

## PSO Survey 2023

Comprised of Facility Infrastructure, Safety, Property Management, Emergency Management and Protective Services, the Program Support Office is responsible for providing services in support of the IV&V Program, working closely with Goddard Space Flight Center (GSFC) and other Agency entities.

To understand our customer's needs and satisfaction with the products and services provided by PSO, we are conducting a survey. We understand your time is valuable; however, your experiences and opinions are important to us. Please take approximately 10 minutes of your time to evaluate the support provided to you.

The survey will begin with questions about your location. Identifying your location will direct you to the applicable questions.

If you have specific items you would like to have addressed, we would be happy to meet with you to better understand how we can meet your needs. Please contact Donna Ozburn (PSO Lead), David Sheldon (O&M Lead), or Brett Evans (Special Agent) to discuss.

Let's get started.....

Which of the following best describes your worksite location:

1. Onsite (includes full time onsite and part time onsite)
2. Offsite (located at other centers and full time remote workers)

What type(s) of problems did you encounter that required assistance (Check all that apply)

1. Custodial
2. Repair (light power cord fixed, etc.)
3. Furniture request
4. Health/Safety concern
5. Relocation
6. Other (please specify) fill in box for this

How would you rate the customer service you received?

If you selected "Poor", please take a moment to explain why. Only provide comment box if rated poor. SCO: Please use Excellent, good, Average, Fair, Poor for ratings.

Communication regarding the status of your request

Timeliness

Knowledge/Competency of staff

Professionalism

Courteousness/friendliness

Willingness to help

Overall performance

How would you rate the following services and resources provided?

If you selected "Poor", please take a moment to explain why. Only provide comment box if rated poor. SCO: Please use Excellent, good, Average, Fair, Poor for ratings.

Building maintenance

Custodial

Health and safety

Property Management

Protective services

Online resources

Physical and logical access (in/out/change processing, badging)

In order to meet the needs of an industry leading workplace/future of work, PSO would like to receive your perspective on the following. This information will be considered when planning for the next 1-5 years.

What would your workplace of tomorrow look like? Keep in mind we will still need to have an onsite presence to provide more opportunities for teamwork, collaboration, and togetherness. Fill in box for this

Lastly, we would like to hear your voice on what PSO is doing well or how we can improve.

Please provide any additional comments below. **Fill in box for this**

The PSO team greatly appreciates your feedback/input. THANKS for taking the time to complete our survey!

Offsite Questions:

Do you feel like you have the opportunity to contribute in team meetings, staff meetings, etc.? **Fill in box for this**

Does the IV&V Program provide adequate communications and access to information? Do you have any suggestions on ways to improve communications for offsite staff? **Fill in box for this**

What is the IV&V Program doing that helps you succeed as an offsite employee? **Fill in box for this**

What could the IV&V Program do to better accommodate offsite employees? **Fill in box for this**

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 10 minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our time estimate above to [joshua.d.bell@nasa.gov](mailto:joshua.d.bell@nasa.gov). Send only comments relating to our time estimate to this address.