

1.

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.....

1. Which of the following best describes your worksite location:

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

2.

2. How would you rate the following services and resources provided?

| | Excellent | Good | Average | Fair | Poor | N/A |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Building maintenance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Custodial | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Health and safety | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Property Management | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Protective services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Online resources | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Physical and logical access (in/out/change processing, badging) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If you selected "Poor", please take a moment to explain why.

3. What type(s) of problems did you encounter that required assistance?

- Custodial
- Repair (light power cord fixed, etc.)
- Furniture request
- Health/Safety concern
- Relocation

Other (please specify)

3.

4. 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?

5. Do you feel like you have the opportunity to contribute in team meetings, staff meetings, etc.?

6. What is the IV&V Program doing that helps you succeed as an offsite employee?

7. What could the IV&V Program do to better accommodate offsite employees?

4.

8. How would you rate the customer service you received?

| | Excellent | Good | Average | Fair | Poor |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Communication regarding the status of your request | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Timeliness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Knowledge/Competency of staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Professionalism | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Courteousness/friendliness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Willingness to help | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall performance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If you selected Poor, please take a moment to explain why.

9. 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.

10. 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.

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

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. Send only comments relating to our time estimate to this address.