

**Office of Personnel Management  
Personnel Systems Group  
Customer Satisfaction Survey**

**Instructions**

The Personnel Systems Group provides technical support on personnel documentation to Federal agencies. As an aid to improve our technical support products and services, we request your assistance in completing this customer satisfaction survey.

You have the option to return this survey via email or fax. If you prefer to return this survey by email, please highlight your responses in **bold**, type any comments where requested, and then email the survey as an attachment to [WJPOWERS@OPM.GOV](mailto:WJPOWERS@OPM.GOV). If you prefer to fax your responses, please print the survey, circle your responses, write any comments where requested, and then fax the survey to 202-606-1719 - ATTN: Willie Powers.

A reply by **July 2, 2004** would be greatly appreciated.

If you have any questions, please contact Willie Powers at 202-606-2956.

Thank you.

**Office of Personnel Management**  
**Personnel Documentation**  
**Customer Satisfaction Survey**

Please use the questions below to share your thoughts on our personnel documentation technical support.

1. If you contacted us recently, how would you rate the support and help we provided?  
*Excellent*                      *Very Good*                      *Good*                      *Fair*                      *Poor*

2. Do we typically send out guidance on personnel documentation in a timely manner?  
*Yes*    *No*

3. Was the guidance clear and straight forward?  
*Yes*    *No*

If you selected “no,” please explain why.

4. Overall, how would you rate our personnel documentation products and services?  
*Excellent*                      *Very Good*                      *Good*                      *Fair*                      *Poor*

5. Please explain how we could improve our services.

**Thank you!**