

# 1. Communications Section

The purpose of this e-survey is to evaluate the efficiency and delivery of the administrative services you are receiving at your Location. Please note: All comments are anonymous and confidential. If you would like a personal interview on site, please contact your CARE Team leaders on the first day of your Location's CARE Review. Thank you for taking time to provide feedback.

## \* 1. How is information disseminated at your Location?

E-Mail

Bulletin Boards

Meetings

Other

Committees

Other (please specify)

## \* 2. Describe the Partnership between the administrative and scientific staff at your Location.

## \* 3. How would you rate the quality of customer service received from the administrative functions (Administrative Office and Secretary Support) at the Location?

Excellent

Good

Adequate

Poor

Not Applicable

Additional Comments or Suggestions for Improvement

## \* 4. How would you rate the quality of customer service received from the Area Office?

Excellent

Good

Adequate

Poor

Not Applicable

Additional Comments or Suggestions for Improvement

## \* 5. How would you rate the quality of customer service received from Headquarters?

Excellent

Good

Adequate

Poor

Not Applicable

Additional Comments or Suggestions for Improvement

## 2. Administrative Functional Support

\* **6. Describe your experience(s) on the delivery of procurement support and services from your Location (supplies, services, equipment, construction, repairs and maintenance).**

- Excellent
- Good
- Adequate
- Poor
- Not applicable

Other (please specify)

\* **7. Describe your experience(s) on the delivery of accounting and financial management support and services from your Location (FMMI, status of funds, ARMP, CATS, etc).**

- Excellent
- Good
- Adequate
- Poor
- Not applicable

Other (please specify)

\* **8. Describe your experience(s) on the delivery of travel support and services (visas, foreign travel, govtrip, etc. ).**

- Excellent
- Good
- Adequate
- Poor
- Not applicable

Other (please specify)

**\* 9. Describe your experience(s) on the ability to bring on board non-citizens, foreign collaborators, visiting scientists, etc.**

- Excellent
- Good
- Adequate
- Poor
- Not applicable

Other (please specify)

**\* 10. Describe your experience(s) on the delivery of agreement support and services (SCAs, CRADAS, Grants, ARIS, etc)?**

- Excellent
- Good
- Adequate
- Poor
- Not applicable

Other (please specify)

**\* 11. Describe your experience(s) on the delivery of support and services from the Office of Outreach, Diversity, and Equal Employment Opportunity?**

- Excellent
- Good
- Adequate
- Poor
- Not applicable

Other (please specify)

### 3. Information Technology

★ **12. How often does your Location utilize SharePoint sites?**

Daily

When I have to

Not Sure

Weekly

We don't

Additional Comments or Suggestions for Improvement

  

★ **13. What version of Microsoft Office are you using?**

Microsoft Office XP 2003

Windows 2007

Microsoft Office XP 2007

I use a MAC!

Not Sure

Other

Other (please specify)

  

★ **14. How is your Location utilizing Linc Pass/ID badges?**

Building entry and computer access

Building entry only

I don't have a card

I have a card, but it isn't used for anything

Other (please specify)

  

★ **15. Are you familiar with ARS electronic suggestion box, Your Two Cents?**

Yes

No

Never heard of it

Other (please specify)

★ **16. ARS Ocio has indicated that WiFi technology can be used at ARS Locations. Does your Location utilize WiFi technology? Would your Location see a need? If so, describe.**

Yes

No

Not sure

Other (please specify)

**17. How is your Location using WebTA?**

Fully implemented (All timesheets & leave requests are electronic, every employee uses WebTA)

Partially implemented (Only management has access to WebTA, hard copies are still routed for signature & leave requests are not put in the system)

Not sure

If Other, please indicate how WebTA is being used at your Location

Other (please specify)

★ **18. In todays e-environment, more security is being pushed down to keep our data safe. Describe IT security requirements that may be impacting your science or administrative daily business processes.**

★ **19. ARS has a policy on acceptable use of Information Technology resources. Based on this policy, how would you recognize and report misuse of Information Technology resources?**

★ **20. Telework is all the "buzz" in the federal government right now. If your position was eligible to telework, would you have all the technology to work from home. Please describe what tools you would need to be successful.**

Yes

No

Other (please specify)

## 4. Employee Development (Training, Recruitment, Benefits, etc.)

\* **21. Does your Location or Area Office have a supervisory training program in place?**

Yes

No

Don't Know

Additional Comments or Suggestions for Improvement

	5
	6

\* **22. Does your Location or Area Office have a Mentoring program in place?**

Yes

No

Don't Know

Additional Comments or Suggestions for Improvement

	5
	6

\* **23. Are your training needs reflected on your individual development plan?**

Yes

No

Additional Comments or Suggestions for Improvement

	5
	6

\* **24. How often do you utilize the AgLearn system for training needs?**

Only when it's mandatory

Sometimes

Frequently

Never

Please indicate additional training topics you would be interested in seeing in AgLearn.

	5
	6

**\* 25. In what ways are you being recognized for the work you do? (Select all that apply)**

Awards

Non-Monetary

Other

Time Off

Recognition (Thank you)

Keepsakes

I'm not being recognized

Other (please specify)

5

6

**\* 26. Does your Location utilize hiring authorities such as the Student Career Experience Program (SCEP), Student Temporary Employment Program (STEP) and Career Intern Program (CIP)?**

Yes

No

Not Sure

Additional Comments or Suggestions for Improvement

5

6

**\* 27. Do you know what Equal Employment Opportunity (EEO)/Alternative Dispute Resolution (ADR) Mediation is?**

Yes

No

Would you consider using EEO/ADR Mediation? If not, why?

5

6

**\* 28. Do managers and supervisors encourage the use of EEO/ADR Mediation?**

Yes

No

Additional Comments or Suggestions for Improvement

5

6

\* **29. If you are a supervisor, are you aware of the procedures for addressing conduct and performance issues?**

Yes

No

N/A

Additional Comments or Suggestions for Improvement

\* **30. The Employee Assistance Program (EAP)([www.foh4you.com](http://www.foh4you.com)) can assist with work, family matters, legal & financial issues at no cost for you and family members. Are you familiar of the EAP program benefits?**

Yes

No

\* **31. Besides the questions we have already discussed, are you aware of anything that impairs your ability to do your job?**