

1. Communication

The purpose of this e-survey is to evaluate the efficiency and delivery of the administrative services you are receiving from the AREA Office. Please note: All comments are anonymous and confidential. Comments will enhance the ability of the CARE team to evaluate the efficiency and delivery of services by the NAA office. Thank you for taking time to provide feedback.

* **1. How is information disseminated from the Area Office to your Location? Is it timely? Is the message explained (if needed) in order to take action? Are there suggestions in order to improve information flow?**

E-Mail

SharePoint

Meetings

Conference Calls

Additional Comments or Suggestions for Improvement

* **2. Do you feel that both the Location and Area Office Administrative Sections work as a team (together or individually)? If not, what improvements would you suggest?**

Yes

No

Additional Comments or Suggestions for Improvement

*** 3. How would you rate the quality of customer service received from the Area Office?**

Excellent

Adequate

Good

Poor

Additional Comments or Suggestions for Improvement

*** 4. Does the Area Office provide assistance and guidance in clarifying Agency P&Ps?**

Yes

No

Additional Comments or Suggestions for Improvement

2. Support & Services

*** 5. Comment on the delivery of services and support provided by the Area Office Procurement Section.**

Excellent

Adequate

Good

Poor

Additional Comments or Suggestions for Improvement

	5
	6

*** 6. Comment on the delivery of services and support provided by the Area Office for Facilities Management related items. (Physical Security; Safety, Health and Environmental Management, etc.).**

Excellent

Adequate

Good

Poor

Additional Comments or Suggestions for Improvement

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	6

*** 7. Comment on the delivery of services and support provided by the Area Office for Human Resources related items. (e.g., SF-52 approval process, foreign visitors, security clearances, ARS-230, etc., is clear guidance issued on HR related items?)**

Excellent

Adequate

Good

Poor

Additional Comments or Suggestions for Improvement

	5
	6

*** 8. Comment on the delivery of services and support provided by the Area Office for Personal and Real Property Management.**

Excellent

Adequate

Good

Poor

Additional Comments or Suggestions for Improvement

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	6

*** 9. Comment on the delivery of services and support by the Area Office IT staff. (Includes information technology products, hardware, software, telephone systems, Internet access, account and password management, etc.).**

Excellent

Adequate

Good

Poor

Additional Comments or Suggestions for Improvement

	5
	6

*** 10. Comment on the delivery of Area Office Budget and Financial Management support and services. (Salary Lapse, ARMPS, Open Item Summary, deposit of checks and/or the establishment of Incoming funds/soft funds accounting codes, etc.)**

Excellent

Adequate

Good

Poor

Additional Comments or Suggestions for Improvement

	5
	6

11. Comment on the delivery of Area Office Extramural Agreements support and services (timeliness, processing, etc. on SCAs, NFCAs, Grants, Incoming Funds Agreements, CRADAs, etc.).

Excellent

Adequate

Good

Poor

Additional Comments or Suggestions for Improvement

12. Please comment on the overall support provided to your Location by the Area Office.

Excellent

Adequate

Good

Poor

Additional Comments or Suggestions for Improvement

3. Training

* **13. Has the Location received adequate training from the Area Office in procurement rules and regulations, credit card purchase requirements and record keeping?**

Yes

Not Sure

No

Additional Comments or Suggestions for Improvement

* **14. Have you received CPAIS and PROP systems training?**

Yes

Not Applicable

No

Additional Comments or Suggestions for Improvement

* **15. Are training needs being provided by the Area Office for Extramural Agreements? If not, what type of agreements, or ARIS/AIMS related training would be beneficial?**

Yes

Not Applicable

No

Additional Comments or Suggestions for Improvement

*** 16. Does the Area Office have a supervisory training program in place?**

Yes

Not sure

No

Additional Comments or Suggestions for Improvement

*** 17. Are your training needs being met? Please identify any training that would be beneficial to your Location not being provided by the Area Office.**

Yes

No

Additional Comments or Suggestions for Improvement

*** 18. Besides the things we have already discussed, are you aware of anything that impairs your ability to do your job? How might the Area Office assist with this issue?**

Yes

Not Sure

No

Additional Comments or Suggestions for Improvement