

## Mission Support Customer Satisfaction Survey

### Welcome to My Survey

Thank you for submitting a Mission Support Directorate (MSD) Customer Satisfaction Survey. You will be provided with examples of services in each Mission Support organization and asked whether you would like to rate them, one-by-one. Please select and rate all Mission Support organizations you have interacted with in the last 6 months. You will be presented with the same set of core questions for each organization you select. Some organizations have added two specific questions to gather more detailed information on their functions.

We appreciate you taking the time to help us serve you better.

*Paperwork Reduction Act Statement:*

*This information collection meets the requirements of 44 U.S.C 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. The OMB control number for this information collection is 2700-0153 and it expires on 07/31/2024. We estimate that it will take about 3 minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our time estimate above to [tracy.a.taylor@nasa.gov](mailto:tracy.a.taylor@nasa.gov). Send only comments relating to our time estimate to this address.*

1. Have you received services from OCHCO within the last six months and would like to rate those services?

[Please click "yes" or "no" to rate this office. If you choose "Yes", you will be directed to the "core questions" + applicable "optional questions" for every MSEO you selected. If you choose "No" it will direct you to the next MSEO.]

Yes

No



## Mission Support Customer Satisfaction Survey

### Office of the Chief Human Capital Officer (OCHCO)

I have received training, organizational development, coaching, workforce planning support, employee relations advice, hired a new employee, or visited the OCHCO OneNASA intranet site, etc.

OK

## Mission Support Customer Satisfaction Survey

### Core Questions: OCHCO

Please answer these questions for EACH office/functional area you answered "Yes" for. If you selected more than one office, you will be directed to fill out these questions for each office selected.

OK

2. How would you rate your experience receiving services from OCHCO

- |  |   |
|--|---|
| <input type="radio"/> Very satisfied                     | <input type="radio"/> Dissatisfied      |
| <input type="radio"/> Satisfied                          | <input type="radio"/> Very dissatisfied |
| <input type="radio"/> Neither satisfied nor dissatisfied | <input type="radio"/> N/A               |

3. Rate your level of agreement with the following statement: The services from OCHCO met my needs.

- |  |   |
|--|---|
| <input type="radio"/> Strongly agree             | <input type="radio"/> Disagree          |
| <input type="radio"/> Agree                      | <input type="radio"/> Strongly disagree |
| <input type="radio"/> Neither agree nor disagree | <input type="radio"/> N/A               |

4. How satisfied are you with the communication from OCHCO based on your most recent interaction? (i.e., Were communications prompt, clear, understandable, and actionable where necessary?)

- |  |
|--|
| <input type="radio"/> Very satisfied                     |
| <input type="radio"/> Satisfied                          |
| <input type="radio"/> Neither satisfied nor dissatisfied |
| <input type="radio"/> Dissatisfied                       |

5. Rate your level of agreement with the following statement: OCHCO provides its services within the promised or expected timeframe.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- N/A

6. Is there any other feedback you would like to provide? Use this space to provide detail on a recent interaction, further explanation for any of the questions above, suggestions for improvement, or general comments.

## Mission Support Customer Satisfaction Survey

### Office of Communication (OCOMM)

I have received communications services for news, media or internal messaging activities, received support for a public or stakeholder activities to include a communications partnership, celebrity/entertainment or documentary engagement, received help with NASA messaging or outreach materials, received television, photography, web, social media or other digital communications services, worked with a historian, archivist, librarian or FOIA officer, received support for VIP visitor coordination, tours or launch guest operations, engaged with an official NASA Visitor Center, artifacts or exhibit, used the agency style guide/ branding guides, etc.

OK

7. Have you received services from OCOMM within the last six months and would like to rate those services?

[Please click "yes" or "no" to rate this office. If you choose "Yes", you will be directed to the "core questions" + applicable "optional questions" for every MSEO you selected. If you choose "No" it will direct you to the next MSEO.]

Yes

No