



OMB 0704-0553 (expires 31 MARCH 2025)

CUSTOMER EXPERIENCE WITH WASHINGTON HEADQUARTERS SERVICES

Purpose of this survey

We are asking for your participation in this survey so we may better understand your experience with the services we provide and improve our service delivery in support of your organizational mission. Our goal is to be the shared service provider of choice to all of our customers.

Privacy Advisory

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

Survey Instructions

Please answer all the questions in the survey to the best of your ability. Any additional input is very valuable to us and can be provided at the end of the survey.

How long will it take to complete this survey?

5 minutes

When will this survey end?

01 Jun 2022

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.

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Although you may be mainly teleworking at this time, what is your primary office location (duty station)?

- ☐ Pentagon
- ☐ Mark Center
- ☐ Other National Capital Region location

☐ Outside the National Capital Region

☐ Other (please specify)

☒ N/A

Which organization do you currently work for?

- ☐ Air Force
- ☐ Army
- ☐ Joint Staff
- ☐ National Guard Bureau
- ☐ Marine Corps
- ☐ Navy

☐ Office of the Secretary of Defense (including WHS and PFPA)

☐ Space Force (including Space Development Agency(SDA))

☐ Unified Combatant Commands

☐ Other (please specify)

☒ N/A

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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 PFFPA)
- ☐ 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)
- ☒ N/A

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CUSTOMER EXPERIENCE WITH WASHINGTON HEADQUARTERS SERVICES

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 fiscal quarter, January, February and/or March 2022? Choose all services that apply.

- ☐ Conference Center Services
- ☐ Contracting or Procurement Services, including purchase cards
- ☐ DoD issuances, records management, FOIA requests and correspondence
- ☐ Facilities and Building Management Services, including office space, maintenance, moves and landlord services
- ☐ Finance Services, including budget, invoices, accounting, travel card and time cards
- ☐ Human Resources Services, including hiring and personnel actions, training and performance management
- ☐ Library and History Services
- ☐ Pentagon Athletic Center
- ☐ Transportation Services, parking at the Pentagon and Mark Center, Shuttle Bus, and Mass Transit Benefits
- ☐ I have not used WHS services in January, February and/or March 2022
- ☐ Other (please specify)

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CUSTOMER EXPERIENCE WITH WASHINGTON HEADQUARTERS SERVICES

Based on your experience with WHS during the last fiscal quarter, January, February and/or March 2022, how satisfied or dissatisfied are you with your **OVERALL EXPERIENCE?**

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied N/A

How likely is it that you would **RECOMMEND** WHS to a friend or a colleague? Choose from a 10-point scale, where 0 = Not At All Likely and 10 = Extremely Likely.

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

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
The WHS representative was professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The WHS representative understood my needs and requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input 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 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 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 type="radio"/>
WHS made it easy to handle my issue(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the overall quality of the completed request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WHS delivered on what they promised.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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CUSTOMER EXPERIENCE WITH WASHINGTON HEADQUARTERS SERVICES

WHS Conference Center Services (CCS)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Previously you told us that you have used WHS Conference Center 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 type="radio"/>

Based on your most recent service experience with WHS Conference Center Services (CCS), provide your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
The CCS representative was professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The CCS representative understood my needs and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understood the CCS process and knew what to expect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input 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 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 type="radio"/>
CCS made it easy to handle my issue(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the overall quality of the completed request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CCS delivered on what they promised.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Can you tell us in more detail why you provided the response above? If you were dissatisfied with the Conference Center 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.

(maximum of 3500 characters)

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CUSTOMER EXPERIENCE WITH WASHINGTON HEADQUARTERS SERVICES

Description: Contracting or Procurement Services, including purchase cards

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Previously you told us that you have used WHS Contracting or Procurement 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"/>

Based on your most recent service experience with Contracting or Procurement Services, provide your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
The Contracting or Procurement Services representative was professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The Contracting or Procurement 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"/>
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"/>
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"/>
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"/>
Contracting or Procurement Services made it easy to handle my issue(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I am satisfied with the overall quality of the completed request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Contracting or Procurement Services delivered on what they promised.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Can you tell us in more detail why you provided the response above? If you were dissatisfied with the Contracting or Procurement 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.

[maximum of 3500 characters]



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CUSTOMER EXPERIENCE WITH WASHINGTON HEADQUARTERS SERVICES

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Previously you told us that you have used WHS Executive Services, including DoD issuances, records management, FOIA requests and correspondence, 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 service experience with Executive Services, provide your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
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"/>
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"/>
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"/>
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"/>
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"/>
Executive Services made it easy to handle my issue(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I am satisfied with the overall quality of the completed request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Executive Services delivered on what they promised.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

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.

[maximum of 3500 characters]



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**CUSTOMER EXPERIENCE WITH WASHINGTON HEADQUARTERS SERVICES**

Description: Finance Services, including budget, invoices, accounting, travel card and time cards

	Very Satisfied	Satisfied	Neutral	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"/>

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

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
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"/>
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"/>
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"/>
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"/>
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"/>
Finance Services made it easy to handle my issue(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I am satisfied with the overall quality of the completed request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Finance Services delivered on what they promised.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

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.

(maximum of 3500 characters)

NEXTIf you have technical questions or difficulties regarding this survey, please contact System Administrator by email at whs.ice.user.support@mail.mil**CUSTOMER EXPERIENCE WITH WASHINGTON HEADQUARTERS SERVICES**

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

	Very Satisfied	Satisfied	Neutral	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"/>

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

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
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"/>
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"/>
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"/>
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"/>
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"/>
Human Resources Services made it easy to handle my issue(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I am satisfied with the overall quality of the completed request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Human Resources Services delivered on what they promised.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

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.

(maximum of 3500 characters)

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CUSTOMER EXPERIENCE WITH WASHINGTON HEADQUARTERS SERVICES

Library and History Services

	Very Satisfied	Satisfied	Neutral	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"/>

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

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
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"/>
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"/>
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"/>
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"/>
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"/>
Library and History Services made it easy to handle my issue(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I am satisfied with the overall quality of the completed request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Library and History Services delivered on what they promised.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

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.

[maximum of 3500 characters]

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Pentagon Athletic Center

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Previously you told us that you have used Pentagon Athletic Center, 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 service experience with Pentagon Athletic Center, provide your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Pentagon Athletic Center representative was professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Pentagon Athletic Center 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"/>
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"/>
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"/>
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"/>
Pentagon Athletic Center made it easy to handle my issue(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I am satisfied with the overall quality of the completed request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Pentagon Athletic Center delivered on what they promised.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Can you tell us in more detail why you provided the response above? If you were dissatisfied with the Pentagon Athletic Center, 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.

[maximum of 3500 characters]

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CUSTOMER EXPERIENCE WITH WASHINGTON HEADQUARTERS SERVICES

What else can WHS do to better support your organization's needs and mission?

[maximum of 3500 characters]

If you would like WHS to contact you about a new or an ongoing issue, please provide your work email address below:

SUBMIT

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

Survey Link <https://ice.disa.mil/svy.cfm?customer>