**2023 Industry Satisfaction Survey**

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, and personally identifiable information is not collected by the system.

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

GSA Program Office (program being rated)

GSA Portfolio (parent organization of program being rated)

Internal Program (an alternate naming convention used to standardize terminology for the MAS offices)

On Screens 5 and 6, [Program Office] will be replaced by one of the following:

GSA Multiple Award Schedule (MAS)

One Acquisition Solution for Integrated Services (OASIS)

Human Capital and Training Solutions (HCaTS)

GSA Information Technology Category

GSA Fleet

GSA Employee Relocation Resource Center

GSA Center for Travel Management

GSA Transportation Management Program

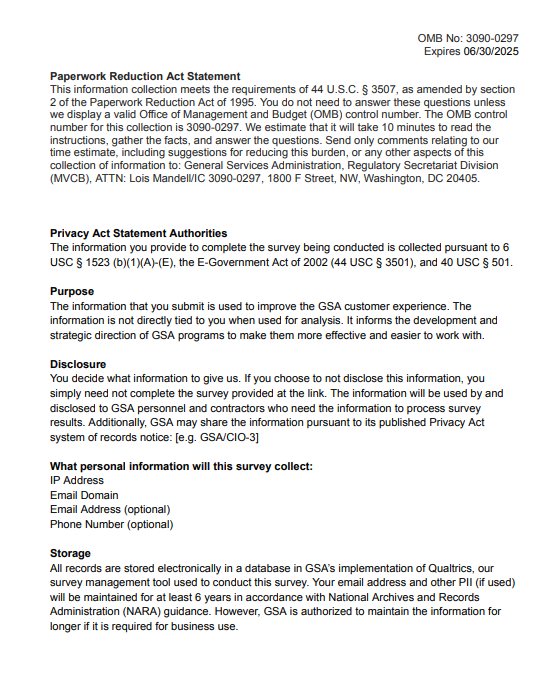
**Screen 1**

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

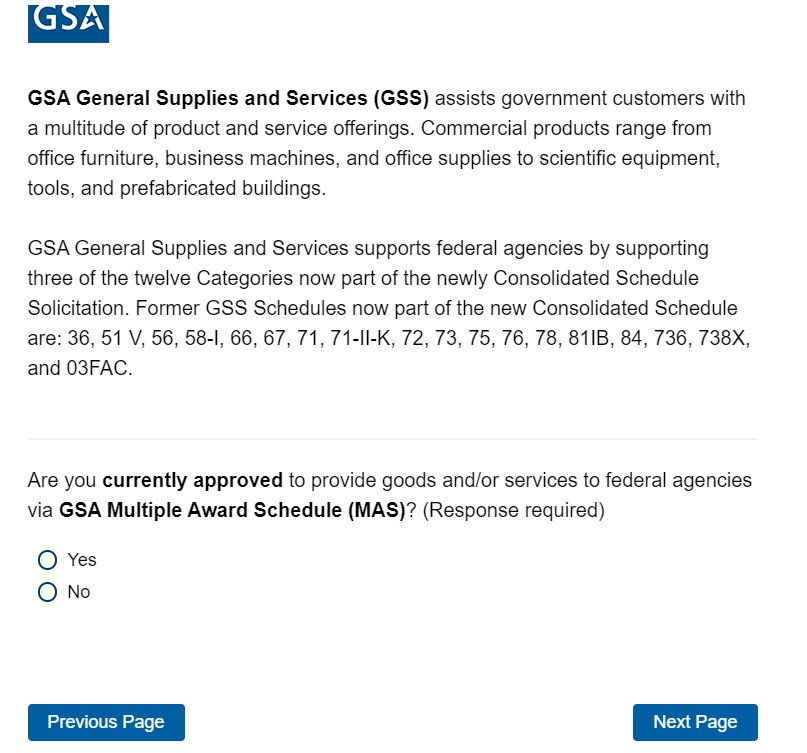
**Screen 1, continued**

Screenshot of pdf linked from bottom of first page:

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**Screen 2a**

Display if GSA Portfolio (embedded data) = GSA General Supplies and Services.

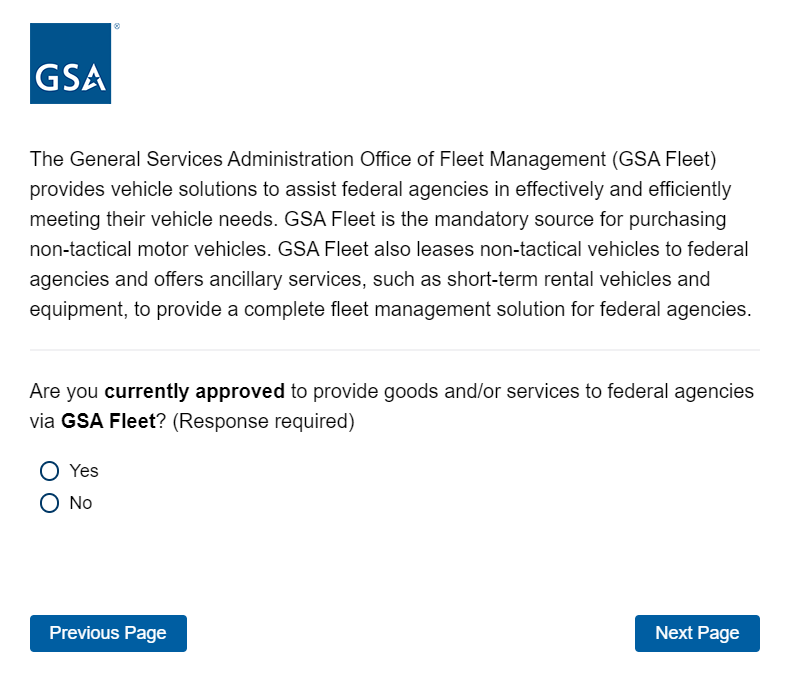


If No, then display Screen 3 and exit survey.

If Yes, skip to Screen 4.

**Screen 2b**

Display if GSA Program Office (embedded data) = GSA Fleet:

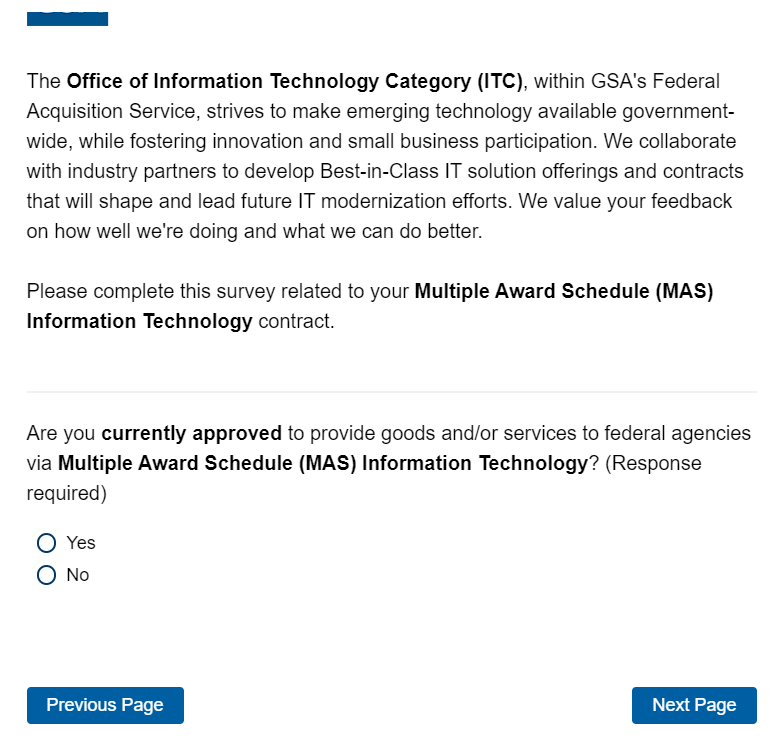


If No, then display Screen 3 and exit survey.

If Yes, skip to Screen 5.

**Screen 2c**

Display if Portfolio (embedded data) = GSA Information Technology Category:



Program Office name inserted here

Program Office name inserted here

If No, then display Screen 3 and exit survey.

If Yes, skip to Screen 5.

**Screen 2d**

Display if GSA Program Office (embedded data) = GSA Center for Travel Management:

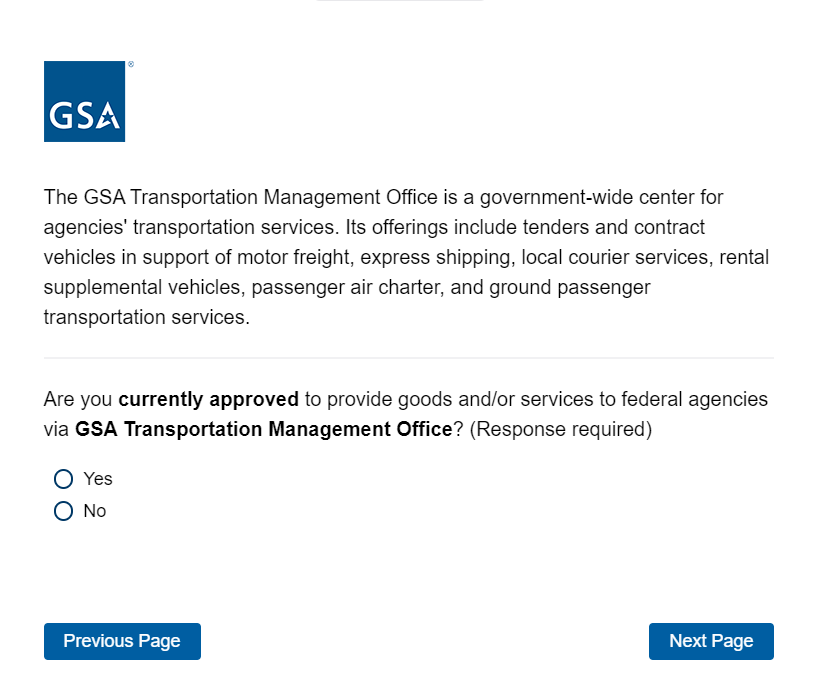


If No, then display Screen 3 and exit survey.

If Yes, skip to Screen 5.

**Screen 2e**

Display if GSA Program Office (embedded data) = GSA Freight Management Program

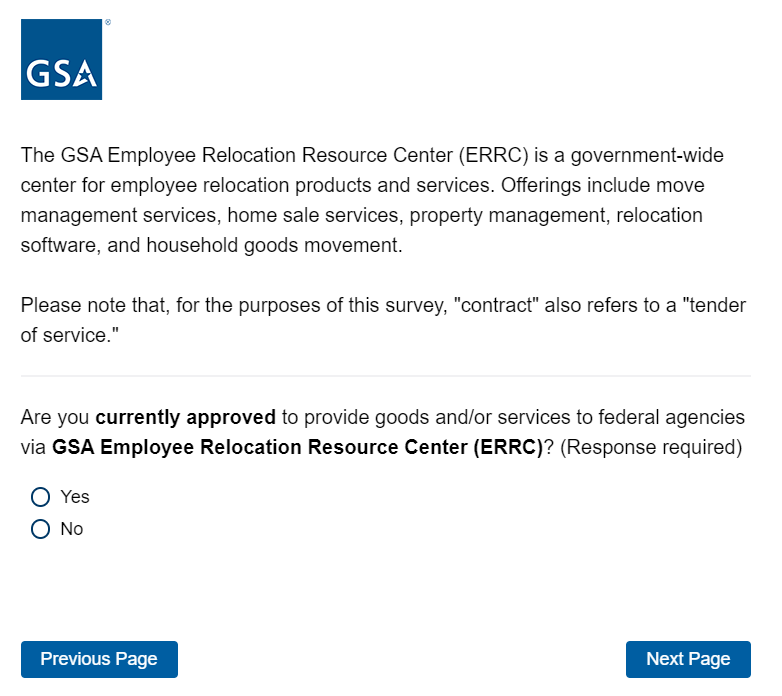


If No, then display Screen 3 and exit survey.

If Yes, skip to Screen 5.

**Screen 2f**

Display if GSA Program Office (embedded data) = GSA Employee Relocation Resource Center:

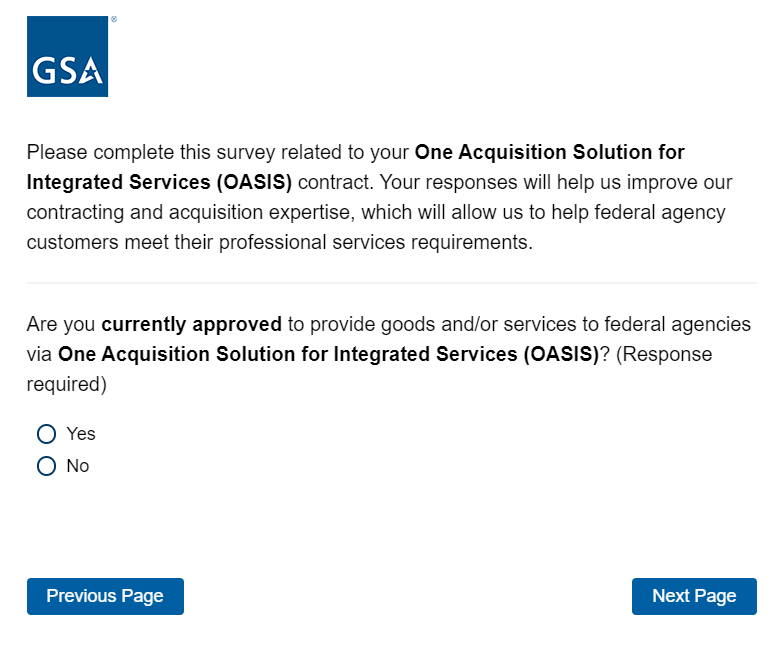


If No, then display Screen 3 and exit survey.

If Yes, skip to Screen 5.

**Screen 2g**

Display if GSA Program Office (embedded data) = One Acquisition Solution for Integrated Services (OASIS):

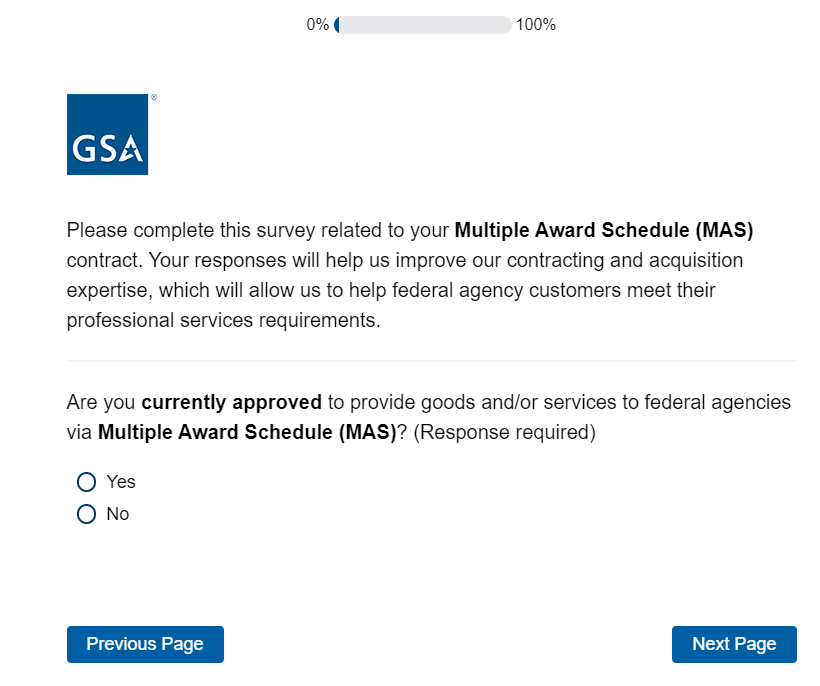


If No, then display Screen 3 and exit survey.

If Yes, skip to Screen 5.

**Screen 2h**

Display if GSA Portfolio (embedded data) = Professional Services and Program Office= Multiple Award Schedule (MAS)

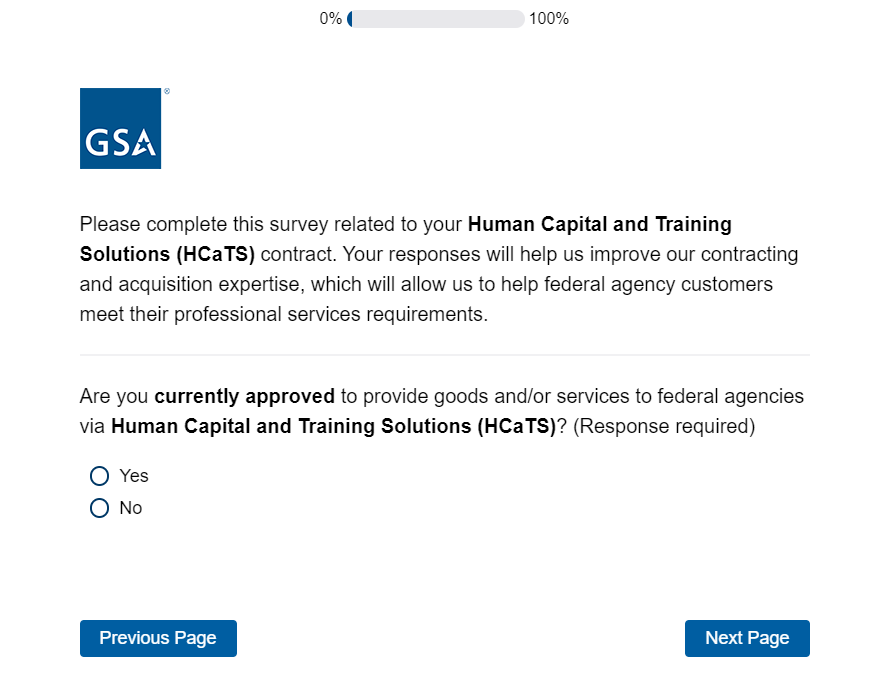


If No, then display Screen 3 and exit survey.

If Yes, skip to Screen 5.

**Screen 2i**

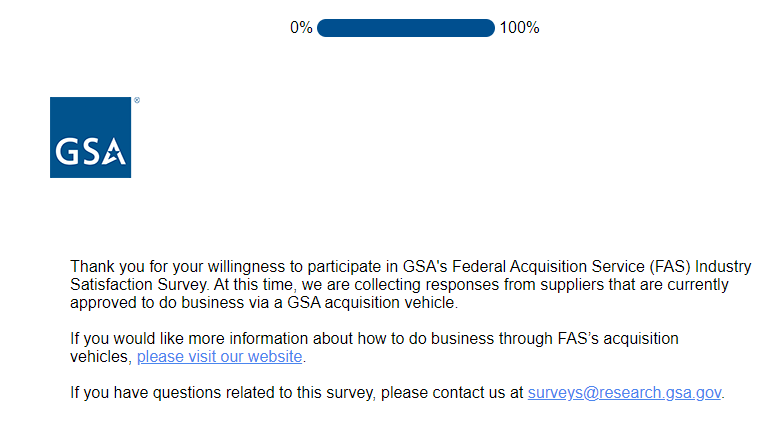
Display if GSA Program Office (embedded data) = Human Capital and Training Solutions (HCaTS)



If No, then display Screen 3 and exit survey.

If Yes, skip to Screen 5.

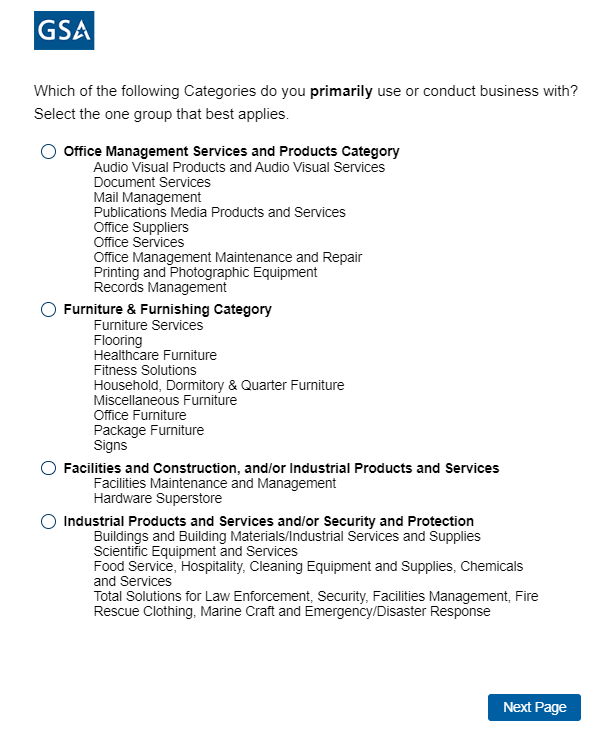
**Screen 3**



Exit survey (for respondents who select “No” on Screens 2a-i). The above link goes to a page on GSA.gov that provides information on how to do business with GSA.

**Screen 4**

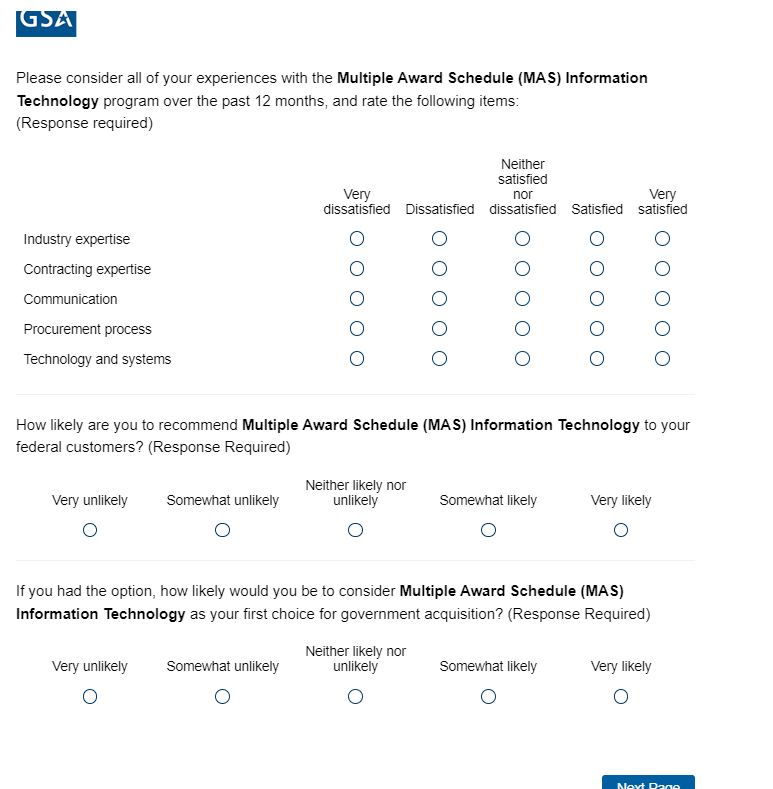
Display if GSA Portfolio (embedded data) = GSA General Supplies and Services



Proceed to Screen 5.

**Screen 5**

Display to all respondents



Program Office name inserted here

Program Office name inserted here

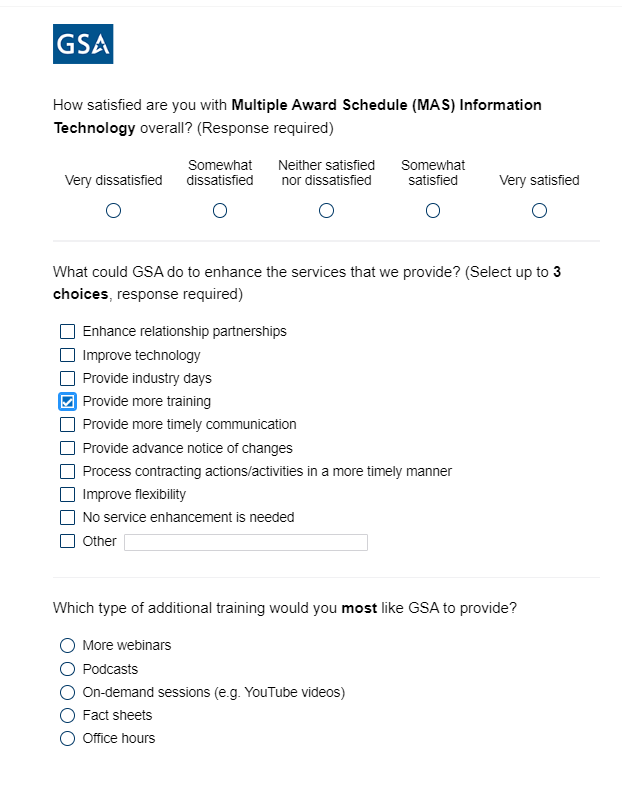
Program Office name inserted here

Proceed to Screen 6.

**Screen 6**

If Portfolio = GSA General Supplies and Services, skip to Screen 7.

If Program Office = GSA Fleet, skip to Screen 10.

If Program Office = GSA Center for Travel Management, skip to Screen 11.

Display “Which type of additional training would you most like GSA to provide?” if “Provide more training” is selected in previous question.

If Program Office = GSA Transportation Management Program, skip to Screen 13.

If Program Office = GSA Employee Relocation Resource Center, skip to Screen 15.

If Program Office = One Acquisition Solution for Integrated Services (OASIS), skip to Screen 17.

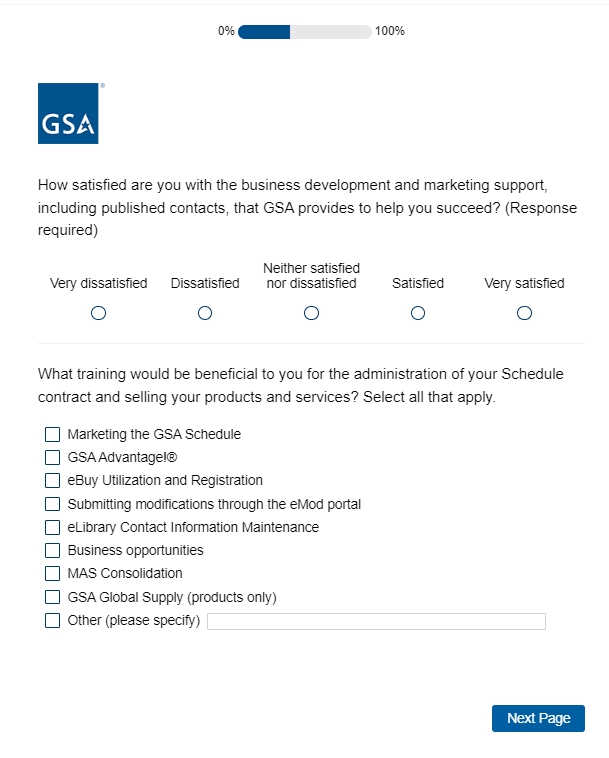
If Portfolio = Professional Services, skip to Screen 20.

If Program Office = Human Capital and Training Solutions (HCaTS), skip to Screen 22.

If Program Office= GSA Information Technology Category, skip to screen

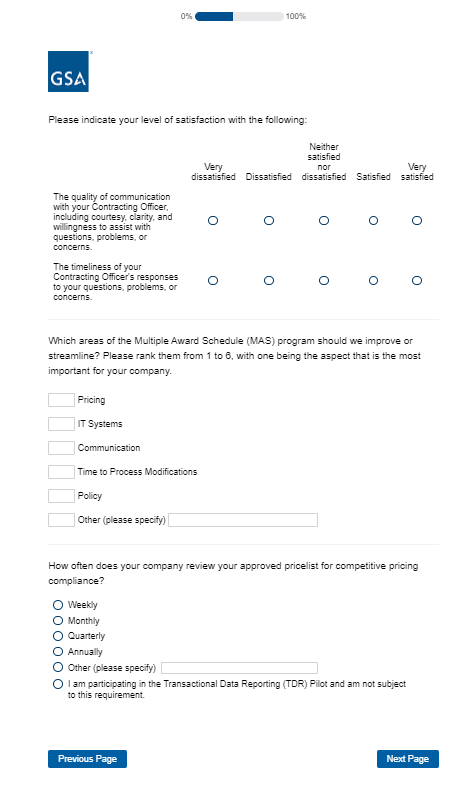
**Screen 7**

Display if GSA Portfolio (embedded data) = GSA General Supplies and Services,



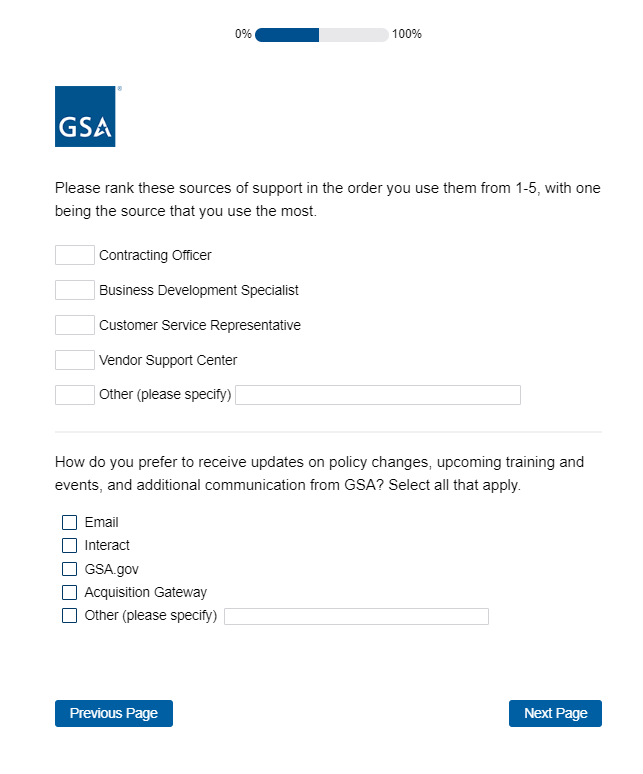
**Screen 8**

Display if GSA Portfolio (embedded data) = GSA General Supplies and Services

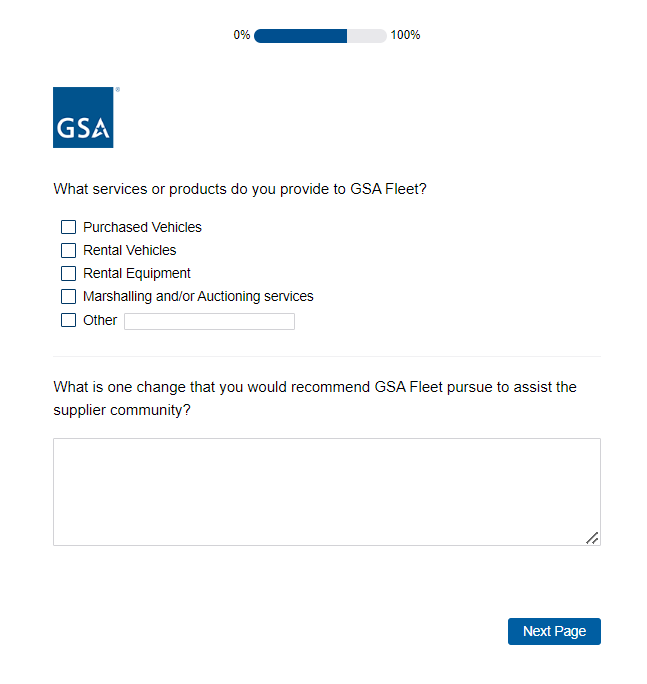


**Screen 9**

Display if GSA Portfolio (embedded data) = GSA General Supplies and Services



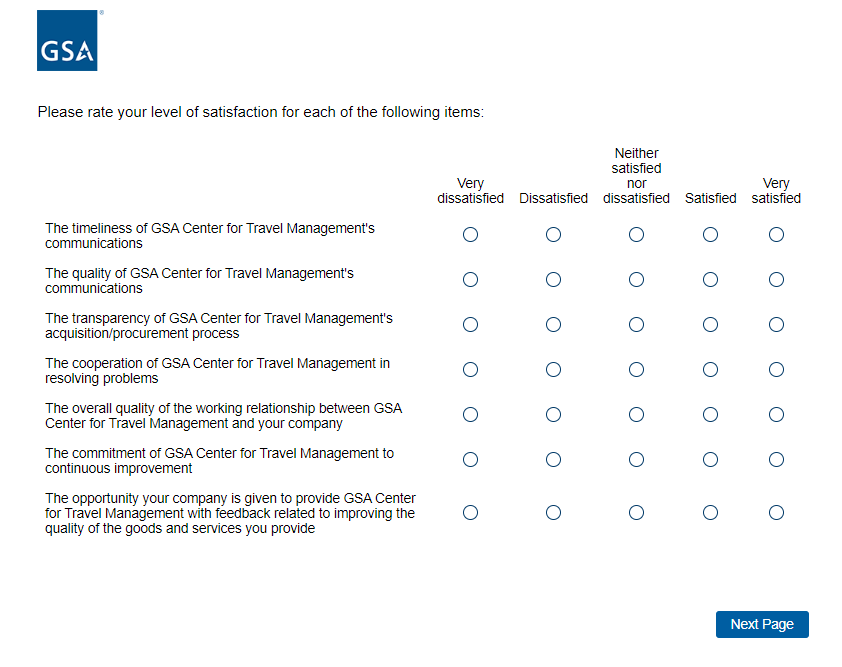
Skip to Screen 29.

**Screen 10 (**Display if GSA Program Office (embedded data) = GSA Fleet)

Skip to Screen 32.

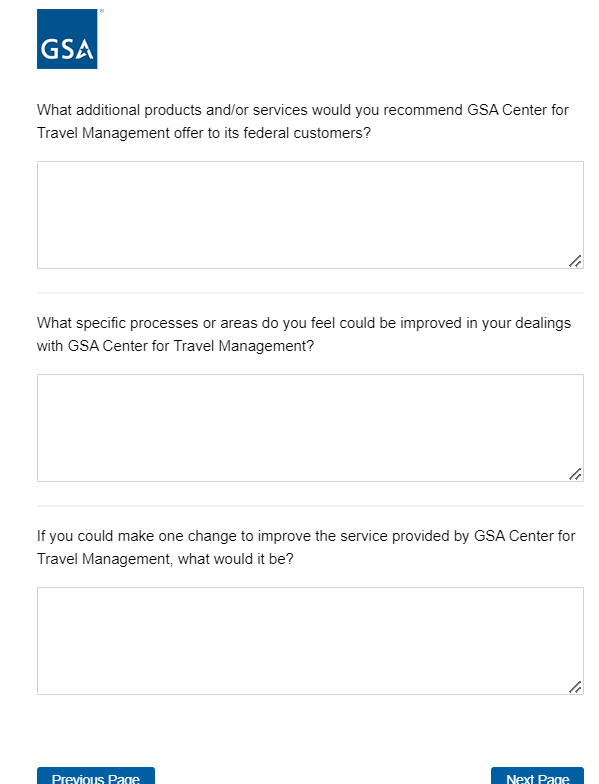
**Screen 11**

Display if GSA Program Office (embedded data) = the GSA Center for Travel Management



**Screen 12**

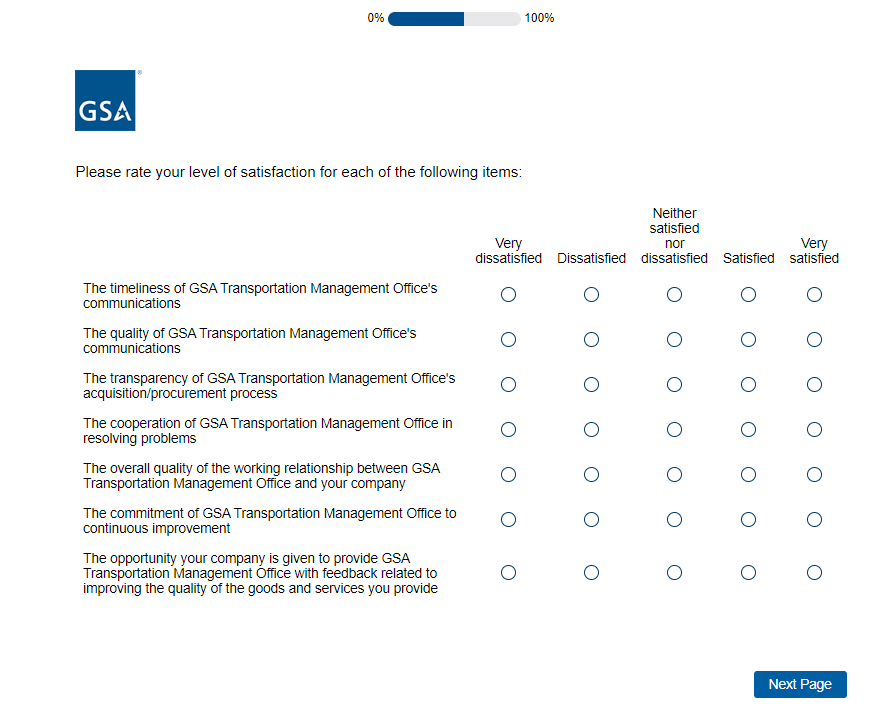
Display if GSA Program Office (embedded data) = the GSA Center for Travel Management



Skip to Screen 32.

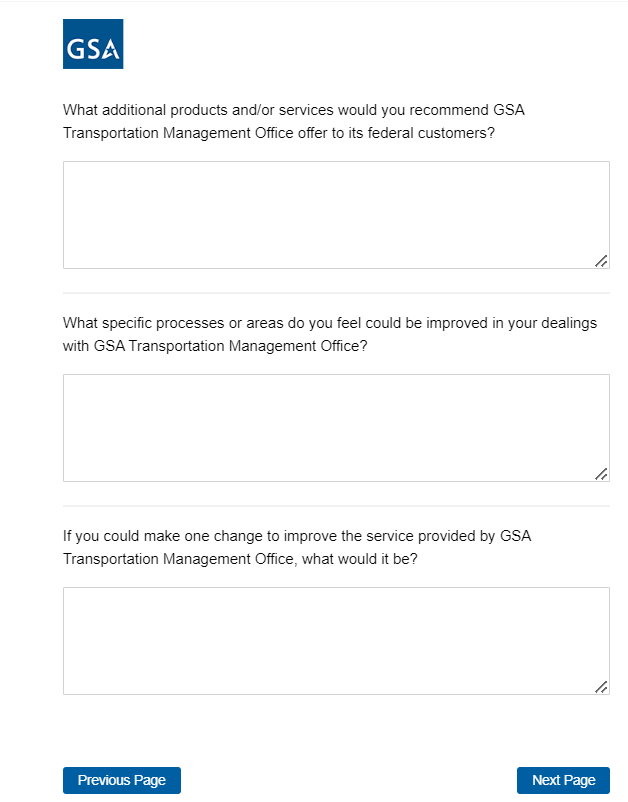
**Screen 13**

Display if GSA Program Office (embedded data) = GSA Transportation Management Program



**Screen 14**

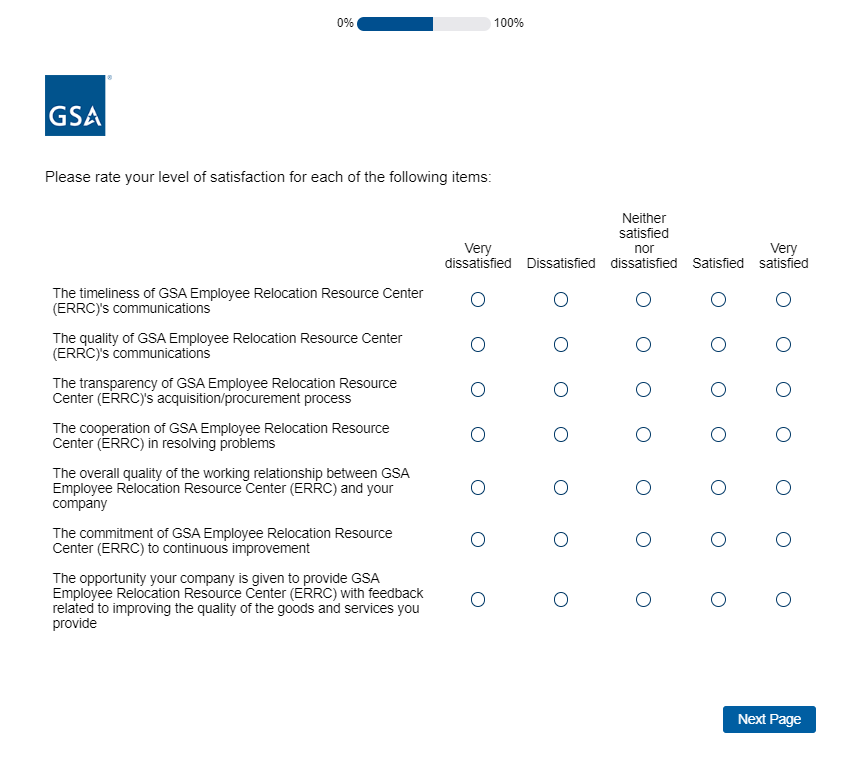
Display if GSA Program Office (embedded data) = GSA Transportation Management Program



Skip to Screen 32.

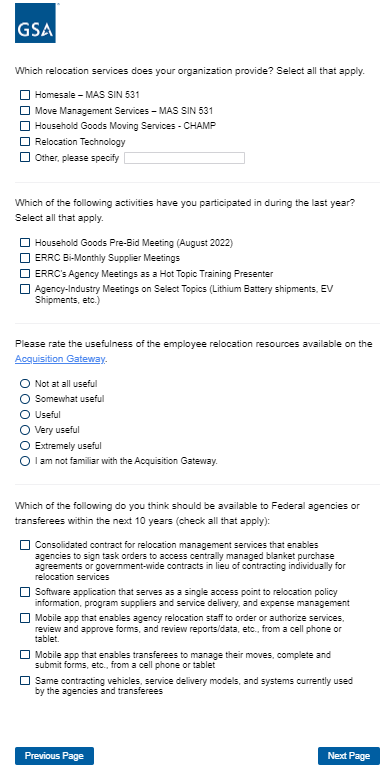
**Screen 15**

Display if GSA Program Office (embedded data) = GSA Employee Relocation Resource Center



**Screen 16**

Display if GSA Program Office (embedded data) = GSA Employee Relocation Resource Center



Skip to Screen 29.

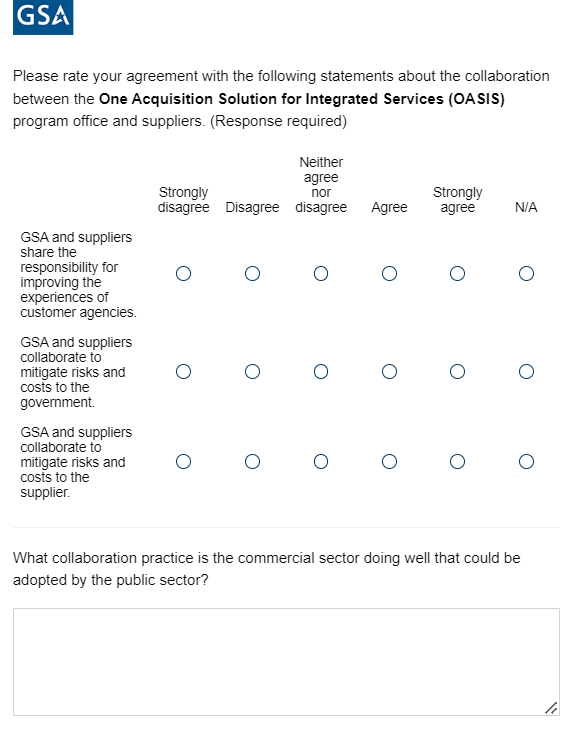
**Screen 17**

Display if GSA Program Office (embedded data) = One Acquisition Solution for Integrated Services (OASIS)



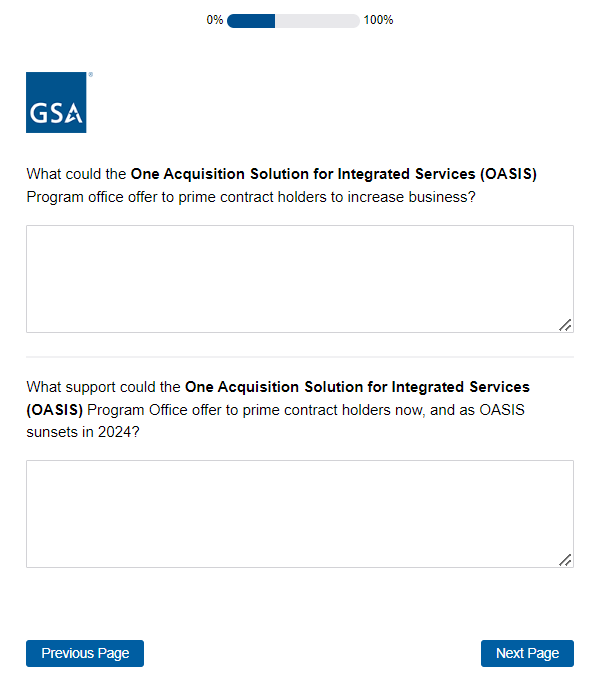
**Screen 18**

Display if GSA Program Office (embedded data) = One Acquisition Solution for Integrated Services (OASIS)

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**Screen 19**

Display if GSA Program Office (embedded data) = One Acquisition Solution for Integrated Services (OASIS)

****

Skip to Screen 32.

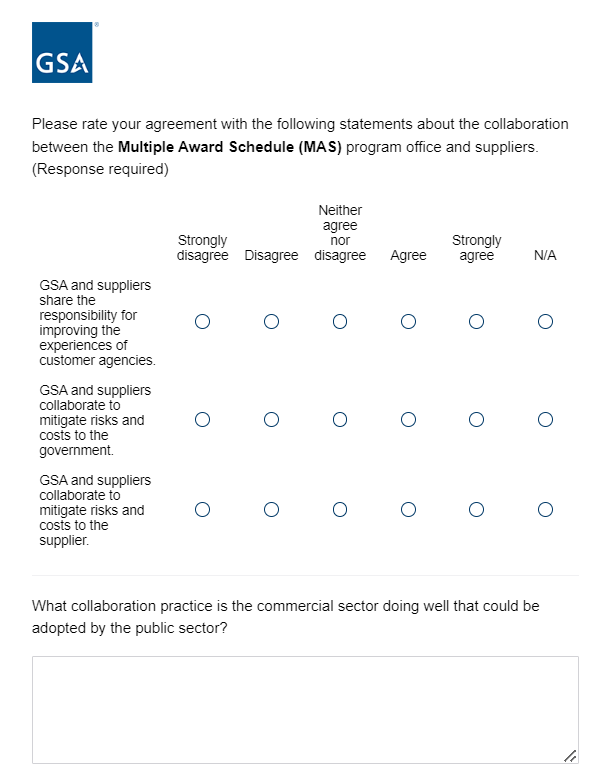
**Screen 20**

Display if GSA Portfolio (embedded data) = Professional Services and Program Office= Multiple Award Schedule (MAS)



**Screen 21**

Display if GSA Portfolio (embedded data) = Professional Services



Skip to Screen 29.

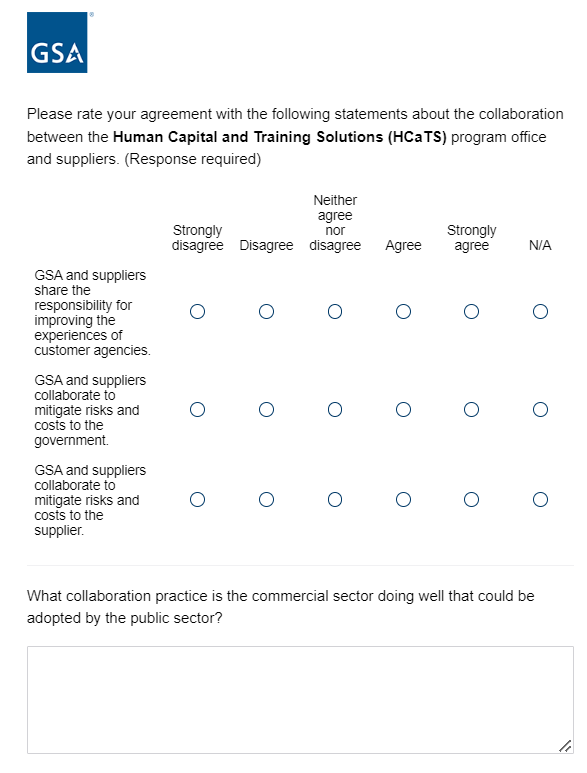
**Screen 22**

Display if GSA Program Office (embedded data) = Human Capital and Training Solutions (HCaTS)



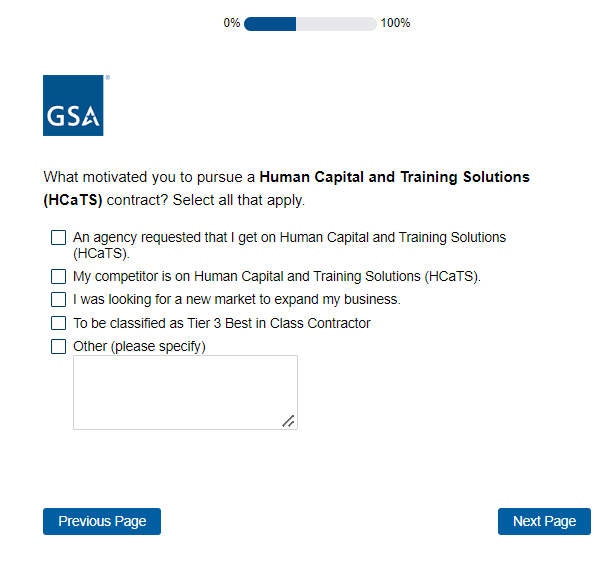
**Screen 23**

Display if GSA Program Office (embedded data) = Human Capital and Training Solutions (HCaTS)



**Screen 24**

Display if GSA Program Office (embedded data) = Human Capital and Training Solutions (HCaTS)



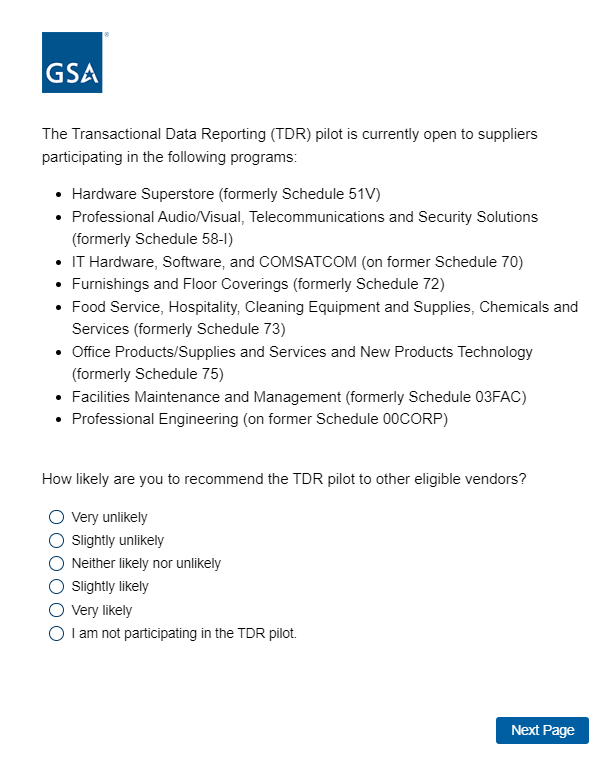
Skip to Screen 32.

**Screen 29**

Display if GSA Program Office = GSA Multiple Award Schedule (MAS)

Or Program Office= Multiple Award Schedule (excluding IT and Professional Services)

Or if Category = Information Technology

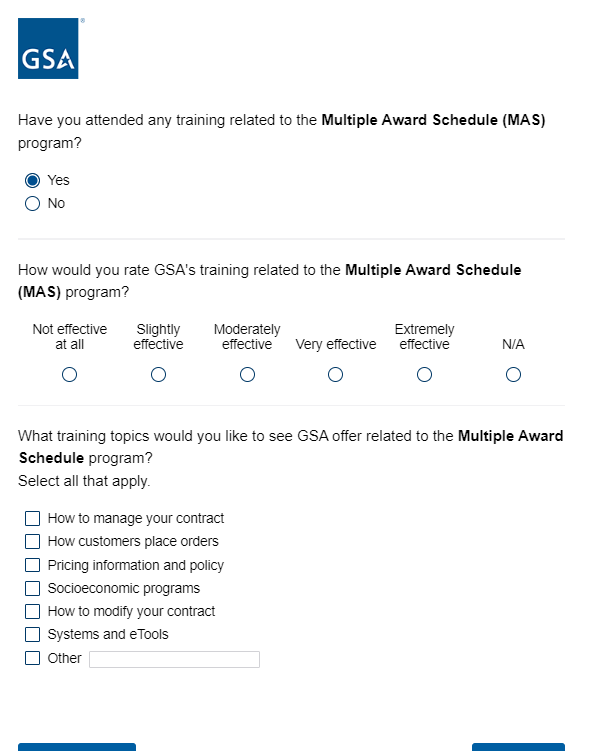


**Screen 30**

Display if GSA Program Office = GSA Multiple Award Schedule (MAS)

Or if GSA Program Office = GSA Employee Relocation Resource Center

Or if Category = Information Technology



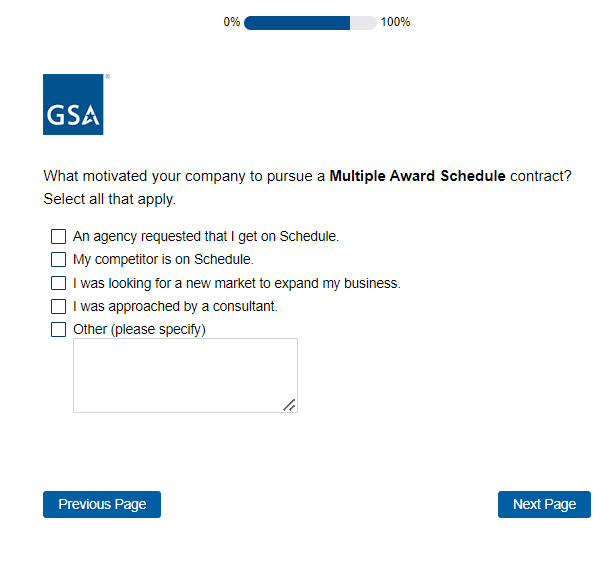
Display if response to previous question is ‘Yes’

**Screen 31**

Display if GSA Program Office = GSA Multiple Award Schedule (MAS)

Or if GSA Program Office = GSA Employee Relocation Resource Center

Or if Category = Information Technology

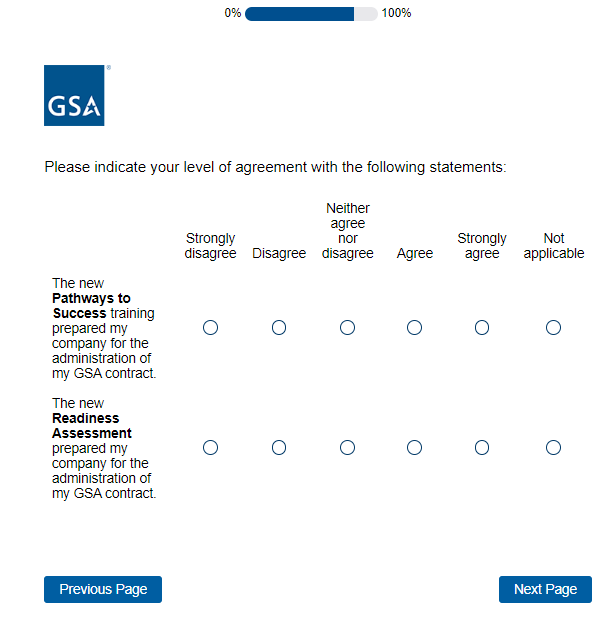


**Screen 32**

Display if GSA Program Office = GSA Multiple Award Schedule (MAS)

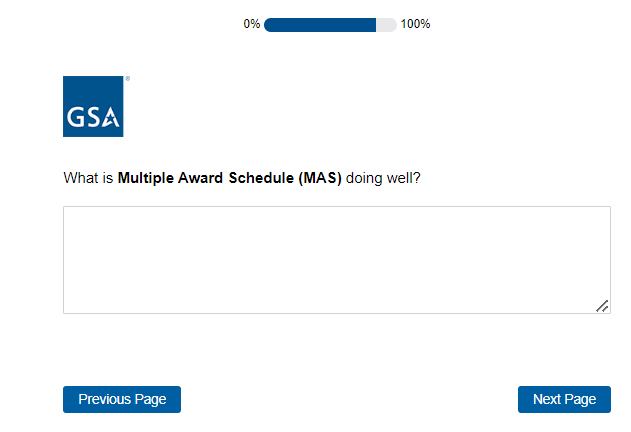
Or if GSA Program Office = GSA Employee Relocation Resource Center

Or if Category = Information Technology

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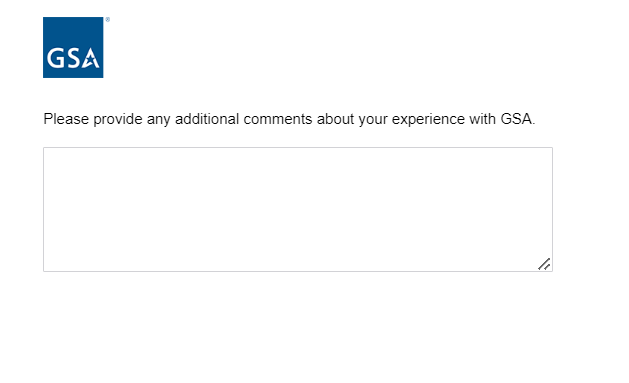
**Screen 33a**

Display if response to ‘How satisfied are you with Program Office overall?’ is Very Satisfied



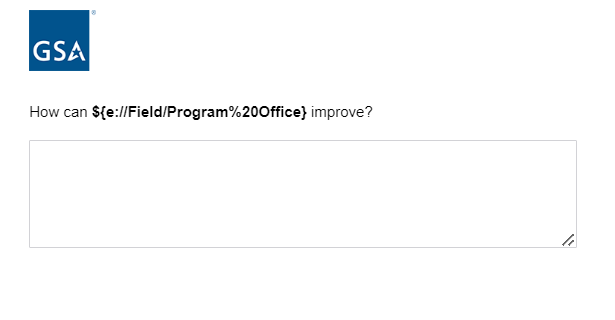
**Screen 33b**

Display if response to ‘How satisfied are you with Program Office overall?’ is Somewhat Satisfied



**Screen 33c**

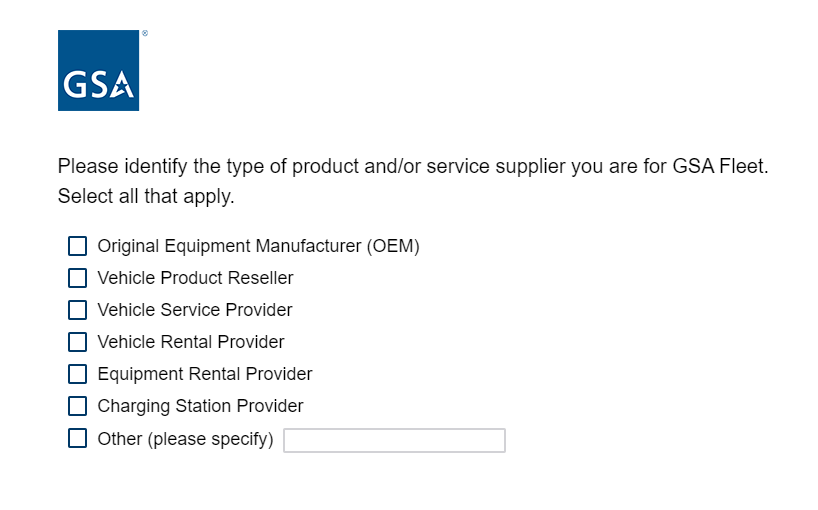
Display if response to ‘How satisfied are you with Program Office overall?’ is Very dissatisfied, Dissatisfied, or Neither Satisfied nor Satisfied

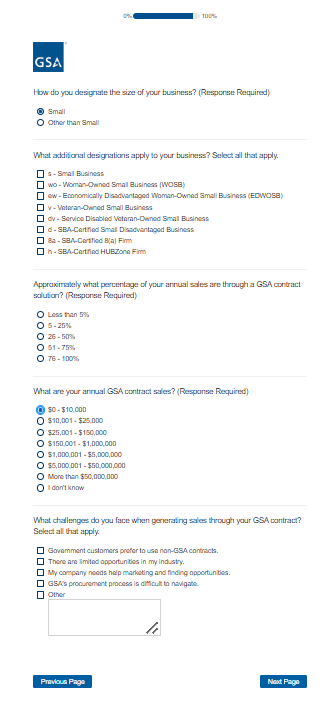


[Program Office Name Inserted Here]

**Screen 34**

Display to all respondents

This question only appears if program office=GSA Fleet

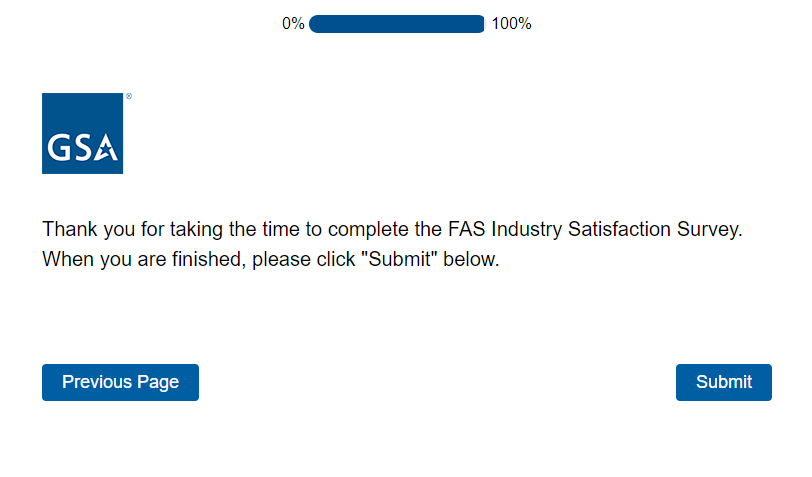


Display if ‘Small’ is selected for previous question

Display if $0-$10,000 or $10,001-$25,000 is selected for previous question

**Screen 35**

Display to all respondents



**Screen 36**

Display to all respondents

