

Interagency Agreements Process Customer Satisfaction Survey

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The purpose of this survey is to gather baseline information on NSF staff's understanding of the Interagency Agreement (IAA) process, including steps, roles and responsibilities, and guidance. Your responses will be kept anonymous and information you provide about your organization and role will be used to determine future recommendations for IAA involvement. Responding is voluntary and should take about 10 minutes to complete. A federal agency may not conduct or sponsor a collection of information unless it displays a currently valid OMB control number; the number for this is 3145-0215.

If you have any questions about the survey, please contact Nicole Waldeck at nwaldeck@nsf.gov.

Background

The Office of Budget, Finance, and Award Management (BFA) within NSF conducted a process optimization project on the IAA process from April through November 2024. The purpose of the project was to improve the user experience by improving clarity and identifying efficiencies. The recommendations from the project will be implemented throughout FY 2025.

We will send a post-implementation survey, anticipated later in 2025, after the project recommendations have been implemented to determine if the experience of NSF staff who participate in the IAA process has improved.

Q1 How many IAAs have you supported in the past two years?

- ☐ 1
- ☐ 2-3
- ☐ 4-8
- ☐ 9 or more
- ☐ I have not worked on IAAs

Skip To: Q11 If Q1 = I have not worked on IAAs

Q2 What types of IAAs do you support in development? *Note: An **"incoming"** IAA is an agreement in which NSF is the Servicing Agency that receives funding from another agency to be obligated by NSF on a particular project, program or other activity. An **"outgoing"** IAA is an agreement in which NSF is the Requesting Agency that transfers funding to another federal agency to perform some specific activity or to provide goods or services to NSF.*

- ☐ Incoming IAAs
 - ☐ Outgoing IAAs
 - ☐ Both Incoming and Outgoing IAAs
-

Q3 I understand the steps that I need to take to complete an IAA.

- ☐ I understand all the steps
 - ☐ I understand most of the steps
 - ☐ I understand some of the steps
 - ☐ I do not understand the steps
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Q4 I understand the roles of other individuals involved in the IAA process.

- ☐ I fully understand the roles of other individuals involved in the process
 - ☐ I mostly understand the roles of other individuals involved in the process
 - ☐ I somewhat understand the roles of other individuals involved in the process
 - ☐ I do not understand the roles of other individuals involved in the process
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Q5 I am able to quickly find information on the IAA process when I need it.

- ☐ Strongly agree
 - ☐ Somewhat agree
 - ☐ Somewhat disagree
 - ☐ Strongly disagree
-

Q6 The NSF trading partners I work with generally provide accurate and/or complete information to support the IAA.

- ☐ Strongly agree
 - ☐ Somewhat agree
 - ☐ Somewhat disagree
 - ☐ Strongly disagree
-

Q7 The current IAA process could be improved.

- ☐ Strongly agree
 - ☐ Somewhat agree
 - ☐ Somewhat disagree
 - ☐ Strongly disagree
-

Q8 Which directorate or office within NSF do you work? *Note: These questions help us know if respondents are representative from across the agency.*

- ☐ BFA
 - ☐ BIO
 - ☐ CISE
 - ☐ EDU
 - ☐ ENG
 - ☐ GEO
 - ☐ MPS
 - ☐ NNCO
 - ☐ NSB
 - ☐ OCIO
 - ☐ OD
 - ☐ OIG
 - ☐ OIRM
 - ☐ SBE
 - ☐ TIP
 - ☐ Other _____
 - ☐ Prefer Not to Say
-

Q9 Which role do you have in the IAA process? *Note: These questions help us know if respondents are representative from across the agency.*

- ☐ Budget Analyst
- ☐ Deputy Division Director
- ☐ Division Director
- ☐ Financial Management Staff
- ☐ Funding Official
- ☐ Office Administrator
- ☐ Program Officer
- ☐ Other (Include title) _____
- ☐ Prefer Not to Say

Q10 Please select your employment type. *Note: These questions help us know if respondents are representative from across the agency.*

- ☐ Permanent Federal Employee
- ☐ Intergovernmental Personnel Act (IPA) Assignee
- ☐ Temporary Federal Employee (e.g., VSEE, Expert, Consultant, Temporary AD/SES/GS)
- ☐ Contractor
- ☐ Other _____
- ☐ Prefer Not to Say

Q11 Are there any additional comments that you would like to provide?

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