

## 2021 ANNUAL SURVEY QUESTIONS

### USERRA

1. After requesting that DOL-VETS refer your USERRA case to OSC, did you receive an acknowledgment letter or email from OSC confirming it had received your case file?
  - Yes
  - No
  - I do not recall.
  
1. What was (were) the primary issue(s) involved in your USERRA case referred to OSC? (Please check all that apply)
  - Discrimination
  - Reemployment
  - Retaliation
  - Other
  
2. Please identify the current status of your USERRA case referred to OSC:
  - OSC is reviewing my case.
  - OSC is trying to resolve my case with the agency in question.
  - OSC has closed my case.
  - OSC is representing me before the Merit Systems Protection Board (MSPB)
  - I do not know.
  
3. Within 60 days of receiving your USERRA case from DOL-VETS, did OSC either: (1) notify you that it was closing your USERRA case, or (2) request an extension of time to further review/resolve your USERRA case?
  - Yes
  - No
  - I do not know.
  
4. What is your level of agreement with each of the following statements about your experience with OSC (please circle or underline one category for each statement below):
  - I knew who to contact at OSC with questions about my USERRA case.  
**Agree, Neither Agree nor Disagree, Disagree, N/A**
  - OSC's communications were clear and easy to understand.  
**Agree, Neither Agree nor Disagree, Disagree, N/A**
  - OSC staff were professional and courteous.  
**Agree, Neither Agree nor Disagree, Disagree, N/A**

- OSC responded to my inquiries within a reasonable time.  
**Agree, Neither Agree nor Disagree, Disagree, N/A**
- I was given an opportunity to discuss my case with someone at OSC.  
**Agree, Neither Agree nor Disagree, Disagree, N/A**

5. Please provide the outcome of your USERRA case referred to OSC:

- Still under investigation/review
- Closed with no relief or corrective action granted.
- Settled/resolved.
- Withdrawn
- I do not recall.
- Other: \_\_\_\_\_

6. If OSC closed your USERRA case, did you (or do you intend to) file an appeal with the MSPB?

- Yes
- No
- I do not know.

7. If you filed an appeal with the MSPB in your USERRA case, what is the current status?

- Still pending
- Decided in my favor.
- Not decided in my favor
- I do not know.
- Other: \_\_\_\_\_

PROPOSED