Program Offices:
GSA Assisted Acquisition Services
GSA Information Technology Category
GSA Multiple Award Schedule (GSS)
GSA Global Supply
GSA 4PL Retail Store (ServMart/Customer Supply Center)
GSA Personal Property Management
GSA Fleet
GSA Employee Relocation Resource Center (ERRC)
Multiple Award Schedule (MAS) (PSHC)
Human Capital and Training Solutions (HCaTS)
One Acquisition Solution for Integrated Services (OASIS)
GSA SmartPay

Touchpoints
Search.gov
SAM.gov
Presidential Innovation Fellows (PIF)
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FedRAMP
Federal Auction Clearinghouse (FAC)
eRulemaking
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api.data.gov
Digital Analytics Program (DAP)
Data.gov

Centers of Excellence Pages
Cloud.gov
Challenge.gov
18F
U.S. Digital Corps (USDC)
U.S. Web Design System (USWDS)

Welcome to the 2024 General Services Administration Customer Survey!

GSA's Federal Acquisition Service (FAS) uses this survey to improve the way we work with our agency partners. Your responses help the **${e://Field/Program%20Office}** program office identify ways to make your experience better. *Piped text will fill in program office from contact list (see list of program offices at top of this page)*

Providing information is voluntary. Your responses will be completely confidential; they will only be released in group summaries and will not contain any personally identifiable data.

If at any point during the survey you need assistance, please email us at **surveys@research.gsa.gov.**

Thank you in advance for completing the survey.

**Portfolio and Program Office are two contact list columns; Program Offices are sub-units of Portfolios. Portfolio and Program Office fields are used to drive survey display logic.

Display if Portfolio=PSHC and Program Office =/= GSA SmartPay

GSA strives to bring innovative professional services/ human capital solutions to support agencies in achieving their missions. This survey will ask questions about the **${e://Field/Program%20Office}** program. Your responses will help us *Piped text will fill in program office name* improve our contracts and acquisition expertise to help meet your professional services/ human capital requirements.

GSA Global Supply provides commonly used items, including office products and tools, to federal customers--military and civilian--worldwide. Military customers' requisitions submitted via MILSTRIP/automated supply system automatically route to GSA Global Supply for fulfillment. Automated supply systems include GCSS, Army LMP, ERP, One Touch, DPAS, etc.

GSA Information Technology Category (ITC) provides acquisition support and access to IT solutions, such as Cybersecurity, Cloud, Mobility, Software, Laptops, and Telecommunications Services through contract vehicles like IT solutions on the GSA Multiple Award Schedule, Governmentwide Acquisition Contracts (GWACs), and Enterprise Infrastructure Solutions (EIS). We also manage the HSPD-12 / USAccess (Fed ID Card program).

GSA's Personal Property Management program provides redistribution, utilization, donation, exchange/sale, and sale of government-owned personal property.

Personal Property is divided into two programs:

- Utilization & Donation (PPMS)
- Sales (PPMS, GSA Auctions)

This survey is for the **GSA 4th Party Logistics Retail Stores**, including **ServMart/Customer Supply Center** locations worldwide.

GSA Fleet provides safe, reliable low cost vehicle solutions to assist agencies to effectively and efficiently meet their vehicle needs. GSA Fleet is the mandatory source for purchasing non-tactical motor vehicles. GSA Fleet also

leases non-tactical vehicles to agencies and offers ancillary vehicle services that provide a complete fleet management solution for agencies.

The **GSA SmartPay** program is the government-wide charge card program and includes purchase, travel, fleet and integrated accounts and payment solutions.

GSA's **Office of Assisted Acquisition Services (AAS)** provides custom acquisition, project, and financial management support services to agencies across the Federal Government. We help you acquire the services you need to advance your mission, guiding you through every stage of the acquisition process.

This survey will ask questions about the **GSA Multiple Award Schedule** contract and program. Your responses will help us improve our contracts and acquisition expertise to help meet your needs.

For federal agencies who want to run a prize competition to engage the public in problem solving and innovation, **Challenge.gov** provides competition publication, hosting, and support services.

For federal agencies designing websites, **U.S. Web Design System (USWDS)** provides a toolkit for common web components and patterns. **USWDS** makes it easier to build accessible, inclusive, mobile-friendly websites that deliver great user experiences and comply with Section 508 and 21st Century IDEA.

For federal practitioners building or managing digital services, **Digital.gov** creates community connections and provides guidance to transform how the government interacts with the public.

Data.gov provides a platform for federal agencies to share and anyone to access datasets from across the federal government, helping to drive innovation and uphold the ideals of an open and transparent government.

The **Digital Analytics Program (DAP)** provides federal agencies access to aggregated web analytics (via Google Analytics 360). The program also offers user support and training, and additionally maintains analytics.usa.gov. DAP is part of GSA's Technology Transformation Services.

For members of the public looking for government information, **Search.gov** provides a standard search experience across government websites. Search.gov ensures that the public is able to reach the services and information they need quickly, securely, and with confidence.

For federal, state, and local agencies who want to improve the user experience of their digital services, **18F** embeds cross-functional teams to help them better build and buy technology. **18F** partners with agencies to build and buy technology that instills trust, accessibility, security, and efficient delivery; it meets users' needs while strengthening government technology practices in ways that last beyond our partnerships.

For federal agencies who want to modernize, the **Centers of Excellence (CoE)** provide strategic advisors, with support from the private sector, to leverage technology and make lasting change across the whole organization.

Login.gov enables the public to reuse one secure account across government agencies, simplifying access to benefits and services. **Login.gov** enables agencies to leverage a shared technology service to provide strong authentication and identity verification services to their customers, improving the security of government systems.

For federal agencies that want to operate in the cloud, **Cloud.gov** is a Platform-as-a-Service (PaaS) that offers a fast way to host websites, APIs, and other applications securely on modern cloud infrastructure. Cloud.gov has a FedRAMP moderate authorization and a clear pricing structure, reducing the burden for agency partners to operate in the cloud.

Pages is a publishing platform for modern government websites. In a matter of hours, you can publish a website that's 21st Century IDEA Act and 508-compliant and hosted on Cloud.gov's secure and FedRAMP-authorized cloud infrastructure.

For federal agencies who want to collect feedback and report customer experience performance data, **Touchpoints** offers a simple, flexible survey tool.

The **Presidential Innovation Fellowship (PIF)** is a one-year fellowship that embeds industry's best technologists and innovators within federal agencies as year-long senior advisors to improve the way our government builds, designs, and delivers services for the public.

For federal agencies who want to adopt cloud products and services, the **Federal Risk and Authorization Management Program (FedRAMP)** provides a standardized approach to security and risk assessment and maintains a centralized repository of security packages that agencies can request and reuse, making authorizations more expedient and reducing duplicative efforts.

The **eRulemaking** program is responsible for the development and implementation of the Federal Docket Management System (FDMS).

For federal employees with ideas about how technology can improve the public's experience with government, **10x** is an investment program that funds, supports, and develops those ideas, ensuring that the ideas that are most likely to succeed receive the most funding.

GSA Federal Acquisition Service's **Employee Relocation Resource Center (ERRC)** is a governmentwide center for employee relocation products and services. The ERRC offers federal agencies a streamlined procurement process with flexible programs, subject matter expertise, and program support.

The **SAM.gov** Program Office works for acquisition and financial assistance communities and governance and oversight bodies to manage, streamline, and unify federal award processes. Our goal is to integrate and improve systems for administering federal awards and deliver a user-centric and secure business environment that facilitates a fair and transparent federal award process.

The **Federal Audit Clearinghouse (FAC)** is a platform federal grantees can use to electronically submit audits and federal grant-making agencies can use to review audit data and resolve audit findings.

The **U.S. Digital Corps (USDC)** is a two-year fellowship that hires early-career technologists (GS 9-12) into federal service with the option for career conversion, creating a partner agency talent pipeline and empowering the next generation of technology leaders to launch careers in public service to create a more effective, equitable government.

api.data.gov is a free API management service for federal agencies making it easier to release and manage APIs. **api.data.gov** acts as a layer above existing APIs to add extra functionality and addresses the repetitive tasks of managing APIs to make it more efficient for agencies to build and host APIs.

Q1

Have you interacted with or ${e://Field/Vocab}ed from ${e://Field/Program%20Office} in the past twelve months? (Response required)

○ Yes

○ No

Q2 Please select the primary reason why you have not interacted with or ${e://Field/Vocab}ed from **${e://Field/Program%20Office}** in the past 12 months.

○ I used an alternative acquisition solution

○ Agency guidance is to use a different acquisition solution

○ My position has changed and I no longer make purchasing decisions for my agency

○ My experience with **${e://Field/Program%20Office}** has been unsatisfactory

○ My agency experienced budget cuts

○ My agency no longer relocates employees

○ Other [   ]

Q3 In what ways did you engage with **18F** between October 2022 and September 2023?

☐ Read and/or referenced an 18F guide (eg. Derisking Guide, UX Guide)

☐ Inquired about a possible project with 18F

☐ Engaged an 18F project team to help my team

☐ Received a detailee from 18F

☐ Attended a workshop lead by 18F

☐ Other [   ]

☐ None of the above

Q4 Please select the primary reason why you did not proceed in partnership or purchasing from **18F** in the past 12 months.

○ My agency experienced budget cuts

○ My experience with 18F was unsatisfactory

○ I used an alternate purchasing solution

○ Agency guidance is to use a different solution

○ My position has changed and I no longer make purchasing decisions for my agency

○ Other [   ]

Q5 Please select the primary reason why you have not interacted with **Challenge.gov** in the past 12 months.

○ I did not launch any prize competitions.

○ My position has changed, and I no longer manage prize competitions.

○ My prize competition needs are supported by vendors.

○ My experience with **Challenge.gov** has been unsatisfactory.

○ Other

```
[                                    ]
[                                    ]
[                                    ]
[                                    ]
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Q6 Please select the primary reason why you have not interacted with or acquired from **GSA Personal Property Management** in the past 12 months.

○ I use an alternate disposal or acquisition solution.

○ Agency guidance is to use a different disposal or acquisition solution.

○ My experience with GSA Personal Property Management has been unsatisfactory.

○ My position has changed and I no longer make federal personal property disposal decisions.

○ Other

```
[                                    ]
[                                    ]
[                                    ]
[                                    ]
```

Q7 Which alternative disposal or acquisition solution did you use?

[text box]

Q8 For what reasons did you choose the alternative to ${e://Field/Program%20Office}? Select all that apply.

☐ Helps meet federal regulations (e.g. FAR, FTR, FMR)

☐ Helps meet socioeconomic / small business requirements

☐ Acquisition expertise

☐ Diversity of services

☐ Speed - saves time

☐ GSA fees

☐ Flexibility

☐ Helps get the necessary number of quotes

☐ Customer service

☐ Complies with agency policy

☐ Total cost

☐ Convenience

☐ Other [_____]

Q9 **${e://Field/Program%20Office}** strives to improve our services based on customer feedback. Please let us know what has been unsatisfactory about your experience with us.

Q10 Please select the primary reason why you have not interacted with or purchased from ITC in the past 12 months.

- ○ I use an alternative contract solution.
- ○ Agency guidance is to use a different contract solution.
- ○ My experience with ITC has been unsatisfactory.
- ○ My position has changed, and I no longer make purchasing decisions for my agency.
- ○ My agency experienced budget cuts.
- ○ It's someone else's job to interact with ITC or purchase IT.
- ○ I didn't have a purchasing need.
- ○ Other [_____]

Q11 Please select all reasons you chose an alternative to ITC Contract Vehicles.

- ☐ Lack of accessibility of ITC resources (e.g. tools, systems, trainings)
- ☐ Greater acquisition expertise elsewhere
- ☐ Other solution(s) were more convenient
- ☐ To comply with my agency's policy
- ☐ Better customer service elsewhere
- ☐ Greater diversity of services elsewhere

- [ ] Greater opportunity to meet socioeconomic / small business requirements
- [ ] GSA fees are too high
- [ ] Greater flexibility elsewhere
- [ ] Alternatives more likely to generate the necessary number of quotes
- [ ] Other solutions are more compliant with federal regulations (e.g. FAR, FTR, FMR)
- [ ] Faster procurement time
- [ ] Better pricing
- [ ] Other [_____]

Q12 GSA ITC strives to improve our services based on customer feedback. Please let us know what has been unsatisfactory about your experience with us.

[   ]

Q13 Would you like to be contacted by a GSA ITC representative to discuss your experience ?

- ( ) Yes, please email me: [_____]
- ( ) No

Q14 Please select what factors led to not using the GSA Schedule to meet your needs in the last 12 months. Select all that apply.

☐ Agency guidance directs utilization of a different contract solution.

☐ Pricing was too high.

☐ I used an alternative contract solution.

☐ Inability to combine commercial and non-commercial items in a single contract.

☐ Limited vendor pool.

☐ Requirement has changed or wasn't renewed.

☐ My experience with GSA has been unsatisfactory.

☐ Did not receive adequate competition.

☐ My position has changed, and I no longer make purchasing decisions for my agency.

☐ Other (please specify)

[   ]

☐ I was not aware that GSA offered these services.

Q15 How can the GSA Schedule program be improved?

[   ]

Piped text inserts Program Office name

Q16 Please select what factors led to **not** using **${e://Field/Program%20Office}** to meet your professional services or human capital needs in the last 12 months.

☐ Agency guidance directs use of a different contract solution

☐ I used an alternative contract solution

☐ My experience with GSA has been unsatisfactory

☐ My position has changed, and I no longer make purchasing decisions for my agency

- ☐ I was not aware that GSA offered these services
- ☐ Inability to use Cost Type Contracting
- ☐ Inability to combine commercial and non-commercial items in a single contract
- ☐ Agency preference to use Tier 3 Best in Class (BIC) Contract
- ☐ Requirement has changed or wasn't renewed
- ☐ Other [_____]

Piped text inserts Program Office name

Q17 How can the ${e://Field/Program%20Office} program be improved?

[text area]

Q18 We value your feedback and want to improve how we work with our customers. Would you like someone from PSHC to contact you about your experience?

- ○ Yes, please email me. [_____]
- ○ No.

End of PSHC Exit Question Block; Go to end of survey

Display if Program Office= GSA Multiple Award Schedule

Q19 Which of the following GSA Multiple Award Schedule Categories do you primarily use or conduct business with? Select up to 2.

- ☐ Industrial Products and Services
- ☐ Furniture and Furnishings
- ☐ Security and Protection
- ☐ Scientific Solutions
- ☐ Facilities
- ☐ Miscellaneous

☐ Office Management

Q20 Please select the one IT solution you have used in the last 12 months for which you would most like to provide feedback. (Response required)

○ COMSATCOM

○ Governmentwide Strategic Solution (GSS) Desktop/Laptop BPA

○ GWAC - 8(a) STARS III

○ GWAC - Alliant 2

○ GWAC - VETS 2

○ IT Telecom - Enterprise Infrastructure Solutions (EIS)

○ Highly Adaptive Cyber Security Solutions (HACS)

○ HSPD-12 / USAccess (Fed ID Card program)

○ Wireless Mobility Solutions

○ 2nd Generation IT (2GIT) BPA

○ Multiple Award Schedule (MAS) Information Technology

Please consider all of your interactions with ${e://Field/Program%20Office} in the past 12 months and rate the following:

Q21 How likely are you to recommend **${e://Field/Program%20Office}** to others? (Response required)

1- Very unlikely	2	3	4	5	6	7	8	9	10- Very likely
	○	○	○	○	○	○	○	○	

○   ○

Q22 If you had the option, how likely would you be to use
${e://Field/Program%20Office} in the future? (Response required)

1- Very unlikely	2	3	4	5	6	7	8	9	10- Very likely
○	○	○	○	○	○	○	○	○	○

Q23 If you had the option, how likely would you be to consider
${e://Field/Program%20Office} as your first choice? (Response required)

1- Very unlikely	2	3	4	5	6	7	8	9	10- Very likely
○	○	○	○	○	○	○	○	○	○

Q24 Please consider all of your experiences with **${e://Field/Program%20Office}** in
the last 12 months and rate each of the following:
(Response required)

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Customer service	○	○	○	○	○
Technology and systems	○	○	○	○	○
Quality of products and/or services	○	○	○	○	○
Value of products and/or services	○	○	○	○	○
Ease of doing business with ${e://Field/Program%20Office}	○	○	○	○	○

◄ ▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬ ►

Q25 Please consider all of your experiences with **${e://Field/Program%20Office}** in the last 12 months. How satisfied or dissatisfied are you with this program overall? (Response required)

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
○	○	○	○	○

Q26 What factors led you to use **${e://Field/Program%20Office}** in the last 12 months? Select up to five factors.

- ☐ Saves time
- ☐ Reduces total cost
- ☐ GSA's expertise with human capital acquisition
- ☐ GSA's expertise with professional services acquisition
- ☐ Access to a wide range of human capital offerings
- ☐ Access to a wide range of professional services offerings
- ☐ Access to a variety of vendors
- ☐ Helps get the necessary number of quotes
- ☐ Helps meet federal regulations (e.g. FAR, FTR)
- ☐ Helps meet socioeconomic / small business requirements
- ☐ Complies with agency policy
- ☐ Ability to place Cost Type and Fixed Price contracts
- ☐ OMB Category Management Tier 2 Designation
- ☐ Ability to combine commercial and non-commercial items in a single contract
- ☐ OMB Category Management Tier 3 Best in Class Designation
- ☐ Ability to get financial data for standardized labor categories

☐ Other (please specify)

[text box]

Q27 Which of the following are your **primary** sources of information about **${e://Field/Program%20Office}**? Select up to five sources.

☐ Acquisition Gateway

☐ Interact.gsa.gov

☐ GSA e-tools (GSA Advantage, eBuy, eLibrary, CALC, etc.)

☐ GSA.gov

☐ GSA-provided Delegation of Procurement Authority (DPA) training

☐ Other GSA-provided training

☐ GSA representative

☐ Agency-internal Contracting Representative

Q28 Please rate your level of satisfaction with the following aspects of the **${e://Field/Program%20Office}** website. If you have not visited the website
in the last 12 months, please skip this question.

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A
Information about contract offerings and services	○	○	○	○	○	○
Relevance of content	○	○	○	○	○	○
Ease of finding what you were	○	○	○	○	○	○

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A
looking for						
Signing up for training	○	○	○	○	○	○

Q29 Please rate your level of satisfaction using the following contract resources.

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A
Pre-Award Scope Review	○	○	○	○	○	○
Delegation of Procurement Authority (DPA) Training	○	○	○	○	○	○
HCaTS Dashboard	○	○	○	○	○	○
OASIS Dashboard	○	○	○	○	○	○
Contract Awarded Labor Categories (CALC)	○	○	○	○	○	○

Q30 What are your preferred methods to receive training about ${e://Field/Program%20Office}? Please rank 1 through 4, with 1 being your first choice and 4 being your last choice.

Piped text inserts Program Office name

[ ] In-person or classroom training

[ ] One-on-one training

[ ] Online training (self-study)

☐ Online training (live webinar)

Q31 Please consider the **GSA Assisted Acquisition Services (AAS)** representative(s) that you have interacted with in the past 12 months and rate your level of agreement with each of the following statements.

The GSA AAS representative(s):

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Showed me courtesy and respect	○	○	○	○	○
Understood my needs	○	○	○	○	○
Provided clear answers to my questions	○	○	○	○	○

Q32 Please rate GSA AAS on its acquisition, project, and financial management performance for each of the following:

	Very Poor	Poor	Average	Good	Excellent
Effectiveness of services offered	○	○	○	○	○
Attention to contract quality and performance delivery (Note: this includes PMRs, CPARS support, resolving contract performance/delivery issues)	○	○	○	○	○
Ability to provide a complete solution	○	○	○	○	○
Effectively communicated product and service offerings	○	○	○	○	○
Amount of time required to procure the service you needed	○	○	○	○	○

	Very Poor	Poor	Average	Good	Excellent
Ability to make changes in requirements	○	○	○	○	○

Q33 Please provide a brief narrative outlining the AAS office you worked with and any comments about your experience working with them.

[ ]

Q34 Considering all of the communication that you have received from GSA Assisted Acquisition Services (AAS), is it...

○ Too much

○ Just right

○ Too little

Q35 What other information are you interested in receiving?

[ ]

Q36 What information are you not interested in receiving?

[ ]

End of AAS Supplementary Question Block

Q37 What factors led you to use GSA Schedule **${q://QID415/ChoiceGroup/SelectedChoices}** in the last 12 months? Select up to four (4) factors.

Piped text inserts Q19 selected choices, separated by a comma if multiple

☐ Saves time

☐ Reduces total cost

☐ Access to a wide range of offerings

☐ Access to a variety of vendors

☐ Helps get the necessary number of quotes

☐ Helps meet federal regulations (e.g. FAR, FTR)

☐ Helps meet socioeconomic / small business requirements

☐ Complies with agency policy

☐ Other (please specify)

[   ]

Q38 Which of the following are your primary sources of information about GSA Schedule **${q://QID415/ChoiceGroup/SelectedChoices}**. Select up to three (3).

Piped text inserts Q19 selected choices, separated by a comma if multiple

☐ Acquisition Gateway

☐ Interact.gsa.gov

☐ GSA e-tools (GSA Advantage, eBuy, eLibrary, CALC, etc.)

☐ GSA.gov

☐ GSA-provided training

☐ GSA representative

☐ Other (please specify) [   ]

Q39 Please rate your level of satisfaction with the following aspects of the GSA

Schedule ${q://QID415/ChoiceGroup/SelectedChoices}.

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A
Information about contract offerings and services	○	○	○	○	○	○
Pricing	○	○	○	○	○	○
On Time Delivery	○	○	○	○	○	○
Ease of finding desired information	○	○	○	○	○	○
Availability of Training	○	○	○	○	○	○
Availability of Vendors	○	○	○	○	○	○

Q40 Please rate your level of satisfaction using the following contract resources.

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A
eBuy	○	○	○	○	○	○
Information obtained in market research	○	○	○	○	○	○
eLibrary	○	○	○	○	○	○
Interaction with GSA Rep	○	○	○	○	○	○

Q41 Over the past 12 months, in which programs have you participated?

○ Utilization & Donation (PPMS)

○ Sales (PPMS, GSA Auctions)

○ Both Utilization & Donation and Sales

Q42 PPM launched the Personal Property Management System (PPMS) in July 2023. Rate your overall experience with the new system.

Very poor	Poor	Fair	Good	Very good
○	○	○	○	○

Q43 Thinking of the last time you used PPMS to **report** excess property, please indicate how strongly you agree or disagree with each of the following:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
The website provided all the information I needed about reporting excess property.	○	○	○	○	○	○
It was easy to submit pictures of the reported property.	○	○	○	○	○	○

Q44 Thinking of the last time you used PPMS to **report** surplus non-donable property, please indicate how strongly you agree or disagree with each of the following:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
The website provided all the	○	○	○	○	○	○

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
information I needed about reporting surplus non-donable property.						
It was easy to submit pictures of the reported property.	○	○	○	○	○	○

Q45 Thinking of the last time you used PPMS to **acquire** excess property, please indicate how strongly you agree or disagree with each of the following:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
It is easy to acquire excess property using PPMS.	○	○	○	○	○	○
The product descriptions were enough for me to make a decision.	○	○	○	○	○	○
The number of pictures is enough for me to make a decision.	○	○	○	○	○	○

Q46 Thinking of the last time you used PPMS to **acquire** surplus property, please indicate how strongly you agree or disagree with each of the following:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
The product descriptions were	○	○	○	○	○	○

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
enough for me to make a decision.						
The number of pictures is enough for me to make a decision.	○	○	○	○	○	○
It is easy to acquire surplus property using PPMS.	○	○	○	○	○	○

Q47 Thinking about the Personal Property representative(s) that you have interacted with in the past 12 months, please indicate how strongly you agree or disagree with each of the following:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
The representative was easy to reach.	○	○	○	○	○	○
The representative provided clear answers to my questions.	○	○	○	○	○	○

Q48 Thinking of the overall **GSA Sales service**, please indicate how satisfied or dissatisfied you are with each of the following:

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A
Ease of using PPMS to monitor sales of my agency's property (including the	○	○	○	○	○	○

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A
new property custodian features)						
Timeliness of selling with GSA	○	○	○	○	○	○
Proceeds returned to my agency	○	○	○	○	○	○

Q49 If GSA's Personal Property Management Office reviewed your State Agency for Surplus Property (SASP) Operations within the last 12 months, how beneficial did you find the review?

Not at all beneficial	Slightly beneficial	Moderately beneficial	Very beneficial	Extremely beneficial	N/A-- I was not reviewed
○	○	○	○	○	○

Q50 Please rate your overall satisfaction with GSA Personal Property Management's support of your Federal Surplus Personal Property Donation program, including the launch and support of the new Personal Property Management System (PPMS) system.

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
○	○	○	○	○

Q51 At which GSA store do you most frequently shop? (Response required)

[⌄]

Q52 In the past 12 months, what have you purchased at our Store?

○ Office supplies

○ Industrial supplies

○ Both office and industrial supplies

Q53 Did the store have the office supplies you needed in stock?

○ Yes

○ No

Q54 Did the store have the industrial supplies you needed in stock?

○ Yes

○ No

Q55 How do this store's prices compare to prices at similar stores?

○ Prices at this store are **much higher** than at similar stores.

○ Prices at this store are **slightly higher** than at similar stores.

○ Prices at this store are **about the same** as at similar stores.

○ Prices at this store are **slightly lower** than at similar stores.

○ Prices at this store are **much lower** than at similar stores.

Q56 How does this store's selection compare to the selection at similar stores?

○ This store has **much less selection** than similar stores.

○ This store has **slightly less selection** than similar stores.

○ This store has **about the same selection** as similar stores.

○ This store has **slightly more selection** than similar stores.

○ This store has **much more selection** than similar stores.

Q57 With which of these statements do you agree? Select all that apply.

☐ I was generally satisfied with the support offered by the office supply vendor.

☐ I was generally satisfied with the support offered by the tools/industrial vendor.

☐ I found the store employees helpful.

☐ I was generally satisfied with the store's cleanliness.

☐ I was generally satisfied with the way the store addressed my concerns.

☐ Other [   ]

☐ None of the above.

Q58 How would you rate the quality of the merchandise available at this store?

Very Poor	Poor	Average	Good	Excellent
○	○	○	○	○

Q59 Please indicate how satisfied or dissatisfied you are with this store's return policy.

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A
○	○	○	○	○	○

Q60 How do you place **the majority** of your GSA Global Supply orders?

- ◯ MILSTRIP/FEDSTRIP via your internal supply system (e.g. GCSS, Army LMP, ERP, DPAS, etc.)
- ◯ Online via GSA Global Supply website (www.GSAglobalsupply.gsa.gov)
- ◯ Online via GSA Advantage!
- ◯ Online via FedMall
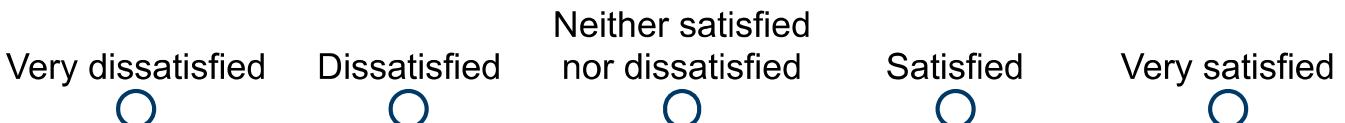- ◯ Phone (800 number)
- ◯ Fax
- ◯ Other (please specify) [_____]

Q62 Please think about the GSA Global Supply orders/requisitions you placed via MILSTRIP/automated supply system using your agency's platform (e.g. GCSS, Army LMP, ERP, DPAS, etc.). How would you rate your experience placing orders via this platform?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
◯	◯	◯	◯	◯

Q63 Please think about the calls you made to the GSA Global Supply 1-800 number to place an order. How would you rate your experience placing orders over the phone?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
◯	◯	◯	◯	◯

Q64 Please think about the GSA Global Supply orders you placed online with GSA, using either the GSA Global Supply or GSA Advantage!® websites. How would you rate your experience placing orders online?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
◯	◯	◯	◯	◯

Q65 Please think about the GSA Global Supply orders you placed online with FedMall. How would you rate your experience placing orders online?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
◯	◯	◯	◯	◯
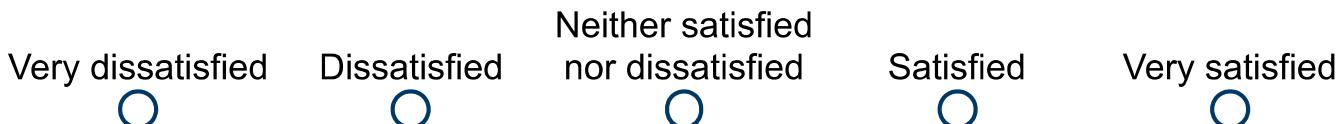
Q66 Approximately how often have you submitted requisitions to GSA Global Supply during the past 12 months?

- ◯ Fewer than 5 times
- ◯ 5-10 times
- ◯ Monthly
- ◯ Few times per month
- ◯ Weekly
- ◯ More than weekly

Q67 When compiling your orders/requisitions for GSA Global Supply, which one of the following sources do you rely on **most**?

- ◯ GSA Global Supply printed catalog
- ◯ GSA Global Supply electronic catalog
- ◯ GSA Global Supply website
- ◯ GSA Advantage!
- ◯ Military ordering systems (e.g. GCSS, Armp LMP, ERP, DPAS, etc.)
- ◯ Military technical and/or supply publications
- ◯ Other (please specify) [_____]

Q68 Please rate the usefulness of the GSA Global Supply Printed catalog in helping you select the supplies you order.

Not at all useful	Slightly useful	Moderately useful	Very useful	Extremely useful
○	○	○	○	○

Q69 Please rate the usefulness of the GSA Global Supply Electronic catalog in helping you select the supplies you order.

Not at all useful	Slightly useful	Moderately useful	Very useful	Extremely useful
○	○	○	○	○

Q70 Please think about the shipments of products you received from GSA Global Supply and select the statements with which you agree. Select all that apply.

☐ I am generally satisfied with the speed of delivery.

☐ I am generally satisfied with the overall condition of the boxes/packages (e.g. no damage).

☐ I find most shipments are accurate (i.e. it contained the product(s) you ordered).

☐ I find most shipments contain the relevant shipping documents.

☐ Other (please specify) [＿＿＿＿＿＿＿＿＿＿＿＿＿]

☐ None of the above

Q71 Thinking of the past 12 months, when you had the option of using GSA Global Supply and **chose NOT to**, which of the following alternatives did you choose? Select all that apply.
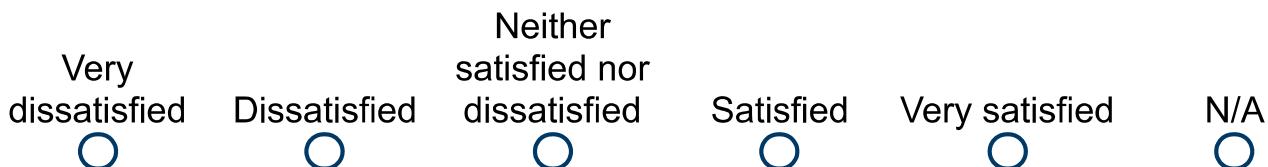
☐ Base Supply stores

☐ Multiple Award Schedule

- [ ] Commercial Platform Initiative
- [ ] Purchases made from other government agencies
- [ ] Open market purchases directly from vendors (please specify)

  [   ]

- [ ] Other (please specify) [   ]

- [ ] I did not use any alternative sources in the past 12 months.

Q72 Why did you choose to use the alternative supply source rather than GSA Global Supply? Select all that apply.

- [ ] Saves time
- [ ] Total cost
- [ ] Helps meet federal regulation (e.g. FAR)
- [ ] Mandatory agency source / policy
- [ ] Convenience
- [ ] Flexibility
- [ ] Helps meet sustainability and environmental regulations
- [ ] Product selection
- [ ] Product available locally off the shelf
- [ ] Other (please specify) [   ]

Q73 In the last year, if you have spoken with a GSA representative to place an order, to request the status of an order, or to report a problem, please rate your level of satisfaction with the GSA representative's responsiveness.

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A
○	○	○	○	○	○

End of GSS Global Supply Supplementary Question Block

Q74 In the last twelve months, have you (select all that apply, response required):

☐ Purchased a vehicle from GSA

☐ Leased a vehicle from GSA

☐ Rented a vehicle through the Short Term Rental (STR) Program

☐ Rented equipment through the Short Term Rental (STR) Program

☐ Procured Electric Vehicle Supply Equipment (EVSE) and/or Ancillary Services through the GSA EVSE Blanket Purchase Agreement

Display if Q74 "Leased a vehicle through GSA" is selected

Q75 Do you know who your GSA Fleet Service Representative (FSR) is?

○ Yes

○ No

○ Not applicable

Display if Q75 "Yes" is selected

Q76 Rate on a scale from 1 to 10, with one being poor and ten being excellent, the support provided by your Fleet Service Representative (FSR) during the last twelve months.

1 (Poor)	2	3	4	5	6	7	8	9	10 (Excellent)
○	○	○	○	○	○	○	○	○	○

Display if Q74 one or more choices is selected

Q77 Which of the following are most important to your overall satisfaction with the GSA Fleet's offerings? Please select your top three.

☐ First choice of vehicle/equipment is available

☐ Timeliness of delivery

- ☐ Awareness of order status
- ☐ Ease of your internal approval processes
- ☐ Ease of GSA ordering processes
- ☐ Good price for vehicle/equipment
- ☐ Quality of vehicle/equipment
- ☐ Ease of maintaining your vehicle/equipment
- ☐ Ease and intuitiveness of systems and technology
- ☐ Timeliness of communication
- ☐ Continued expansion of ancillary services
- ☐ Helpfulness and knowledge of GSA Fleet representatives

Q78 Please indicate what training forums and resources are most valuable to you. Rank from 1 to 9, with one being the least valuable and nine being the most valuable.

☐ Focus groups

☐ Interactive Webinars (e.g. Desktop Workshops, GSAFleet.gov training)

☐ On-demand online courses (e.g. Federal Fleet Certification Program on GSA Learning Academy)

☐ Podcasts

☐ On-demand sessions (e.g. YouTube videos)

☐ Fact sheets

☐ Guidance documents

☐ Customer Meetings

☐ FedFleet

Q79 Which of the following resources do you primarily access when you have GSA Fleet-related questions? Please select your top three.

☐ Individual GSA Fleet representative

☐ GSA Fleet group email

☐ GSA.gov

☐ Social Media

☐ GSA Fleet system applications (e.g. AutoChoice, GSA Fleet Drive-thru, GSAFleet.gov)

☐ GSA Fleet guidance documents online

☐ GSA Fleet guidance documents in the vehicle glovebox

☐ Agency Fleet Manager

☐ Agency policy documents

☐ Agency internal websites

Q80 What additional training or resources not provided by GSA Fleet today would be beneficial to your agency?

Q81 How long have you been using GSA Fleet vehicle leasing or purchasing services?

○ Less than 1 year

○ 1 year to less than 3 years

○ 3 years to less than 5 years

○ 5 years to less than 10 years

○ 10 years or more

Q82 What is the size of your fleet?

○ Less than 25 vehicles

○ 25 vehicles to less than 100 vehicles

○ 100 vehicles to less than 500 vehicles

○ 500 vehicles to less than 1,000 vehicles

○ 1,000 vehicles or more

○ Not Applicable

Q83 How much of your work is dedicated to fleet management?

○ Less than 25% of my duties are fleet management

○ 25% - 49% of my duties are fleet management

○ 50% - 74% of my duties are fleet management

○ More than 75% of my duties are fleet management

End of GSA Fleet Supplementary Question Block

Q84 Which relocation procurement vehicles does your agency use? Select all that apply.

☐ Homesale – MAS SIN 531

☐ Move Management Services – MAS SIN 531

- [ ] Household Goods Moving Services - CHAMP
- [ ] Relocation technology (e.g., expenses management system) - SIN 541511T
- [ ] Other, please specify [   ]

Q85 Which aspects of the bi-monthly ERRC Agency Relocation meetings do you find most useful? Select all that apply.

- [ ] Procurement news / updates
- [ ] Policy updates
- [ ] Insights from peers / other participating agencies
- [ ] Hot Topic Educational Session
- [ ] I participate, but do not find them useful.
- [ ] I do not participate.
- [ ] Other [   ]

Q86 What topics would you like to learn more about? (Please choose up to 5)

- [ ] Household goods procurement, roles, and responsibilities
- [ ] Contracting for homesale and other relocation services
- [ ] Government policies/FTR
- [ ] Public and Private sector relocation best practices
- [ ] Best in Class (BIC) relocation services
- [ ] Housing market trends
- [ ] Emerging agency and employee relocation technology tool
- [ ] Improving the employee/family relocation experience
- [ ] Other, please specify [   ]

Q87 To help GSA ERRC prioritize initiatives, please indicate the level of priority you recommend GSA place on the items below. Rank from 1 to 4, with 1 being the highest priority and 4 being the lowest priority. (Response required)

[   ] GSA ERRC-coordinated learning opportunities (i.e. meetings, forums, etc.)

[   ] Availability of GSA-managed blanket purchase agreements or government-wide contracts that may be accessed by agencies in lieu of contracting individually for relocation services

[   ] One-on-one consultative discussions with ERRC annually to review how my program compares with governmentwide metrics and benchmarks

[   ] Government-focused learning opportunities offered in conjunction with other industry educational conferences or events

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Q88 Which of the following do you think should be available to Federal agencies or transferees within the next 10 years? (Check all that apply):

☐ Consolidated contract for relocation management services that enables agencies to sign task orders to access centrally managed blanket purchase agreements or government-wide contracts in lieu of contracting individually for relocation services, expense management data and reporting; service usage and data analytic; and, benchmarking tools

☐ System application that serves as a single access point to relocation policy information, program suppliers and service delivery, and expense management

☐ Mobile app that enables agency relocation staff to order or authorize services, review and approve forms, and review reports/data, etc., from a cell phone or tablet

☐ Mobile app that enables transferees to manage their moves and complete and submit forms from a cell phone or tablet

☐ Same contracting vehicles, service delivery models, and systems currently used by the agencies and transferees

GSA SmartPay Supplementary Question Block

Q89 Which of the following resources are the **most** valuable when you need **GSA SmartPay** Program information? Select **up to 3.**

- ☐ Smart Bulletins
- ☐ Monthly discussions with Dave
- ☐ GSA SmartPay website
- ☐ Quarterly A/OPC meetings
- ☐ Email messages
- ☐ Social media (Facebook, Twitter, Google+, LinkedIn, and/or Yelp)

Q90 What types of information would you like to see on **GSA SmartPay's** social media sites (Facebook, Twitter, Google+, LinkedIn, and/or Yelp)? Select all that apply.

- ☐ GSA SmartPay program news
- ☐ GSA SmartPay 3 contract updates
- ☐ GSA SmartPay success stories
- ☐ Industry News
- ☐ Other [＿＿＿＿＿＿＿＿＿＿]

Q91 Please indicate which of **GSA SmartPay's** data tools you find most useful. Rank the below items from 1 to 3, with one being the most useful and three being the least useful.

[＿＿] Data Warehouse

[＿＿] Data Management Working Group

[＿＿] Interesting Data Metrics

Q92 Please rate your level of satisfaction using the following contract resources:

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Products / Services Offered	○	○	○	○	○
Refunds Offered	○	○	○	○	○
Bank Personnel	○	○	○	○	○
Training Availability	○	○	○	○	○
Bank Electronic Access Systems	○	○	○	○	○

Q93 If **GSA SmartPay** created a Meal Rewards Program for travel card users would your agency be interested in participating?

○ Yes

○ No

○ Tell me more (please enter your email address) [_____]

Q94 What version of the **U.S. Web Design System (USWDS)** does your project use? (If you support more than one project, answer for only your primary project.)

○ USWDS 1.0

○ USWDS 2.0

○ USWDS 3.0

○ I don't know

○ I don't support a project that uses USWDS

Q95 Please indicate how strongly you agree or disagree with this statement: "**USWDS** helps my team perform human-centered design."

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
○	○	○	○	○

Q96 Please indicate how strongly you agree or disagree with this statement: "**USWDS** monthly calls help me understand the design system and use it more effectively."

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
○	○	○	○	○

Q97 Who is responsible for design and development work on the project you support?

○ Primarily contractors

○ Primarily federal employees (not contractors)

○ An even balance of federal employees and contractors

○ Not applicable

End of USWDS Supplementary Question Block

Q98 What does your agency currently use to create and maintain an enterprise inventory of metadata for your datasets?

- ○ Manual (spreadsheets, emails)
- ○ Agency-developed solution
- ○ Commercial (Socrata/Tyler Technologies, ESRI, etc.)
- ○ Inventory.data.gov

Q99 What improvements to the current **Data.gov** catalog and harvester would significantly affect your agency's implementation of open data requirements? (Select all that apply)

- ☐ General increase in performance (reliability, speed)
- ☐ Self service in starting harvest jobs
- ☐ More robust validation tools
- ☐ Best practices guide for agency harvest source maintainers
- ☐ Improved user interface of catalog
- ☐ Other (please specify) [   ]

Q100 What tool or service would be most helpful to your agency in implementing an update to the current metadata schema, such as the proposed DCAT US v3?

- ○ Detailed implementation guidance
- ○ Conversion tools between existing and new standards

○ Consulting services for metadata schema updates

○ Shared tool that produces metadata inventory based on updated metadata standard

○ Other (please specify) [   ]

Search.gov Supplementary Question Block: Display if Program Office=Search.gov

Q101 How did you hear about **Search.gov**?

☐ A colleague at my agency

☐ A colleague at another agency

☐ Previous experience with the service at another agency

☐ digital.gov website

☐ I was conducting market research online for a search solution

☐ Other (please specify) [   ]

Q102 How long have you been using the **Search.gov** service?

○ Less than 3 months

○ 3 to 6 months

○ 6 to 12 months

○ More than 1 year

Q103 At this stage, how long do you intend to use the **Search.gov** service going forward?

○ Less than 1 year

○ 1 to 3 years

○ 3 to 5 years

○ More than 5 years

Q104 We're sorry you're thinking of going! What's foremost on your mind? Select all that apply.

☐ Quality of search experience

☐ Too hard to use

☐ Quality of customer support

☐ System performance

☐ Other

[text area]

Q105 If you have contacted **Search.gov** customer support, how many times in the past year?

○ One time

○ 2 to 5 times

○ 6 to 10 times

○ More than 10 times

○ I have not contacted **Search.gov** customer support in the last year.

Q106 How satisfied were you with the service you got from **Search.gov** customer support?

○ Very dissatisfied

○ Dissatisfied

○ Neither satisfied nor dissatisfied

○ Satisfied

○ Very satisfied

Q107 Please rank the following areas in order of importance, with 1 being the most important and 6 being the least important.

	Results ranking algorithm
	Results page look and feel
	Frequency of indexing and reindexing
	Analytics reporting
	Management of results content
	Advanced search features

Q108 In the last 12 months, how many times do you estimate that you've interacted with the Digital Analytics Program (DAP) user support team via dap@gsa.gov?

○ 0 times

○ 1 - 5 times

○ 6 - 10 times

○ More than 10 times

Q109 Please rate your level of satisfaction with the service you received from the Digital Analytics Program (DAP) user support team via dap@gsa.gov.

Very Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
○	○	○	○	○

Q110 Considering the Digital Analytics Program's (DAP) tools, training, and support, how valuable do you feel this program is to federal government employees?

Not valuable at all	Slightly valuable	Moderately valuable	Very valuable	Extremely valuable
○	○	○	○	○

End of DAP Supplementary Question Block

Q111 How valuable was the **Centers of Excellence** engagement or community of practice for your organization?

Not at all valuable	Slightly valuable	Somewhat valuable	Valuable	Very valuable
◯	◯	◯	◯	◯

Q112 In what ways did you engage with **18F** in the past 12 months? Select all that apply.

☐ Read and/or referenced an 18F Guide (eg. Derisking Guide, UX Guide)

☐ Inquired about a possible project with 18F

☐ Engaged an 18F project team to help my team

☐ Received a detailee from 18F

☐ Attended a workshop lead by 18F

☐ Other _____

Q113 Please rate your satisfaction with the following aspects of the **FedRAMP** program:

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
FedRAMP communications (e.g., blog, email, newsletter)	○	○	○	○	○
FedRAMP training and Open Forum/Office Hours	○	○	○	○	○
Ability to provide feedback to improve the **FedRAMP** program	○	○	○	○	○

Q114 What challenges will you or your organization face as **FedRAMP** automates and modernizes?

[   ]

Q115 Which of the following best describe the entities you work with? Select all that apply.

☐ Federal contractors   ☐ Foreign governments

☐ Federal assistance recipients   ☐ U.S. businesses and organizations

☐ U.S. state governments

☐ U.S. local governments

☐ U.S. tribal governments

☐ Foreign businesses and organizations

☐ Other (please describe)

[   ]

Q116 Please rate your agreement with the following statement: "The **SAM.gov** program office and system make it easy for me to work with and support our award recipients."

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
○	○	○	○	○

End of SAM.gov Supplementary Question Block

FAC Supplementary Question Block: Display if Program Office= Federal Audit Clearinghouse (FAC)

Q117 How would you like to receive announcements from the **Federal Audit Clearinghouse (FAC)**? Select all that apply.

☐ Newsletter

☐ Webinar

☐ Updates on FAC.gov

☐ RSS feeds

Q118 How satisfied or dissatisfied are you with the **Federal Audit Clearinghouse's** transition from Census to GSA?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
○	○	○	○	○

Q119 If you could add one system feature to the **Federal Audit Clearinghouse** tomorrow, what would it be?

Q120 What specific tasks in your job duties bring you to **${e://Field/Program%20Office}**? Select all that apply.

Piped text inserts Program Office name

- ☐ Managing user access to orgs and spaces
- ☐ Building or maintaining apps, services, and routes
- ☐ Building or maintaining websites
- ☐ Monitoring deploys, incidents, or platform status
- ☐ Scaling your applications to handle changes in traffic
- ☐ Monitoring logs or usage data
- ☐ Reviewing documentation or compliance requirements
- ☐ Evaluating service capabilities or pricing
- ☐ Troubleshooting
- ☐ Other (please specify) [   ]

Q121 In what ways have your interactions with **${e://Field/Program%20Office}** made your day-to-day work easier or more challenging this year?

Piped text inserts Program Office name

Q122 Can you tell us about your team's efforts to respond to the requirements in OMB Memo 23-22?

Q123 We're curious how our customers ensure their custom software is free of vulnerabilities and compliant with the latest federal regulations. What steps do you take to keep your apps up to date and secure?

Q124 What other TTS offerings or products do you personally use? Select all that apply.

- [ ] USWDS
- [ ] Login.gov
- [ ] Search.gov
- [ ] Touchpoints
- [ ] Analytics.USA.gov / the Digital Analytics Program (DAP)
- [ ] Consulting services (18F, CoE)
- [ ] Digital.gov
- [ ] Other (please specify) [   ]
- [ ] I do not use any other TTS offerings or products

End of Cloud.gov and Pages Supplementary Question Block

Q125 Please rate your satisfaction with the following **U.S. Digital Corps (USDC)** touch points/processes:

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	N/A
Monthly agency check-ins	○	○	○	○	○	○
Agency email newsletter	○	○	○	○	○	○
Quarterly all-agency meetings	○	○	○	○	○	○
IAA process	○	○	○	○	○	○

Q126 Do **U.S. Digital Corps (USDC)** fellows have the skills/training opportunities that they need to be successful on your team?

○ Yes

○ No (please specify missing skills)

[text box]

Q127 Please indicate how strongly you agree or disagree with this statement (Response Required):

"The **${e://Field/Program%20Office}** program office is acting in my best interest."

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
○	○	○	○	○

Q128 How can **${e://Field/Program%20Office}** improve?

[   ]

Q129 Please provide any additional comments.

[   ]

Q130 What is **${e://Field/Program%20Office}** doing well?

[   ]

Q131 If you could make one change to **${e://Field/Program%20Office}**, what would it be?

[Text entry box]

Q132 If you could make one change to the GSA store at

${q://QID365/ChoiceGroup/SelectedChoices}, what would it be?

[Text entry box]

Q133 If you would like to speak with an AAS representative about your responses, please provide your email address below.

Email address [   ]

Q134 The GSA Information Technology Category team would like the opportunity to talk with you more about your experience with GSA. If you'd like to be contacted by a member of our team, please enter your contact information below. (*optional*)

Name [   ]

Email [   ]

Phone Number [   ]

Q135 Which of these best describes your organization?

○ Federal government or US military

○ State or local government

○ Tribal government (please specify) [_____]

○ Other (please specify) [_____]

Q136 Please select the agency where you work.

Agency [_____]

Component [▾]

Sub-component [▾]

◀ [━━━━━━━━━━━━━━━━] ▶

Q137 Select the State or Local Government that best describes your organization.

State and Local Government [▾]

Q138 Which of the following best describes your position? (Response Required)

[▾]

Q139 What is the 5-digit zip code at your primary place of work (i.e. your duty station where you typically report)?

Submit

Thank you for taking the time to complete the FAS Customer Survey. When you are finished, please click "Submit" below.