

# THE DSS Customer Satisfaction Survey

## WHAT IS THE DSS CUSTOMER SATISFACTION SURVEY?

The screenshot shows a web-based survey form titled "CUSTOMER SURVEY". It contains five numbered questions:

- 1. Question 17: A radio button question with four options, all labeled "Answer". The second option is selected.
- 2. Question 27: A dropdown menu question with "Answer" selected.
- 3. Question 29: A dropdown menu question with "Answer" selected.
- 4. Question 47: A "Value" question with a numeric input field.
- 5. Question 27: A multiple-choice question with nine options, all labeled "Choice". The eighth option is selected.

Below the questions is a "Comments:" section with a large text area and a scroll bar. At the bottom of the form are two buttons: "Submit" and "Reset".

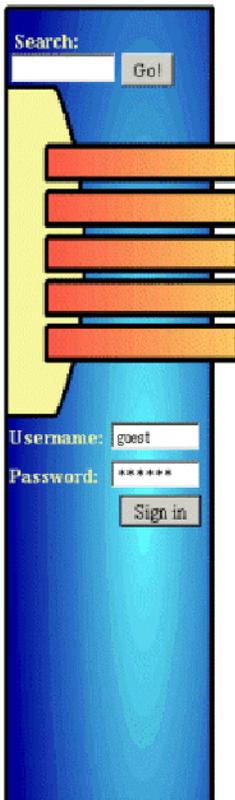
DSS has contracted with the Hay Group, a management consulting firm that has extensive experience conducting customer surveys, to develop and administer a customer satisfaction survey. The survey will give customers the opportunity to express their opinions about and expectations for DSS products and services. DSS wants to know what DSS customers think about the quality of our products and services, and how the agency can improve those products and services.

In order to develop the survey, the Hay Group in conjunction with DSS conducted focus groups with customers (i.e., Facility Security Officers (FSOs), adjudicators, students of the DSS Academy) to get their input into the types of questions that should be included in the survey. Once a draft survey was complete, it was pilot tested with a sample of customers to ensure that the questions and instructions were clear, easy to understand, and relevant to customers. The survey was then reviewed and approved by DSS leadership, and received required approval from other agencies (e.g., Department of Defense, Office of Management and Budget).

## ***SURVEY ADMINISTRATION TIMELINE***

<b>Aug 02</b>	<b>Oct 02</b>	<b>Nov 02</b>	<b>03 or 04</b>
Survey will be administered.	Survey data will be analyzed and presented to DSS leadership and other stakeholders.	DSS customers will receive a summary of survey results.	The survey will be administered again during one of these years to allow DSS to track its progress over time in improving customer satisfaction.

## ***WHY CONDUCT A CUSTOMER SATISFACTION SURVEY?***



A customer satisfaction survey is a critical tool for obtaining feedback from customers about their satisfaction with DSS products and services, as well as their needs and expectations for DSS products and services. More specifically, the DSS Customer Satisfaction Survey is being conducted to:

- Meet the requirements of the FY2000 Defense Management Council (DMC) Performance Contract
- Support the Government Performance and Results Act (GPRA) implementation process
- Determine and prioritize what is most important to customers
- Identify DSS' strengths and opportunities for improvement from an external customer perspective
- Improve the quality of products and services provided to DSS customers
- Track DSS' progress in improving customer satisfaction over time

Provide input into DSS' strategic and budget planning process

## ***WHO WILL PARTICIPATE IN THE SURVEY?***



The survey will be administered to individuals who receive DSS products and services, and who interact directly with DSS staff. Examples of DSS customers are Facility Security Officers (FSOs), adjudicators, and students of the DSS Academy (DSSA) and the Department of Defense Polygraph Institute (DoDPI). All users of DSS products and services will be asked to participate in the survey – approximately 12,500 individuals.

## ***HOW WILL THE SURVEY BE ADMINISTERED?***



The DSS Customer Satisfaction Survey will be administered online over a **two-week** period. Customers will receive an e-mail inviting them to participate in the survey and identifying the web address where the survey can be found and completed (add web site). The web site is a Hay Group web site external to DSS. Survey responses go directly to the Hay Group and are kept confidential. No DSS personnel will have access to individual survey responses. An alternative method for completing the survey will be provided to customers who can not access the Internet. The survey should take no longer than 30 minutes to complete.

## ***HOW WILL THE SURVEY BENEFIT YOU?***

Information from the survey will be used to improve the quality of products and services provided to you and other DSS customers.

## ***WHAT IS THE ROLE OF CUSTOMERS?***

Your role is to participate and to be honest. DSS will only be able to achieve accurate results and develop effective action plans if candid input is received from our customers.

## ***QUESTIONS***

The DSS Point of Contact for the survey is the Planning and Programming Office, Wallace Beard. If you have any questions about the survey, please call him at (703) 325-9548 or e-mail him at [wallace.beard@mail.dss.mil](mailto:wallace.beard@mail.dss.mil).