



CUSTOMER EXPERIENCE WITH WASHINGTON HEADQUARTERS SERVICES

Purpose of this survey

WHS' goal is to be the shared service provider of choice to all our customers and deliver a better customer experience. Your participation in this survey will give WHS the insight we need in understanding your experience with the services we provide to improve our service delivery in support of your organizational mission. Your honest feedback about *your personal* experience with WHS services is highly appreciated.

Privacy Advisory

When completed, this form contains personally identifiable information and is protected in accordance with the Privacy Act of 1974, as amended by DoD 5400.11-R, DoD Privacy Program. Unless you choose to include your contact information, this survey is anonymous. Participation in this survey is voluntary, you can skip questions you choose to not answer, and you can stop participating at any time. Data from the survey will only be reported in the aggregate – no responses will be linked back to an individual.

Survey Instructions

- Please answer the survey questions to the best of your ability. Any additional input is very valuable to us and can be provided at the end of the survey.
- Please complete the entire survey before leaving. Due to the survey being anonymous, it will not save your responses to complete later.
- Do not use the backward function to review previous responses; this will submit the survey responses multiple times.

How long will it take to complete this survey?

approximately 10 to 15 minutes

When will this survey end?

01 Nov 2023

THANK YOU FOR PARTICIPATING IN THIS SURVEY.

The public reporting burden for this collection of information, 0704-0553, is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.



ONLINE SURVEY LINK: <https://ice.disa.mil/svy.cfm?WHSCustomer>

CUSTOMER EXPERIENCE WITH WASHINGTON HEADQUARTERS SERVICES

★ indicates a required question

★ This question is required to start the survey. It is required to minimize the length of the survey to area(s) that are relevant to your experience. This is the only required question in this survey.

Washington Headquarters Services is a service provider within the National Capital Region for building and facilities management, contracting and procurement, financial, human resources, transportation and parking, and other services. Which of these WHS services have you used in the last six months, April through September 2023? Choose all services that apply.

- | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Acquisition Services: Including contracting or procurement services, and purchase cards | <input type="checkbox"/> Human Resources Services: Including hiring and personnel actions, benefits, retirement, training, performance management, Ombudsman |
| <input type="checkbox"/> Ceremony and Events Management: Including full life-cycle supervision of planning, coordination, and execution of all major events | <input type="checkbox"/> Library and History Services: Including DoD Leadership Support, History Publications, Pentagon Library |
| <input type="checkbox"/> Executive Services: Including DoD issuances, records management, FOIA, privacy, information collection, security review | <input type="checkbox"/> Transportation Services: Including parking at the Pentagon and Mark Center, Shuttle Bus, and Mass Transit Benefits |
| <input type="checkbox"/> Equal Employment Opportunity Programs (EEO): Including complaints and adjudication, affirmative employment and diversity, and proactive initiatives | <input type="checkbox"/> I have not used WHS services in the last six months |
| <input type="checkbox"/> Facilities and Building Management Services: Including office space, maintenance, moves and landlord services | <input type="checkbox"/> I do not know |
| <input type="checkbox"/> Finance Services: Including budget, invoices, accounting, manpower | <input type="checkbox"/> Other, please specify. Do not include personally identifiable information. |
-

NEXT ➤

*Note for reviewer: The respondents will only see the survey questions for the services that they said that they use. They will also be able to skip all of those questions.

The next few questions are only about your **OVERALL experience with Washington Headquarters Services (WHS)**.

Based on your experience with WHS during the last six months, April through September 2023, how satisfied or dissatisfied are you with your **OVERALL EXPERIENCE**?

Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Thinking only of your experience with WHS services in the last six months, how likely is it that you would **RECOMMEND WHS** to a colleague? Choose from a 10-point scale, where 0 = Not At All Likely and 10 = Extremely Likely.

▼

Please provide your level of agreement with the following statement: "WHS made it easy to handle my request(s)."

Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

NEXT ➤

Ceremony and Events Management Services: Including full life-cycle supervision of planning, coordination, and execution of all major events

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Previously you told us that you have used Ceremony and Events Management, how satisfied or dissatisfied were you with your OVERALL EXPERIENCE for this service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Based on your most recent experience with Ceremony and Events Management Services, provide your level of agreement with the following statements:

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
It took a reasonable amount of time to respond to my initial contact.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The Ceremony and Events Management representative was professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I understood the Ceremony and Events Management process and knew what to expect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ceremony and Events Management representative understood my needs and requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ceremony and Events Management representative had the expertise to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I was kept informed while my request was being processed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ceremony and Events Management made it easy to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
It took a reasonable amount of time to complete my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Based on your **most recent** experience with Ceremony and Events Management Services, what was your role or responsibility as the customer? Choose all that apply.

- ☐ I request the service
 ☐ I manage the team who uses this service
- ☐ I work with the service provider throughout the service process
 ☐ All of the above
- ☐ I am the user of the final product or service
 ☐ Other, please specify. Do not include personally identifiable information.
- ☐ I am the reviewer of the final product or service

Can you tell us in more detail why you provided the response above? If you were dissatisfied with the Ceremony and Events Management, please tell us what we need to improve. If you were satisfied, please tell us what we did well. Your response will help us improve areas that need more of our focus and resources. Do not include personally identifiable information.

[maximum of 3500 characters]



Acquisition Services: Including contracting or procurement services, and purchase cards

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Previously you told us that you have used Acquisition Services, how satisfied or dissatisfied were you with your OVERALL EXPERIENCE for this service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Which of these Acquisition Services did you use **most recently**? Choose only one.

Based on your most recent experience with Acquisition Services, provide your level of agreement with the following statements:

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
It took a reasonable amount of time to respond to my initial contact.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Acquisition Services representative was professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I understood the service process and knew what to expect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Acquisition Services representative understood my needs and requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Acquisition Services representative had the expertise to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I was kept informed while my request was being processed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Acquisition Services made it easy to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
It took a reasonable amount of time to complete my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Based on your **most recent** experience with Acquisition Services, what was your role or responsibility as the customer? Choose all that apply.

- ☐ I request the service
 ☐ I manage the team who uses this service
- ☐ I work with the service provider throughout the service process
 ☐ All of the above
- ☐ I am the user of the final product or service
 ☐ Other, please specify. Do not include personally identifiable information.
- ☐ I am the reviewer of the final product or service

Can you tell us in more detail why you provided the response above? If you were dissatisfied with the Acquisition Services, please tell us what we need to improve. If you were satisfied, please tell us what we did well. Your response will help us improve areas that need more of our focus and resources. Do not include personally identifiable information.

[maximum of 3500 characters]



Executive Services: Including DoD issuances, records management, FOIA requests and correspondence

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Previously you told us that you have used Executive Services, how satisfied or dissatisfied were you with your OVERALL EXPERIENCE for this service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Which of these Executive Services did you use **most recently**? Choose only one.

Based on your most recent experience with Executive Services, provide your level of agreement with the following statements:

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
It took a reasonable amount of time to respond to my initial contact.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The Executive Services representative was professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I understood the service process and knew what to expect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The Executive Services representative understood my needs and requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Executive Services representative had the expertise to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I was kept informed while my request was being processed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Executive Services made it easy to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
It took a reasonable amount of time to complete my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Based on your **most recent** experience with Executive Services, what was your role or responsibility as the customer? Choose all that apply.

- | | |
|------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <input type="checkbox"/> I request the service | <input type="checkbox"/> I manage the team who uses this service |
| <input type="checkbox"/> I work with the service provider throughout the service process | <input type="checkbox"/> All of the above |
| <input type="checkbox"/> I am the user of the final product or service | <input type="checkbox"/> Other, please specify <input type="text"/> |
| <input type="checkbox"/> I am the reviewer of the final product or service | |

Can you tell us in more detail why you provided the response above? If you were dissatisfied with the Executive Services, please tell us what we need to improve. If you were satisfied, please tell us what we did well. Your response will help us improve areas that need more of our focus and resources. Do not include personally identifiable information.

[maximum of 3500 characters]



Equal Employment Opportunity Programs (EEOP): Including complaints and adjudication, affirmative employment and diversity, and proactive initiatives

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Previously you told us that you have used Equal Employment Opportunity Programs (EEOP), how satisfied or dissatisfied were you with your OVERALL EXPERIENCE for this service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Which of these EEOP Services did you use **most recently**? Choose only one.

Based on your **your most recent** experience with Equal Employment Opportunity Programs (EEOP), provide your level of agreement with the following statements:

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
It took a reasonable amount of time to respond to my initial contact.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
EEOP representative was professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I understood the service process and knew what to expect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
EEOP representative understood my needs and requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
EEOP representative had the expertise to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I was kept informed while my request was being processed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
EEOP made it easy to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
It took a reasonable amount of time to complete my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Based on your **most recent** experience with EEOP, what was your role or responsibility as the customer? Choose all that apply.

- ☐ I request the service
- ☐ I manage the team who uses this service
- ☐ I work with the service provider throughout the service process
- ☐ All of the above
- ☐ I am the user of the final product or service
- ☐ Other, please specify
- ☐ I am the reviewer of the final product or service

Can you tell us in more detail why you provided the response above? If you were dissatisfied with the EEOP, please tell us what we need to improve. If you were satisfied, please tell us what we did well. Your response will help us improve areas that need more of our focus and resources. Do not include personally identifiable information.

[maximum of 3500 characters]



Facilities and Building Management Services: Including office space, maintenance, moves and landlord services

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Previously you told us that you have used WHS Facilities and Building Management Services, how satisfied or dissatisfied were you with your OVERALL EXPERIENCE for this service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Which of these Facilities and Building Management Services did you use **most recently**? Choose only one.

Based on your most recent experience with Facilities and Building Management Services, provide your level of agreement with the following statements:

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
It took a reasonable amount of time to respond to my initial contact.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The Facilities and Building Management Services representative was professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I understood the service process and knew what to expect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The Facilities and Building Management Services representative understood my needs and requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Facilities and Building Management Services representative had the expertise to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I was kept informed while my request was being processed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Facilities and Building Management Services made it easy to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
It took a reasonable amount of time to complete my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Based on your **most recent** experience with Facilities and Building Management Services, what was your role or responsibility as the customer? Choose all that apply.

- ☐ I request the service
 ☐ I manage the team who uses this service
- ☐ I work with the service provider throughout the service process
 ☐ All of the above
- ☐ I am the user of the final product or service
 ☐ Other, please specify. Do not include personally identifiable information.
- ☐ I am the reviewer of the final product or service

Can you tell us in more detail why you provided the response above? If you were dissatisfied with the Facilities and Building Management Services, please tell us what we need to improve. If you were satisfied, please tell us what we did well. Your response will help us improve areas that need more of our focus and resources. Do not include personally identifiable information.

[maximum of 3500 characters]



Finance Services: Including budget, invoices, accounting, manpower

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Previously you told us that you have used Finance Services, how satisfied or dissatisfied were you with your OVERALL EXPERIENCE for this service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Which of these Finance Services did you use **most recently**? Choose only one.

Based on **your most recent** experience with Finance Services, provide your level of agreement with the following statements:

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
It took a reasonable amount of time to respond to my initial contact.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The Finance Services representative was professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I understood the service process and knew what to expect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The Finance Services representative understood my needs and requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Finance Services representative had the expertise to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I was kept informed while my request was being processed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Finance Services made it easy to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
It took a reasonable amount of time to complete my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Based on your **most recent** experience with Finance Services, what was your role or responsibility as the customer? Choose all that apply.

- ☐ I request the service

☐ I work with the service provider throughout the service process

☐ I am the user of the final product or service

☐ I am the reviewer of the final product or service

☐ I manage the team who uses this service

☐ All of the above

☐ Other, please specify. Do not include personally identifiable information.

Can you tell us in more detail why you provided the response above? If you were dissatisfied with the Finance Services, please tell us what we need to improve. If you were satisfied, please tell us what we did well. Your response will help us improve areas that need more of our focus and resources. Do not include personally identifiable information.

[maximum of 3500 characters]



Human Resources Services: Including hiring and personnel actions, training and performance management

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Previously you told us that you have used WHS Human Resources Services, how satisfied or dissatisfied were you with your OVERALL EXPERIENCE for this service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Which of these Human Resources Services did you use most recently? Choose only one.

Based on your **your most recent** experience with Human Resources Services, provide your level of agreement with the following statements:

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
It took a reasonable amount of time to respond to my initial contact.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Human Resources Services representative was professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I understood the service process and knew what to expect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Human Resources Services representative understood my needs and requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Human Resources Services representative had the expertise to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I was kept informed while my request was being processed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Human Resources Services made it easy to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
It took a reasonable amount of time to complete my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Based on your **most recent** experience with Human Resources Services, what was your role or responsibility as the customer? Choose all that apply.

- ☐ I request the service
 ☐ I manage the team who uses this service
- ☐ I work with the service provider throughout the service process
 ☐ All of the above
- ☐ I am the user of the final product or service
 ☐ Other, please specify. Do not include personally identifiable information.
- ☐ I am the reviewer of the final product or service

Can you tell us in more detail why you provided the response above? If you were dissatisfied with the Human Resources Services, please tell us what we need to improve. If you were satisfied, please tell us what we did well. Your response will help us improve areas that need more of our focus and resources. Do not include personally identifiable information.

[maximum of 3500 characters]



Library and History Services: Including creating accounts, research assistance, collection and compilation of documents and data

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Previously you told us that you have used Library and History Services, how satisfied or dissatisfied were you with your OVERALL EXPERIENCE for this service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Which of these Library and History Services did you use **most recently**? Choose only one.

Based on your **your most recent** experience with Library and History Services, provide your level of agreement with the following statements:

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
It took a reasonable amount of time to respond to my initial contact.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Library and History Services representative was professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I understood the service process and knew what to expect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Library and History Services representative understood my needs and requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Library and History Services representative had the expertise to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I was kept informed while my request was being processed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Library and History Services made it easy to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
It took a reasonable amount of time to complete my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Based on your **most recent** experience with Library and History Services, what was your role or responsibility as the customer? Choose all that apply.

- ☐ I request the service
 ☐ I manage the team who uses this service
- ☐ I work with the service provider throughout the service process
 ☐ All of the above
- ☐ I am the user of the final product or service
 ☐ Other, please specify. Do not include personally identifiable information.
- ☐ I am the reviewer of the final product or service

Can you tell us in more detail why you provided the response above? If you were dissatisfied with the Library and History Services, please tell us what we need to improve. If you were satisfied, please tell us what we did well. Your response will help us improve areas that need more of our focus and resources. Do not include personally identifiable information.

[maximum of 3500 characters]



Transportation Services: Including parking at the Pentagon and Mark Center, Shuttle Bus, and Mass Transit Benefits

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Previously you told us that you have used WHS Transportation Services, how satisfied or dissatisfied were you with your OVERALL EXPERIENCE for this service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Which of these Transportation Services did you use **most recently**? Choose only one.

Based on your your most recent experience with Transportation Services, provide your level of agreement with the following statements:

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
It took a reasonable amount of time to respond to my initial contact.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Transportation Services representative was professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I understood the service process and knew what to expect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Transportation Services representative understood my needs and requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Transportation Services representative had the expertise to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I was kept informed while my request was being processed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Transportation Services made it easy to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
It took a reasonable amount of time to complete my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Based on your **most recent** experience with Transportation Services, what was your role or responsibility as the customer? Choose all that apply.

- ☐ I request the service
 ☐ I manage the team who uses this service
- ☐ I work with the service provider throughout the service process
 ☐ All of the above
- ☐ I am the user of the final product or service
 ☐ Other, please specify. Do not include personally identifiable information.
- ☐ I am the reviewer of the final product or service

Can you tell us in more detail why you provided the response above? If you were dissatisfied with the Transportation Services, please tell us what we need to improve. If you were satisfied, please tell us what we did well. Your response will help us improve areas that need more of our focus and resources. Do not include personally identifiable information.

[maximum of 3500 characters]



Thank you for all the feedback that you provided so far. What else can WHS do to better support your organization's needs and mission? Do not include personally identifiable information.

[maximum of 3500 characters]

(OPTIONAL) If you would like WHS to contact you about a new or an ongoing request, please provide your work email address below. This information will be used ONLY to reach out to you directly to discuss your request(s).



You are almost finished with the survey. The following questions are important for WHS to understand your and your organization's specific needs and requirements.

Unless you choose to include your contact information, this survey is anonymous. Data from the survey will only be reported in the aggregate.

On the days that you are not teleworking, what is your **primary** office location (duty station)?

- | | |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| <input type="radio"/> Pentagon | <input type="radio"/> Outside the National Capital Region |
| <input type="radio"/> Mark Center | <input type="radio"/> Other, please specify. Do not include personally identifiable information. |
| <input type="radio"/> Other National Capital Region location | <input type="text"/> |
| | <input checked="" type="radio"/> N/A |

What is your role within your organization?

- | | |
|--------------------------------------|------------------------------------------------------------------|
| <input type="radio"/> Supervisor | <input type="radio"/> Other, please specify <input type="text"/> |
| <input type="radio"/> Team Lead | <input checked="" type="radio"/> N/A |
| <input type="radio"/> Non-Supervisor | |

What is your pay category/grade?

- | | |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| <input type="radio"/> Federal Wage System | <input type="radio"/> Military |
| <input type="radio"/> GS 1-6 or equivalent | <input type="radio"/> Contractor |
| <input type="radio"/> GS 7-12 or equivalent | <input type="radio"/> Other, please specify. Do not include personally identifiable information. |
| <input type="radio"/> GS 13-15 or equivalent | <input type="text"/> |
| <input type="radio"/> Senior Executive Service or equivalent | <input checked="" type="radio"/> N/A |

Which organization do you currently work for?

- | | |
|---------------------------------------------|--------------------------------------------------------------------------------------------------|
| <input type="radio"/> Air Force | <input type="radio"/> Office of the Secretary of Defense (including WHS and PFPA) |
| <input type="radio"/> Army | <input type="radio"/> Space Force (including Space Development Agency(SDA)) |
| <input type="radio"/> Joint Staff | <input type="radio"/> Unified Combatant Commands |
| <input type="radio"/> National Guard Bureau | <input type="radio"/> Other, please specify. Do not include personally identifiable information. |
| <input type="radio"/> Marine Corps | <input type="text"/> |
| <input type="radio"/> Navy | <input checked="" type="radio"/> N/A |



Which organization within the Office of the Secretary of Defense do you work for?

- ☐ Defense Advanced Research Projects Agency (DARPA)
 - ☐ Defense Commissary Agency (DeCA)
 - ☐ Defense Contract Audit Agency(DCAA)
 - ☐ Defense Contract Management Agency (DCMA)
 - ☐ Defense Counterintelligence and Security Agency (DCSA)
 - ☐ Defense Digital Service (DDS)
 - ☐ Defense Finance and Accounting Service (DFAS)
 - ☐ Defense Health Agency (DHA)
 - ☐ Defense Human Resources Activity (DHRA)
 - ☐ Defense Information Systems Agency (DISA)
 - ☐ Defense Innovation Unit (DIU)
 - ☐ Defense Legal Services Agency (DLSA)
 - ☐ Defense Logistics Agency (DLA)
 - ☐ Defense Media Activity (DMA)
 - ☐ Defense POW/MIA Accounting Agency (DPAA)
 - ☐ Defense Security Cooperation Agency (DSCA)
 - ☐ Defense Technical Information Center (DTIC)
 - ☐ Defense Technology Security Administration (DTSA)
 - ☐ Defense Threat Reduction Agency (DTRA)
 - ☐ Department of Defense Education Activity (DOD EA)
 - ☐ Department of Defense Test Resource Management Center (DOD TRMC)
 - ☐ Director of Administration and Management (DA&M, excluding WHS and PFPA)
 - ☐ Director of Cost Assessment and Program Evaluation (OSDCAPE)
 - ☐ DoD Chief Information Officer (DoD CIO)
 - ☐ DoD General Counsel (OGC)
 - ☐ DoD Operational Test & Evaluation (OT&E)
 - ☐ Missile Defense Agency (MDA)
 - ☐ Office of Local Defense Community Cooperation (OLDCC)
 - ☐ Office of Net Assessment (ONA)
 - ☐ Office of the Assistant Secretary of Defense for Legislative Affairs (OASD(LA))
 - ☐ Office of the Assistant to the Secretary of Defense for Privacy, Civil Liberties and Transparency (ASD(PCLT))
 - ☐ Office of the Assistant to the Secretary of Defense for Public Affairs (OATSD(PA))
 - ☐ Office of the Chief Digital and Artificial Intelligence Officer (OCDAO)
 - ☐ Office of the Under Secretary of Defense (Comptroller)/Chief Financial Officer of the Department of Defense (OUSD(C))
 - ☐ Office of the Under Secretary of Defense for Acquisition and Sustainment (OUSD(A&S))
 - ☐ Office of the Under Secretary of Defense for Intelligence and Security (OUSD(I&S))
 - ☐ Office of the Under Secretary of Defense for Personnel and Readiness (OUSD(P&R))
 - ☐ Office of the Under Secretary of Defense for Policy (OUSD(P))
 - ☐ Office of the Under Secretary of Defense for Research and Engineering (OUSD(R&E))
 - ☐ Pentagon Force Protection Agency (PFPA)
 - ☐ Washington Headquarters Services (WHS)
 - ☐ Other, please specify. Do not include personally identifiable information.
-
- ☒ N/A

Thank you for participating in this survey.

» To learn more about the Washington Headquarters Services please click here.

If you have technical questions or difficulties regarding this survey, please contact System Administrator by email at whs.ice.user.support@mail.mil

ONLINE SURVEY LINK: <https://ice.disa.mil/svy.cfm?WHSCustomer>