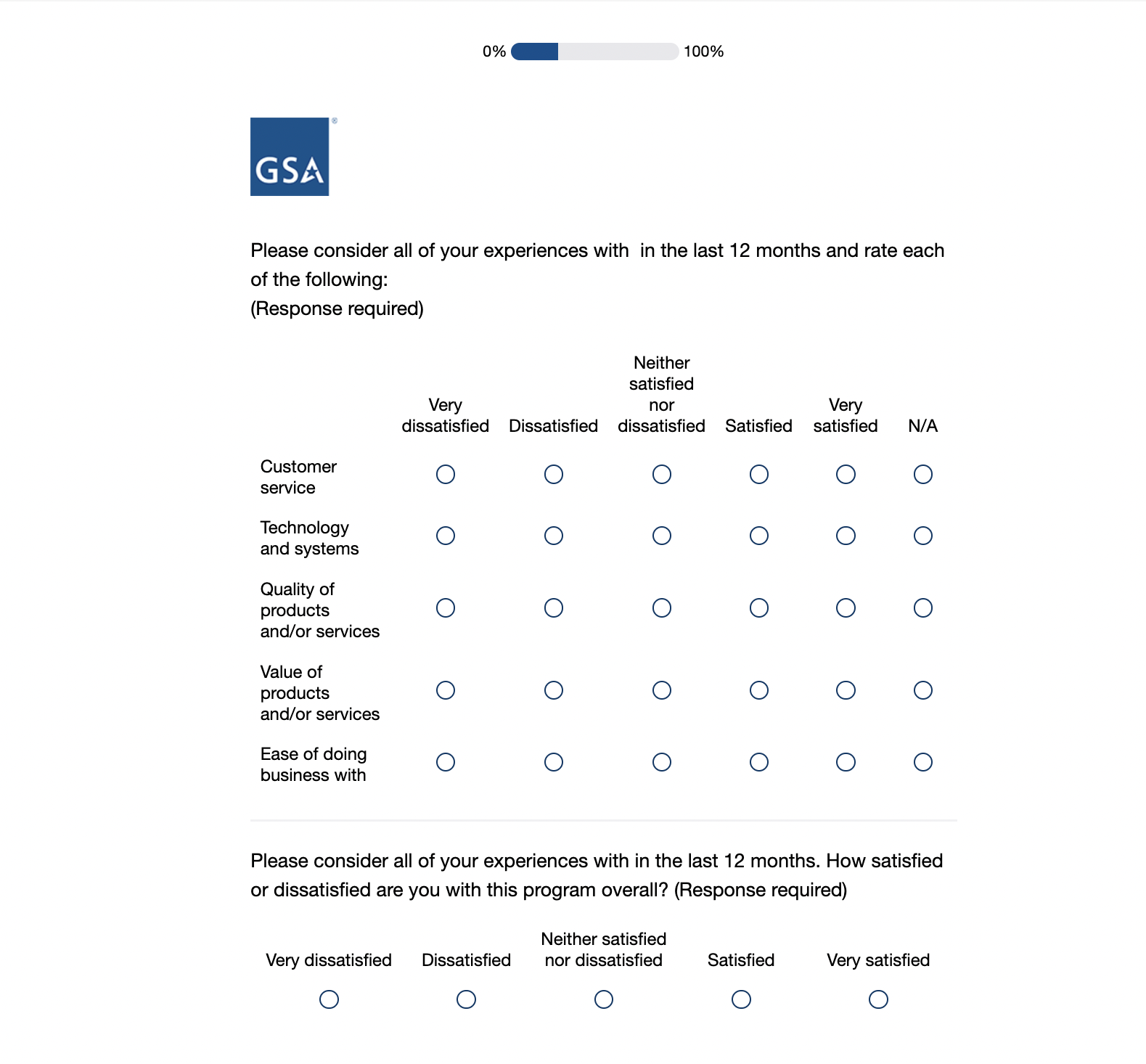
Display to all respondents



[Program Office Name Inserted Here]

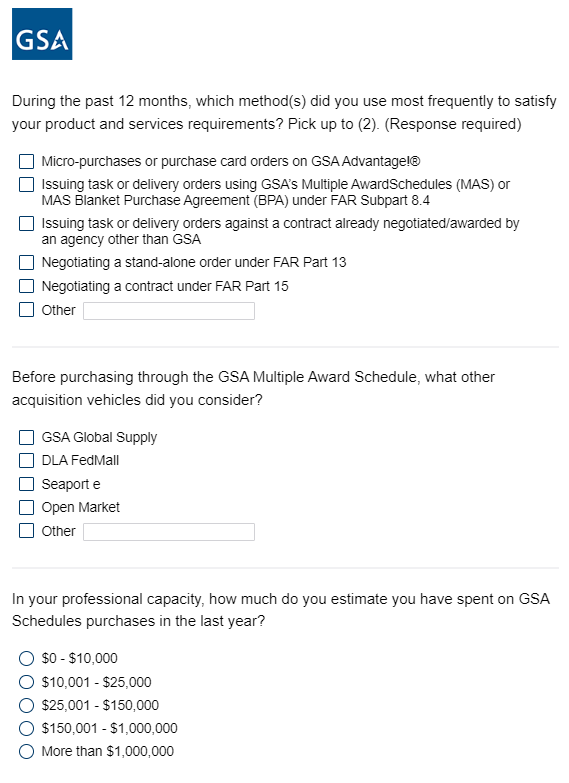
**Screen 6**

Display to all respondents



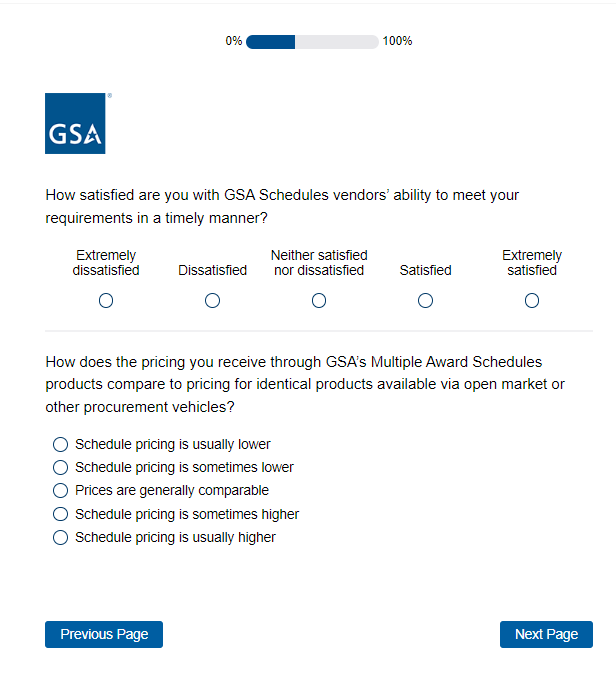
**Screen 7**

Display if Program Office= GSA Schedule (excluding ITC and Professional Services)



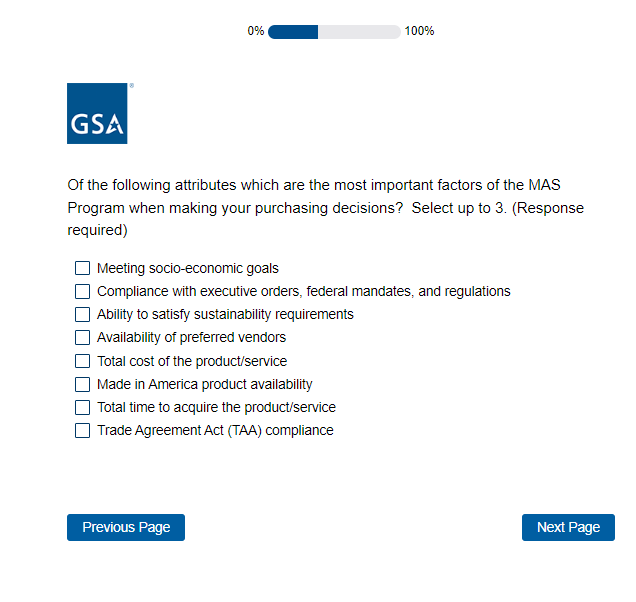
**Screen 8**

Display if Program Office= GSA Schedule (excluding ITC and Professional Services)



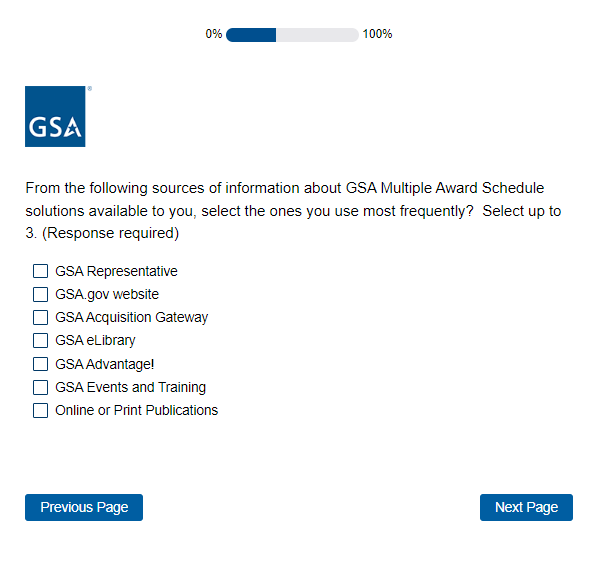
**Screen 9**

Display if Program Office=GSA Schedule (excluding ITC and Professional Services)



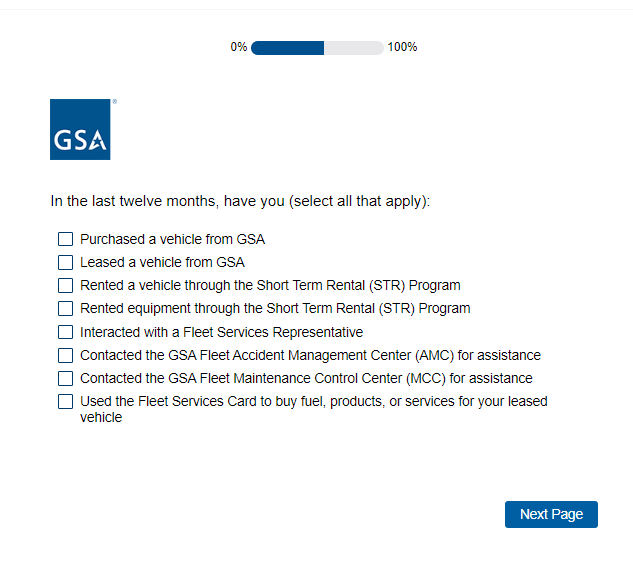
**Screen 10**

Display if Program Office= GSA Schedule (excluding ITC and Professional Services)



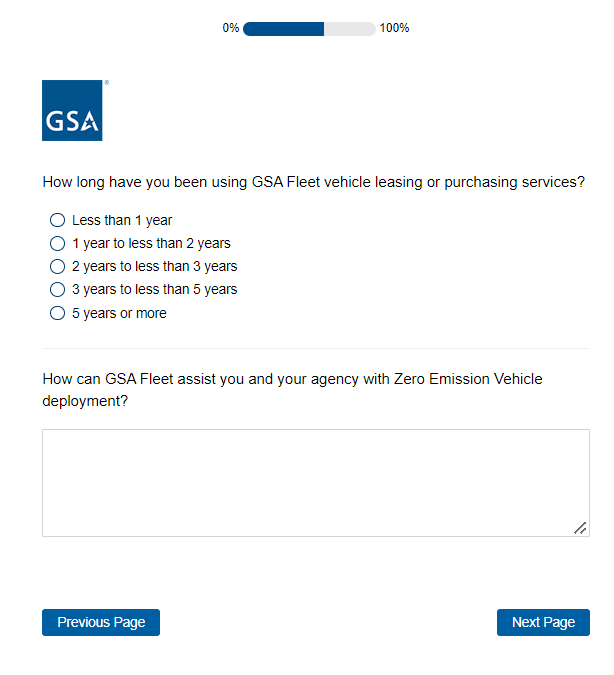
**Screen 11**

Display if Program Office= GSA Fleet



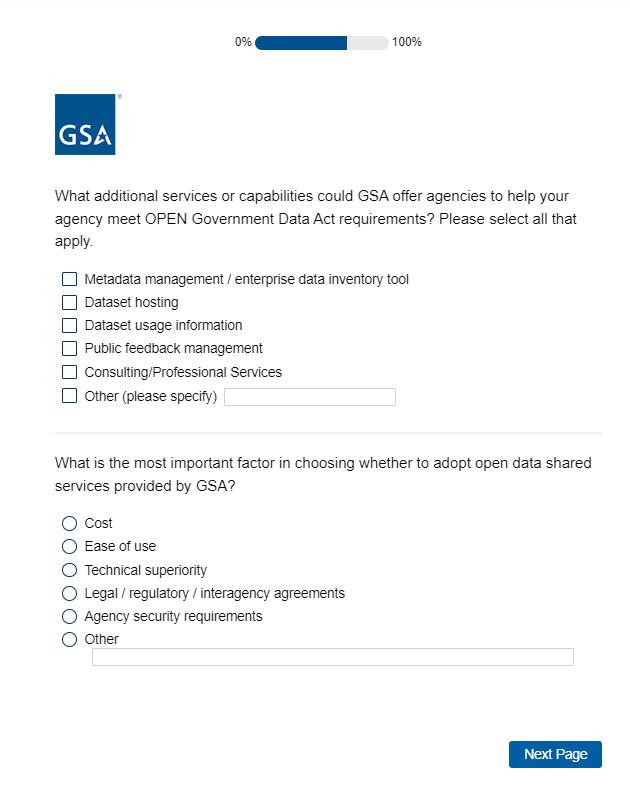
**Screen 12**

Display if Program Office= GSA Fleet



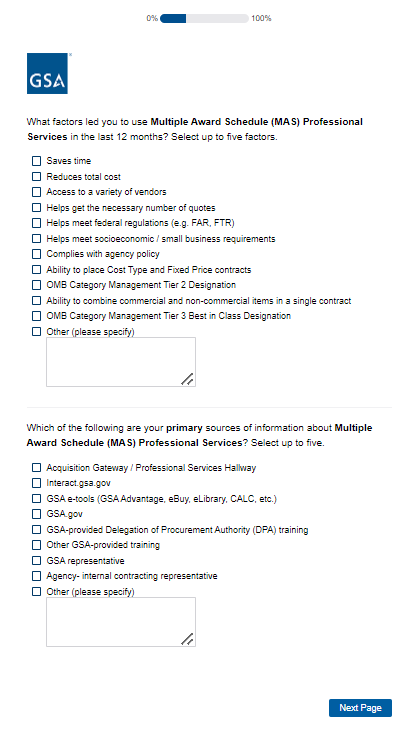
**Screen 13**

Display if Program Office=Data.gov



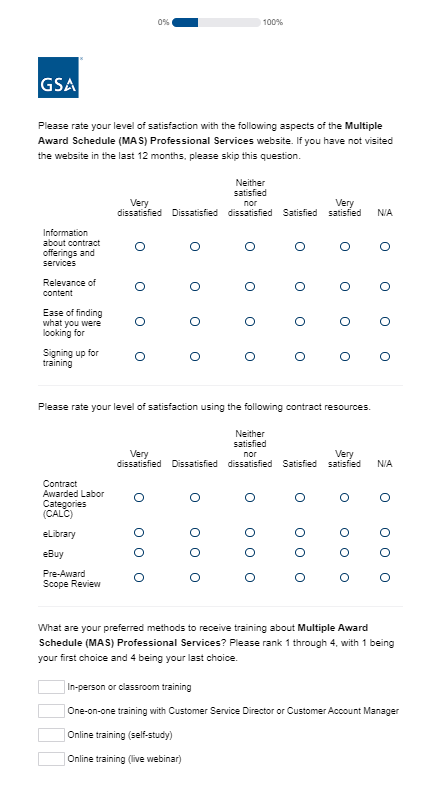
**Screen 14**

Display if Program Office= Multiple Award Schedule (MAS) Professional Services



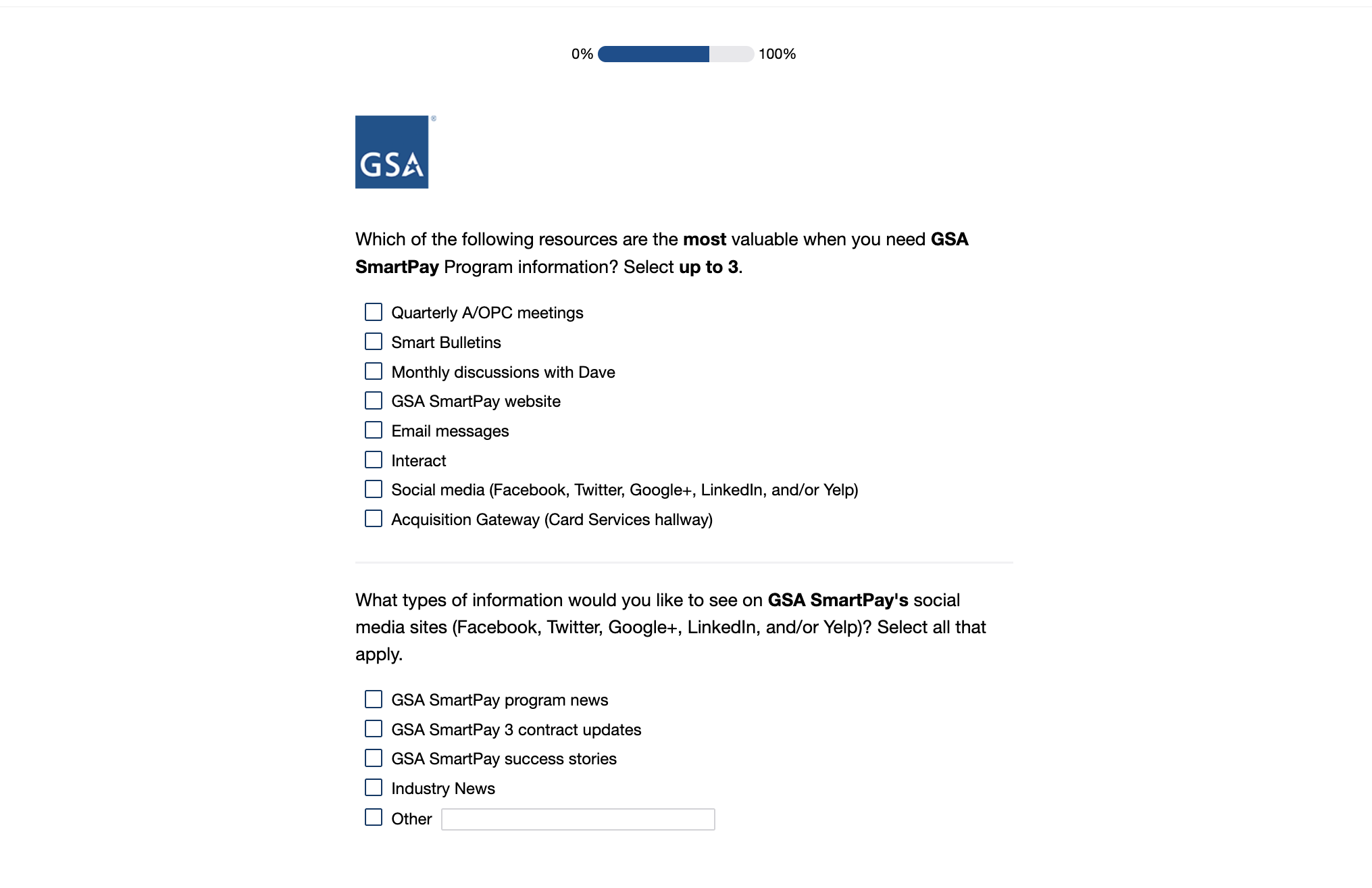
**Screen 15**

Display if Program Office= Multiple Award Schedule (MAS) Professional Services



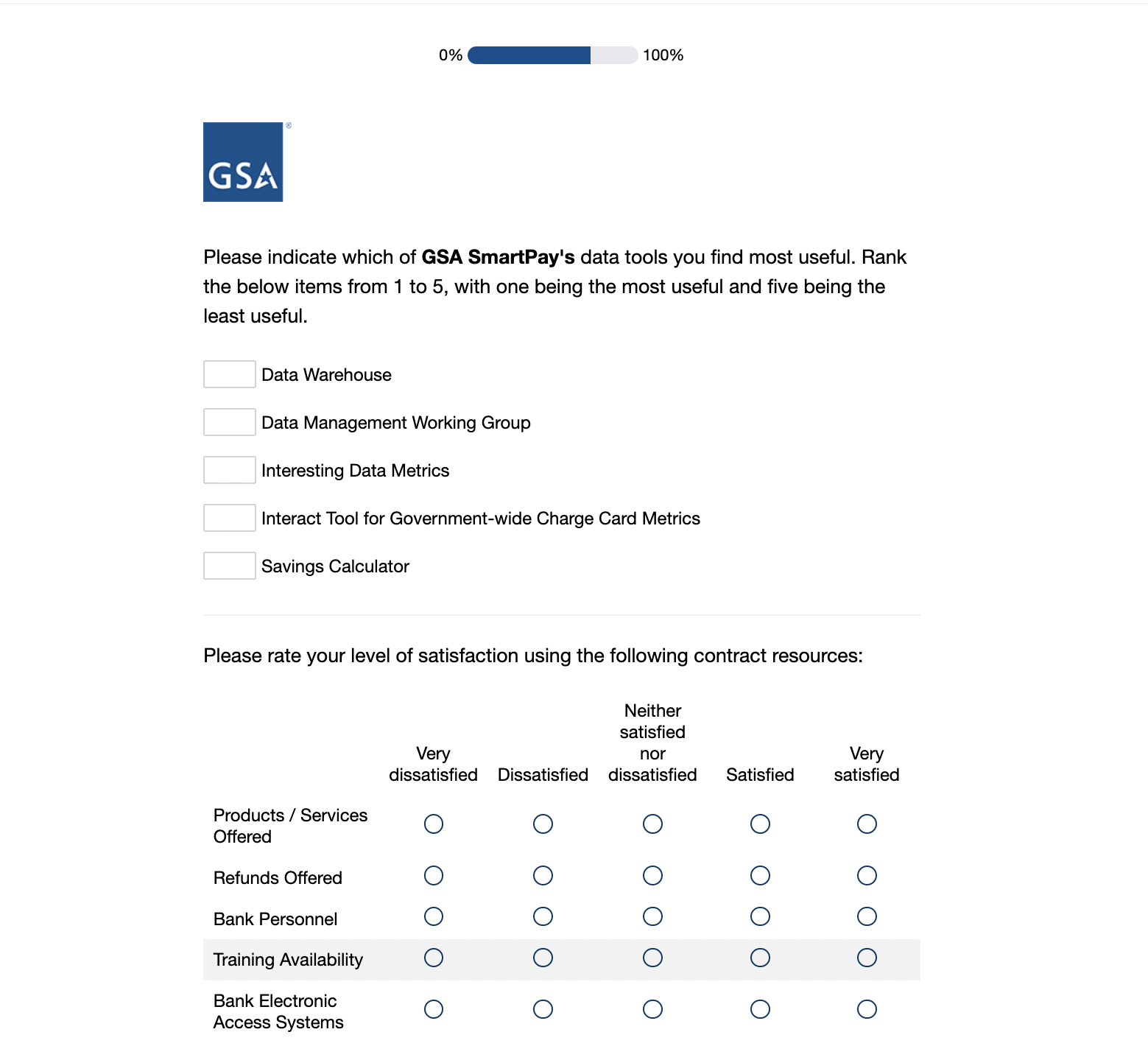
**Screen 16**

Display if Program Office=GSA SmartPay



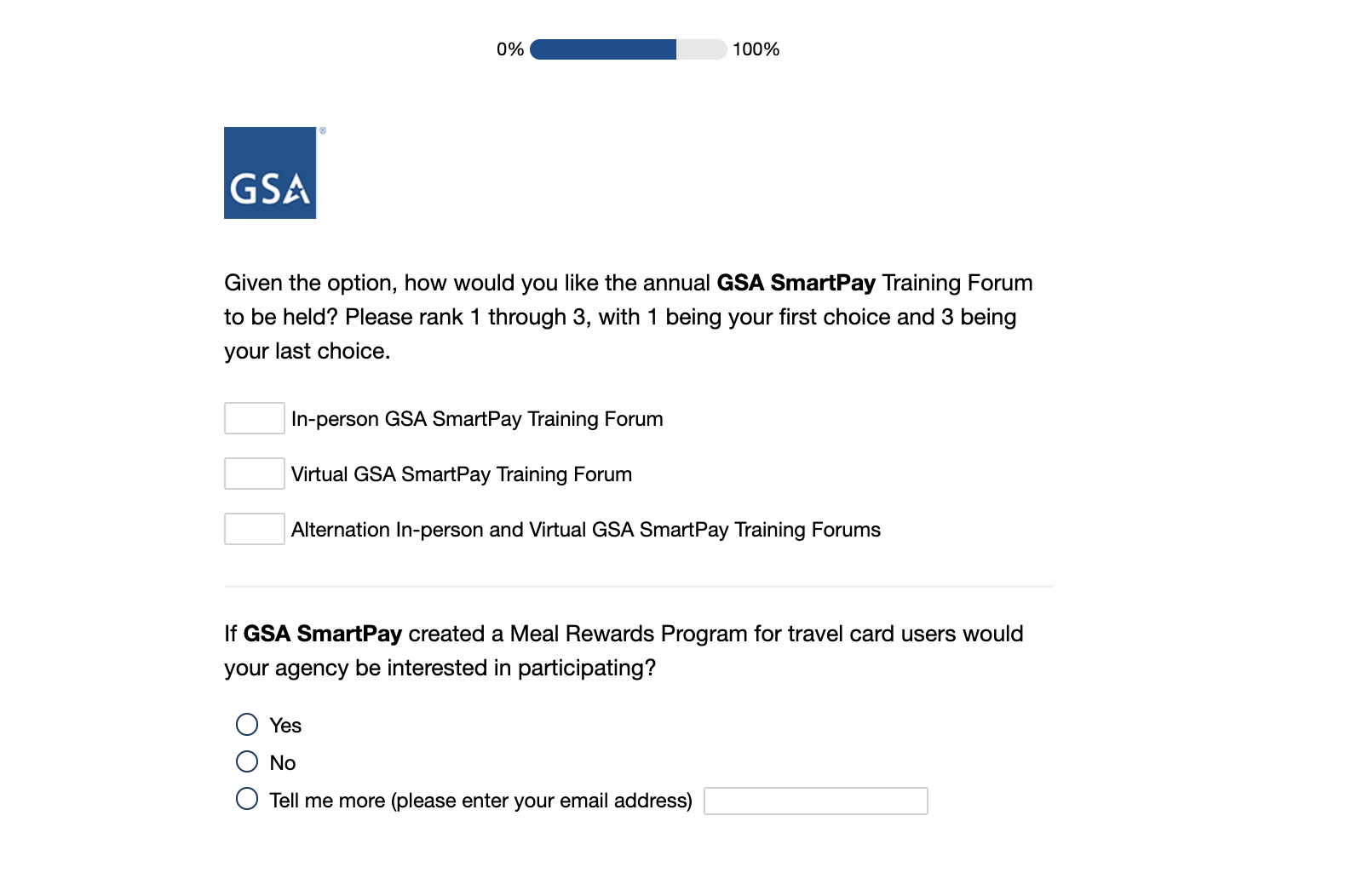
**Screen 17**

Display if Program Office=GSA SmartPay



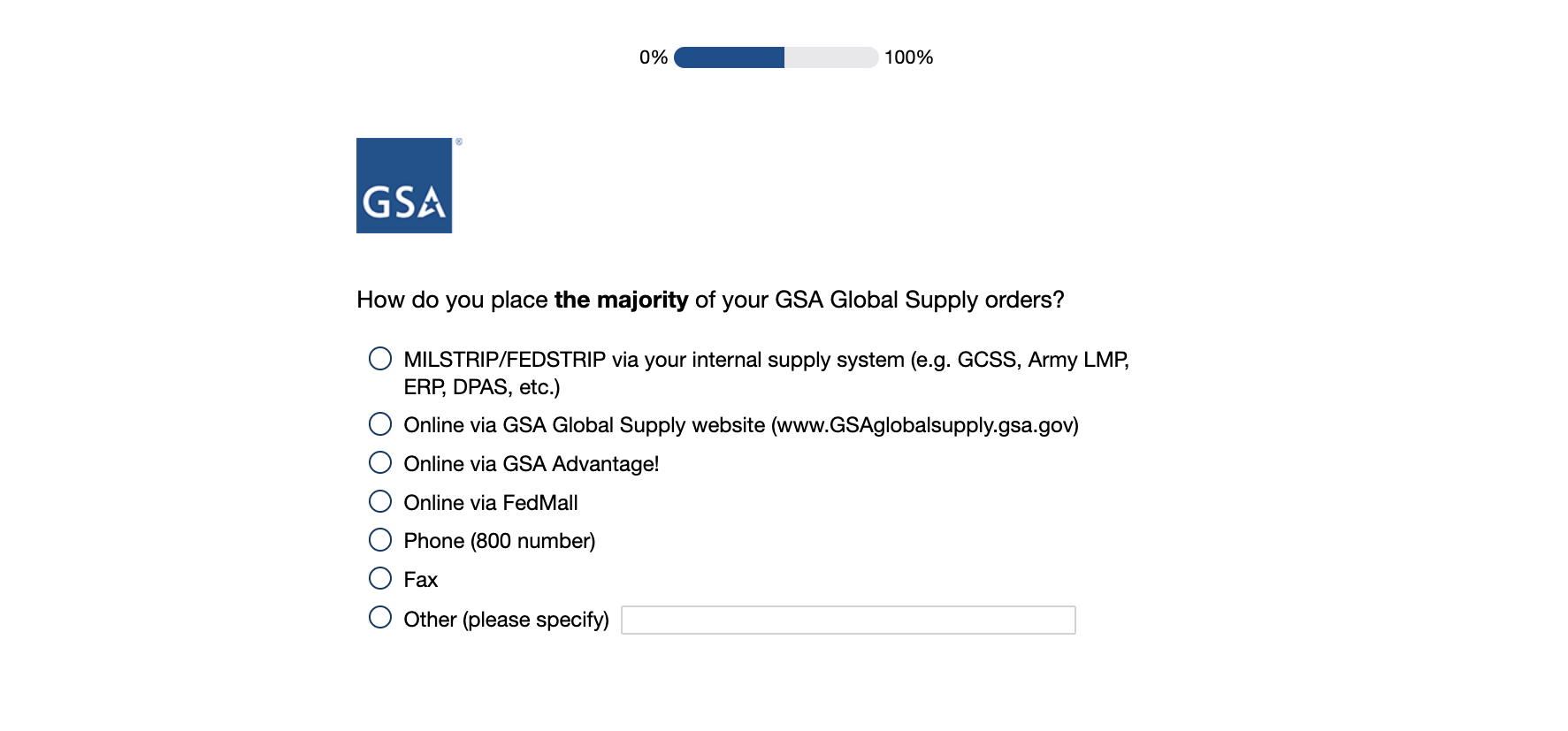
**Screen 18**

Display if Program Office=GSA SmartPay



**Screen 19**

Display if Program Office= GSA Global Supply



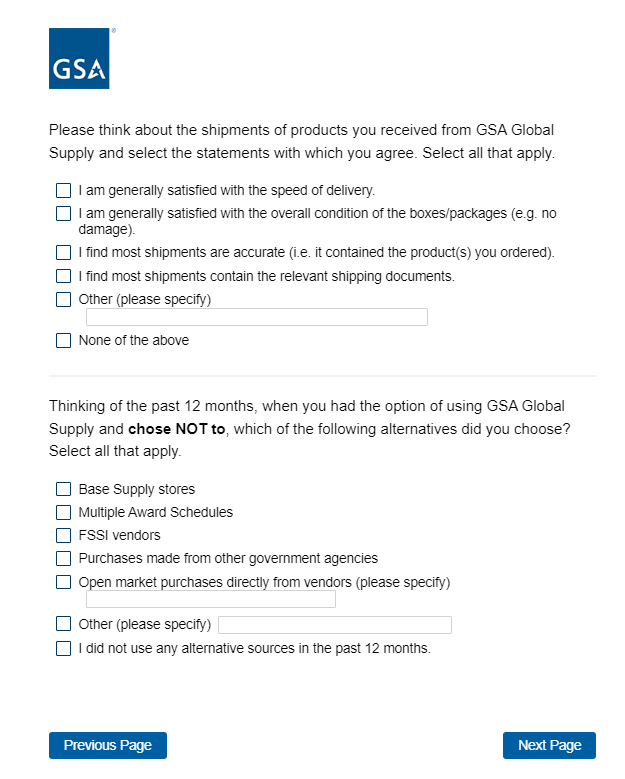
**Screen 20**

Display if Program Office= GSA Global Supply



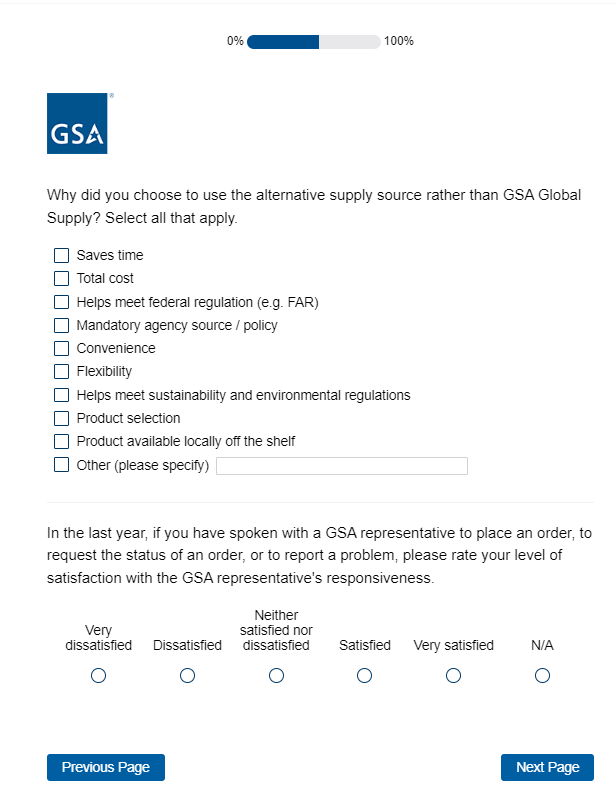
**Screen 21**

Display if Program Office=GSA Global Supply



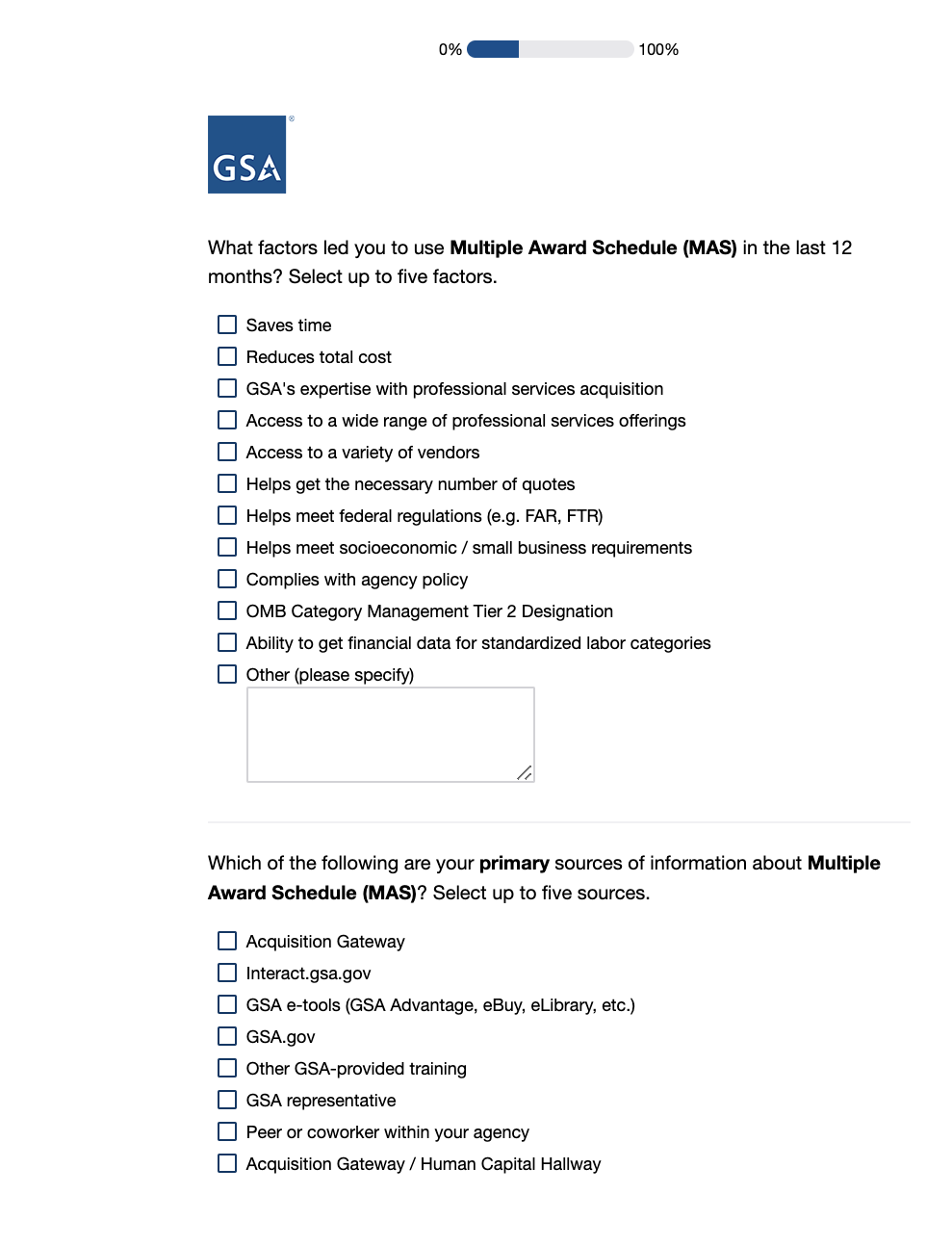
**Screen 22**

Display if Program Office=GSA Global Supply



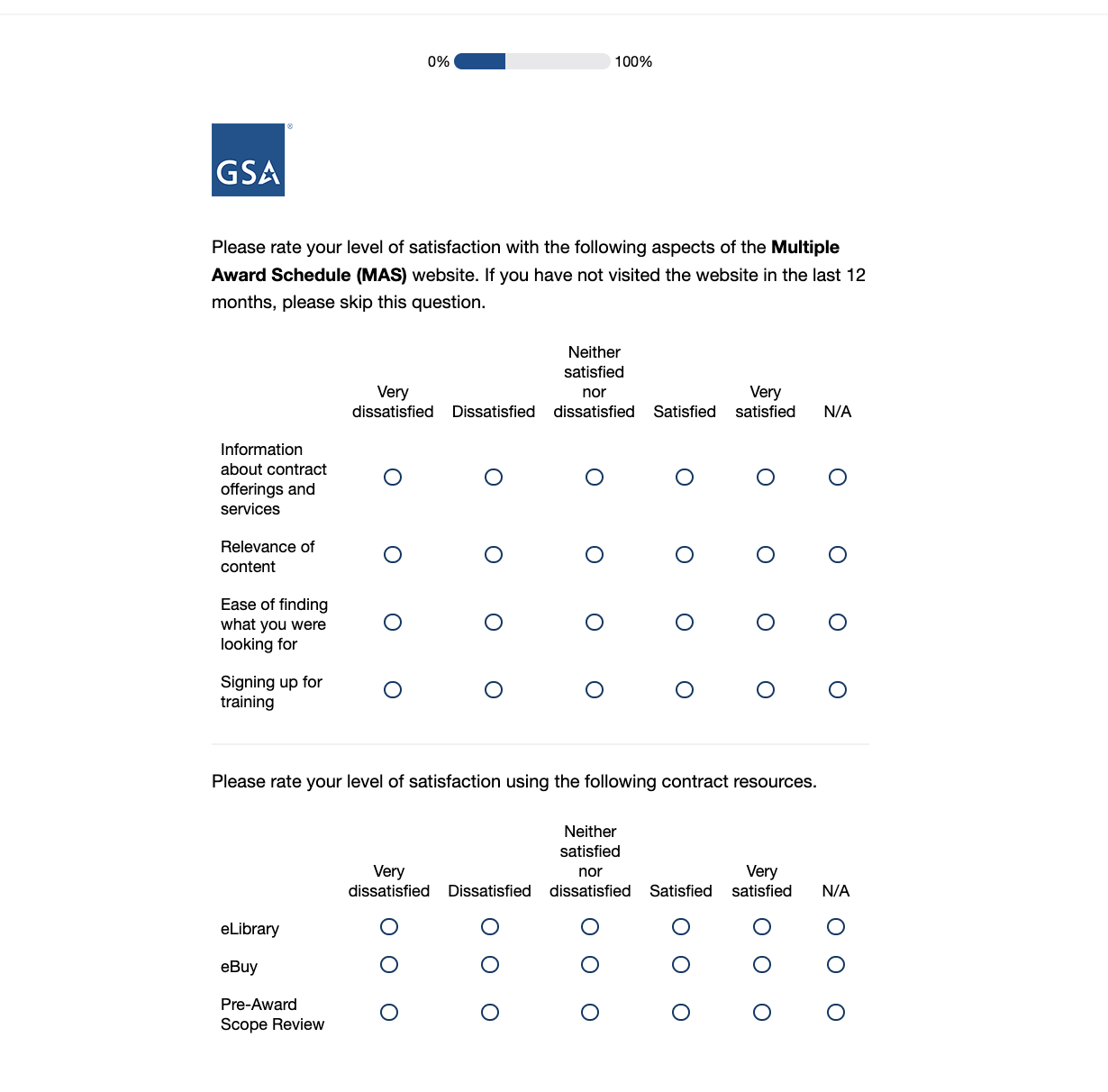
**Screen 23**

Display if Program Office=Multiple Award Schedule (MAS) Human Capital



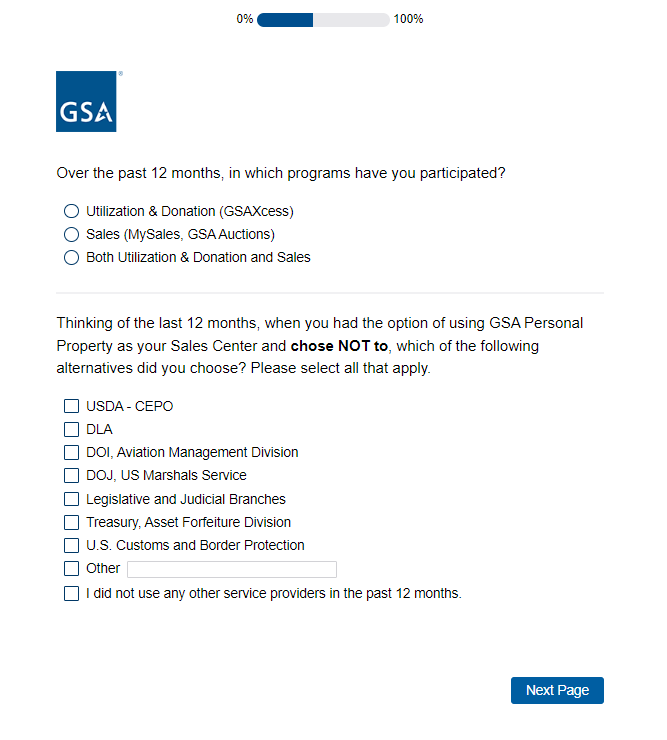
**Screen 24**

Display if Program Office= Multiple Award Schedule (MAS) Human Capital



**Screen 25**

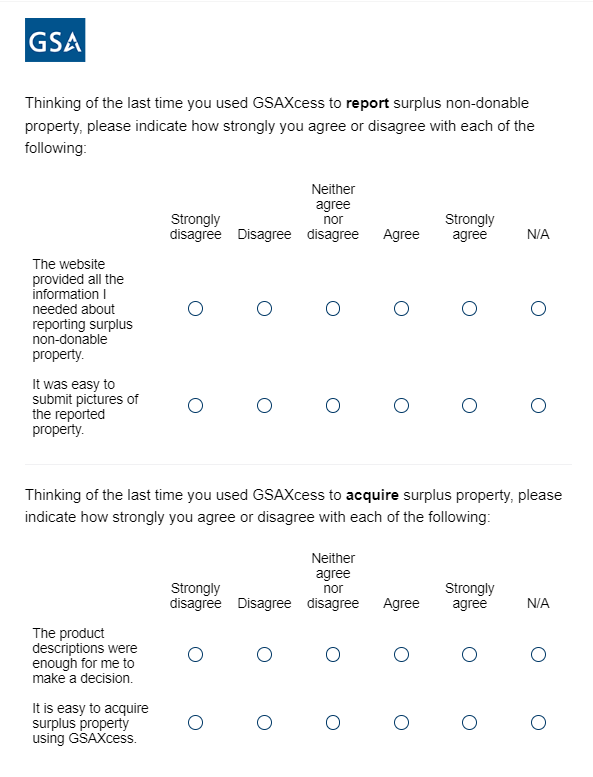
Display if Program Office= GSA Personal Property Management



Question only displayed if Agency does not equal SASP

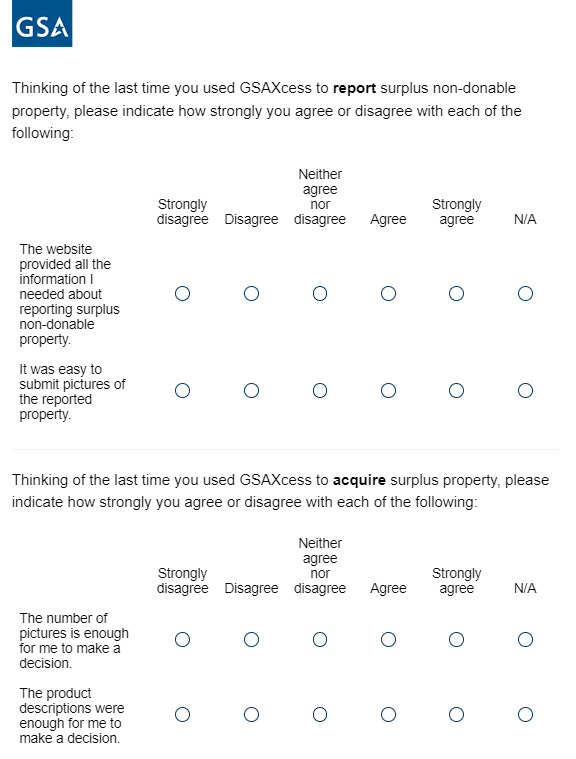
**Screen 26a**

Display if Program Office=GSA Personal Property Management and Agency doesn’t equal SASP



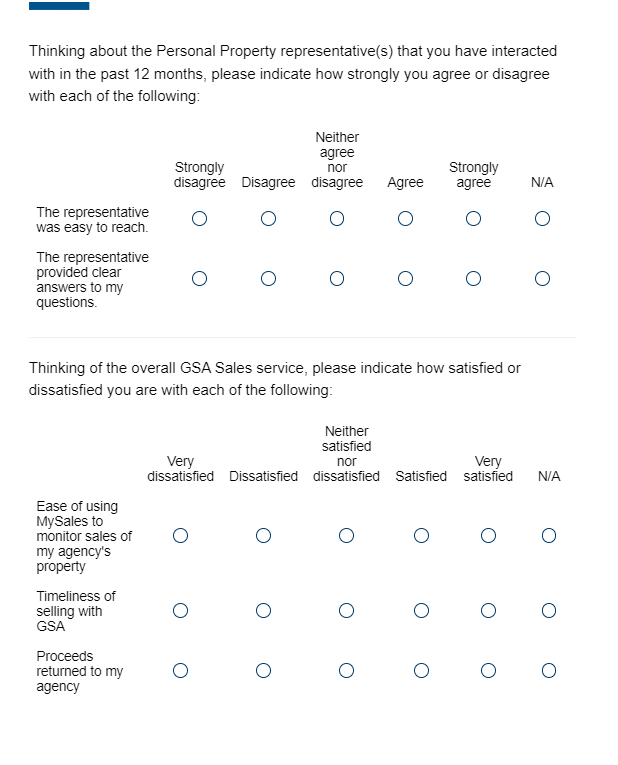
**Screen 26b**

Display if agency=SASP



**Screen 27**

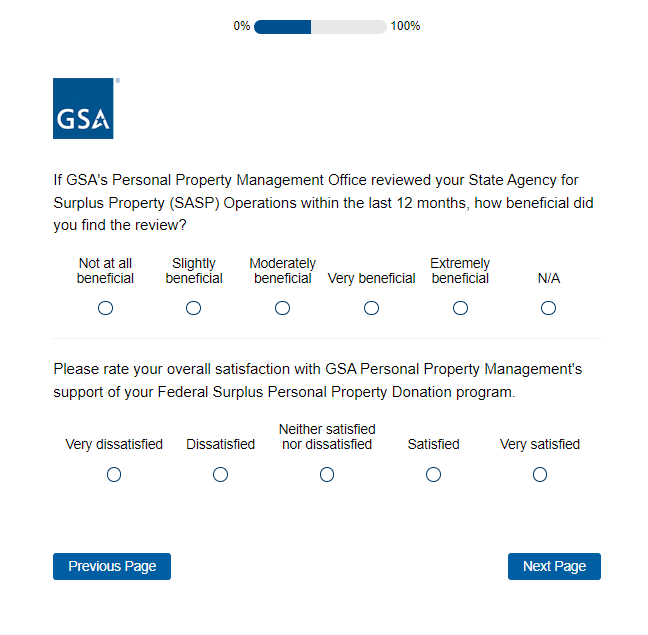
Display if Program Office= GSA Personal Property Management



Question only displayed if Agency does not equal SASP

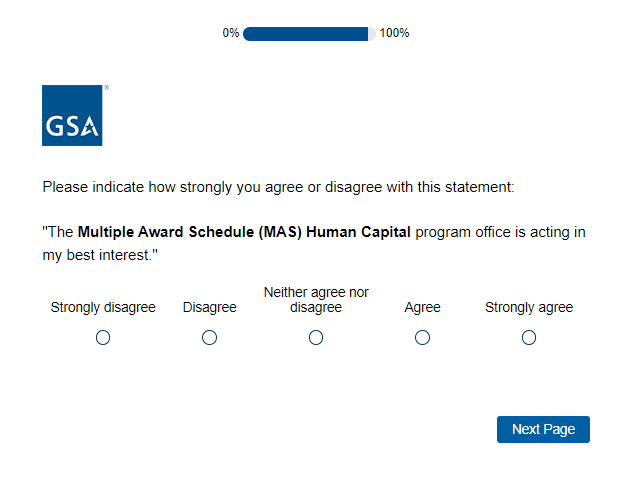
**Screen 28**

Display if Program Office= GSA Personal Property Management and agency=SASP



**Screen 29**

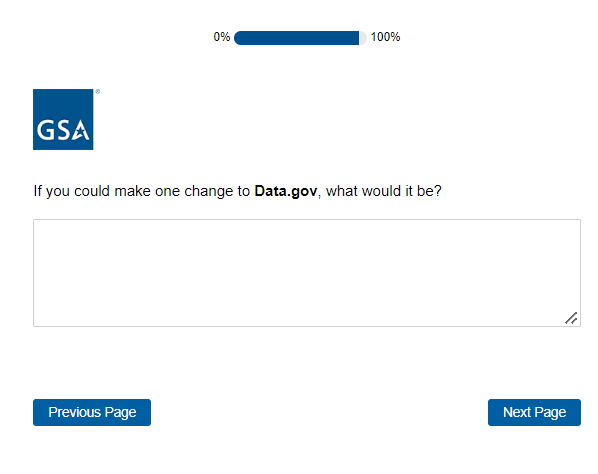
Display to all respondents.

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Program office name inserted here

**Screen 30**

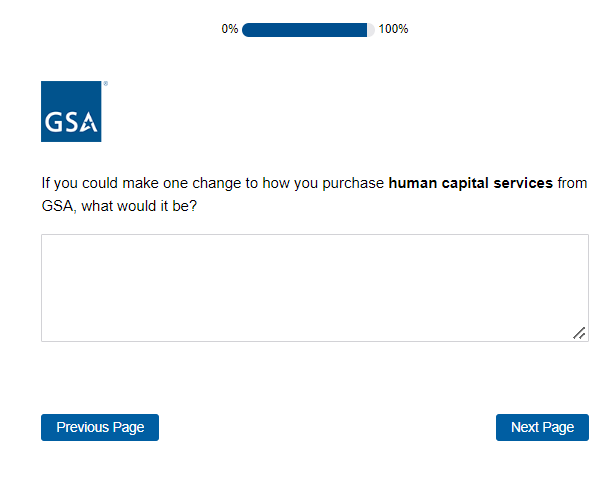
Display to all respondents unless Program Office=MAS Human Capital or MAS Professional Services



Program office name inserted here

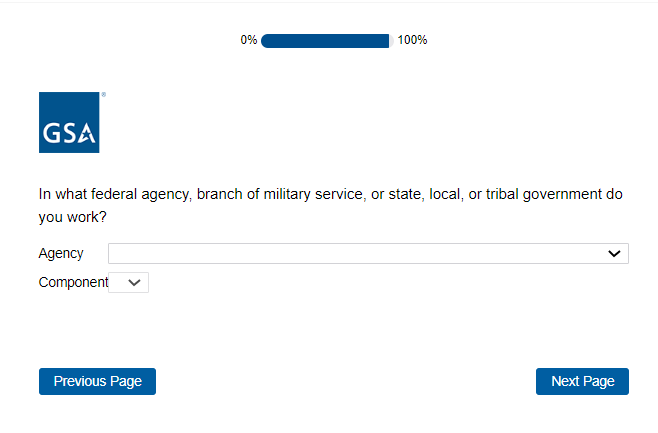
**Screen 31**

Display if Program Office= MAS Professional Services or MAS Human Capital (vocab changes accordingly)



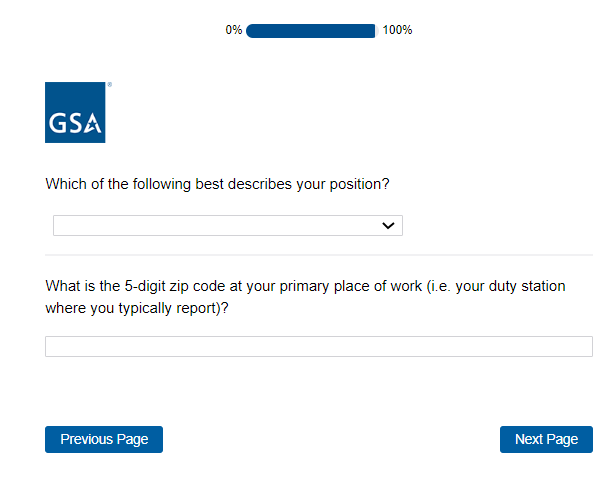
**Screen 32**

Display to all respondents



**Screen 33**

Display to all respondents



**Screen 34**

Display to all respondents

