

DAS Customer Satisfaction Survey August 2013

Demographic Information

The Department of Administrative Services (DAS) is committed to continuously improving the quality of service we provide to our customers. Your participation in this survey will enable DAS to make targeted improvements in the areas that are important to you.

This survey allows you to skip questions by clicking "no" for the DAS divisions and program offices that you haven't used in the past year. This survey includes eight multiple-choice questions for each of the 36 DAS services areas included in this survey. Depending on your level of interaction, the survey may take as little as five minutes to complete but could take 15-20 minutes if you interact with multiple DAS divisions and multiple offices.

Please be advised that because your survey responses are anonymous, you must leave your survey window open until you complete the survey. Survey responses will be lost if you inadvertently close your survey window before completing the survey. Clicking "done" at the end of the survey indicates completion and your responses will be saved and recorded in the survey tool. Please re-take the survey if you inadvertently close your window before completing the survey.

Thank you for your time and contributions. DAS values your input and greatly appreciates your participation in this important survey effort.

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1. Please indicate which agency or organization you represent.

- Governor's Office
- Attorney General
- Auditor of State
- Secretary of State
- Treasurer of State
- House
- Senate
- Capital Square Review and Advisory Board
- Legislative Services Commission
- Supreme Court
- Court of Claims
- Adjutant General
- Administrative Services
- Aging
- Agriculture
- Budget and Management
- Commerce
- Development Services Agency
- Developmental Disabilities
- Education
- Environmental Protection Agency
- Facilities Construction Commission
- Health
- Historical Society
- Industrial Commission
- Insurance
- Job & Family Services
- Lottery
- Medicaid
- Mental Health and Addiction Services

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- Natural Resources
- Public Utilities
- Public Safety
- Regents
- Rehabilitation & Correction
- Rehabilitation Services Commission
- School for the Blind
- School for the Deaf
- State Library
- Taxation
- Transportation
- Tuition Trust Authority
- Turnpike and Infrastructure Commission
- Veterans Services
- Workers' Compensation
- Youth Services
- Local Government
- State Board or Commission
- Other (please specify)

2. How long have you been in your current position?

- Less than one year
- 1 - 5 years
- More than 5 years

3. Which of the following best describes your current position?

- Bargaining Unit Employee
- Exempt Employee
- Front Line Supervisor
- Middle Manager
- Senior Management
- Director

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4. Have you had any interaction with any division of the Ohio Department of Administrative Services (DAS) in State Fiscal Year 2013? This would include the Equal Opportunity, General Services and Human Resources Divisions as well as the Office of Collective Bargaining and the Office of Information Technology.

- Yes
- No

DAS Human Resources Division Question

The DAS Human Resources Division (HRD) performs a variety of functions including overall administration of the state's human resources operations for state employees. This division provides services and information to state employees and assists state agencies in conducting their human resource functions. The offices in this Division include:

- The Office of Benefits Administration Services
- The Office of Human Resources Operations
- The Office of Learning and Professional Development
- The Office of Workforce Administration
- The Office of Policy for HRD
- The Office of Pay Fiscal Services
- The Office of Applications and Reporting

5. Did you interact with the DAS Human Resources Division during the State Fiscal Year 2013?

- Yes
- No

DAS Benefits Administration Services Question

The Office of Benefits Administration Services oversees health benefits and wellness initiatives for state employees. In addition, the office is responsible for vendor management of state-sponsored benefits.

6. Did you interact with DAS Benefits Administration Services during State Fiscal Year 2013?

- Yes
- No

HRD Benefits Administration Services

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7. How often during State Fiscal Year 2013 did you request/receive services from HRD Benefits Administration Services?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

8. Did you receive the services you expected?

- Yes
- No

9. How satisfied were you with the services received from HRD Benefits Administration Services?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Did HRD Benefits Administration Services deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

11. How responsive was HRD Benefits Administration Services?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. How would you rate the customer service provided by HRD Benefits Administration Services?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

13. How would you rate the overall quality of services provided by HRD Benefits Administration Services?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

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14. How do you rate the value of the services that you received from HRD Benefits Administration Office relative to the price you paid for those services?

Very Poor Poor Acceptable Good Very Good N/A

15. How important are these services to you?

Unimportant Slightly Unimportant Important Very Important Critical

16. Please provide any additional comments regarding your experience with HRD Benefits Administration Services.

HRD Pay Fiscal Services Question

The Office of Pay Fiscal Services is responsible for disbursing and reconciling tax withholdings and payroll deductions, including retirement, medical, dental, vision and other payroll-related deductions. Pay Fiscal also manages the state's relationship with the Ohio public retirement systems. The office also is responsible for all payroll-related IRS and Social Security Administration filings.

17. Did you interact with HRD Pay Fiscal Services during State Fiscal Year 2013?

- Yes
- No

HRD Pay Fiscal Services

18. How often during State Fiscal Year 2013 did you request/receive services from HRD Pay Fiscal Services?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

19. Did you receive the services you expected?

- Yes
- No

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20. How satisfied were you with the services received from HRD Pay Fiscal Services?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Did HRD Pay Fiscal Services deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

22. How responsive was HRD Pay Fiscal Services?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. How would you rate the customer service provided by HRD Pay Fiscal Services?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

24. How would you rate the overall quality of services provided by HRD Pay Fiscal Services?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

25. How do you rate the value of the services that you received from HRD Pay Fiscal Services Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

26. How important are these services to you?

Unimportant	Slightly Unimportant	Important	Very Important	Critical
<input type="radio"/>				

27. Please provide any additional comments regarding your experience with HRD Pay Fiscal Services.

HRD Human Resources Operations Question

The Office of Human Resources Operations is responsible for all functions supported by the Human Capital Management (HCM) module of the Ohio Administrative Knowledge System (OAKS) as well as providing customer service support for

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all agency human resources functions, including personnel action processing, statewide employee records, statewide payroll processing and statewide employee benefits processing.

28. Did you interact with HRD Human Resources Operations during State Fiscal Year 2013?

- Yes
- No

HRD Human Resources Operations

29. How often during State Fiscal Year 2013 did you request/receive services from HRD Human Resources Operations?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

30. Did you receive the services you expected?

- Yes
- No

31. How satisfied were you with the services received from HRD Human Resources Operations?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

32. Did HRD Human Resources Operations deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

33. How responsive was HRD Human Resources Operations?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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34. How would you rate the customer service provided by HRD Human Resources Operations?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

35. How would you rate the overall quality of services provided by HRD Human Resources Operations?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

36. How do you rate the value of the services that you received from HRD Human Resources Operations Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

37. How important are these services to you?

Unimportant	Slightly Unimportant	Important	Very Important	Extremely Important
<input type="radio"/>				

38. Please provide any additional comments regarding your experience with HRD Human Resources Operations.

HRD Workforce Administration Question

The Office of Workforce Administration provides support and solutions to agency customers and their employees by supporting compliance with applicable state and federal statutes, regulations and contractual obligations in areas such as classification, compensation, test development and administration, performance management and drug testing. The office also supports a variety of tasks at the statewide level for recruitment, including overseeing the Ohio Hiring Management System. In addition, the office provides tools and resources supporting statewide workforce planning initiatives.

39. Did you interact with HRD Workforce Administration during State Fiscal Year 2013?

- Yes
- No

HRD Workforce Administration

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40. How often during State Fiscal Year 2013 did you request/receive services from HRD Workforce Administration?

- 1 – 10 times
- 11 - 20 times
- 21 – 30 times
- 31 or more times

41. Did you receive the services you expected?

- Yes
- No

42. How satisfied were you with the services received from HRD Workforce Administration?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

43. Did HRD Workforce Administration deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

44. How responsive was HRD Workforce Administration?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

45. How would you rate the customer service provided by HRD Workforce Administration?

Very Poor	Poor	Neutral	Good	Very Good
<input type="radio"/>				

46. How would you rate the overall quality of services provided by HRD Workforce Administration?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

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47. How do you rate the value of the services that you received from HRD Workforce Administration Office relative to the price you paid for those services?

Very Poor Poor Acceptable Good Very Good N/A

48. How important are these services to you?

Unimportant Slightly Unimportant Important Very Important Critical

49. Please provide any additional comments regarding your experience with HRD Workforce Administration.

HRD Learning and Professional Development Question

The Office of Learning and Professional Development provides training and other learning opportunities for state employees through these programs: Ohio Certified Public Manager, Project Management, Supervisory Excellence, Core Skills training and Leader – Dynamic Results. The office also administers the Employee Development Fund which provides funding for learning opportunities for state employees.

50. Did you interact with the Office of Learning and Professional Development during State Fiscal Year 2013?

- Yes
- No

HRD Learning and Professional Development

51. How often during State Fiscal Year 2013 did you request/receive services from HRD Learning and Professional Development?

- 1 – 10 times
- 11 - 20 times
- 21 – 30 times
- 31 or more times

52. Did you receive the services you expected?

- Yes
- No

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53. How satisfied were you with the services received from HRD Learning and Professional Development?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

54. Did HRD Learning and Professional Development deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

55. How responsive was HRD Learning and Professional Development?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

56. How would you rate the customer service provided by HRD Learning and Professional Development?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

57. How would you rate the overall quality of services provided by HRD Learning and Professional Development?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

58. How do you rate the value of the services that you received from HRD Learning and Professional Development Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

59. How important are these services to you?

Unimportant	Slightly Unimportant	Important	Very Important	Critical
<input type="radio"/>				

60. Please provide any additional comments regarding your experience with HRD Learning and Professional Development.

HRD Applications and Reporting Question

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The Office of Applications and Reporting provides planning, design and configuration functions for HCM applications, which include payroll, position management and human resources, benefits and reporting. The office also oversees HCM system security approvals.

61. Did you interact with the Office of Applications and Reporting during State Fiscal Year 2013?

- Yes
- No

HRD Applications and Reporting

62. How often during State Fiscal Year 2013 did you request/receive services from HRD Applications and Reporting?

- 1 – 10 times
- 11 - 20 times
- 21 – 30 times
- 31 or more times

63. Did you receive the services you expected?

- Yes
- No

64. How satisfied were you with the services received from HRD Applications and Reporting?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

65. Did HRD Applications and Reporting deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

66. How responsive was HRD Applications and Reporting?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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67. How would you rate the customer service provided by HRD Applications and Reporting?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

68. How would you rate the overall quality of services provided by HRD Applications and Reporting?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

69. How do you rate the value of the services that you received from HRD Applications and Reporting Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

70. How important are these services to you?

Unimportant	Slightly Unimportant	Important	Very Important	Critical
<input type="radio"/>				

71. Please provide any additional comments regarding your experience with HRD Applications and Reporting.

Office of Policy for the Human Resources Division Question

The Office of Policy for the Human Resources Division performs a variety of functions including providing technical assistance and support to state agencies regarding the application of employment laws and regulations; tracking legislation and regulatory changes affecting state employment practices; training agency HR professionals on employment law issues; working on proposed legislation and regulations; evaluating and making recommendations to the director of DAS regarding exempt parity requests from state agencies; and providing legal support to the division.

72. Did you interact with the Office of Policy for the Human Resources Division during State Fiscal Year 2013?

- Yes
- No

Office of Policy for the Human Resources Division

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73. How often during State Fiscal Year 2013 did you request/receive services from the Office of Policy for the Human Resources Division?

- 1 – 10 times
- 11 - 20 times
- 21 – 30 times
- 31 or more times

74. Did you receive the services you expected?

- Yes
- No

75. How satisfied were you with the services received from the Office of Policy for the Human Resources Division?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

76. Did the Office of Policy for the Human Resources Division deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

77. How responsive was the Office of Policy for the Human Resources Division?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

78. How would you rate the customer service provided by the Office of Policy for the Human Resources Division?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

79. How would you rate the overall quality of services provided by the Office of Policy for the Human Resources Division?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

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80. How do you rate the value of the services that you received from HRD Office of Policy relative to the price you paid for those services?

Very Poor Poor Acceptable Good Very Good N/A

81. How important are these services to you?

Unimportant Slightly Unimportant Important Very Important Critical

82. Please provide any additional comments regarding your experience with the Office of Policy for the Human Resources Division.

DAS General Services Division Question

The DAS General Services Division performs a variety of statewide functions and includes the following offices:

- Procurement Services
- State Printing Services
- State Mail Services
- Risk Management
- Fleet Management
- Real Estate and Planning
- Properties and Facilities
- Asset Management
- State and Federal Surplus
- Records Management

83. Did you interact with DAS General Services Division during State Fiscal Year 2013?

- Yes
- No

GSD State Printing and Mail Services Question

The Office of State Printing and Mail Services provides printing services for state agencies and maintains four in-house publishing centers, a mainframe printing center and a large fulfillment operation. Other functions within State Printing and Mail Services include print procurement services; Central Mail Services which handles all state agency interoffice mail delivery, mail metering and presort services; and Records and Forms Management, which provides guidance to agencies regarding records retention and information management.

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84. Did you interact with GSD State Printing and Mail Services during State Fiscal Year 2013?

- Yes
- No

GSD State Printing Question

State Printing provides a full range of commercial procurement services with contract printers throughout the state, records and forms management.

85. Did you interact with GSD State Printing Services during State Fiscal Year 2013?

- Yes
- No

GSD State Printing Services

86. How often during State Fiscal Year 2013 did you request/receive services from GSD State Printing Services

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

87. Did you receive the services you expected?

- Yes
- No

88. How satisfied were you with the services received from GSD State Printing Services?

- | | | | | |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Extremely Dissatisfied | Dissatisfied | Neutral | Satisfied | Extremely Satisfied |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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89. Did GSD State Printing Services deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

90. How responsive was GSD State Printing Services?

Extremely Unresponsive Unresponsive Neutral Responsive Extremely Responsive

91. How would you rate the customer service provided by GSD State Printing Services?

Very Poor Poor Acceptable Good Very Good

92. How would you rate the overall quality of services provided by GSD State Printing Services?

Very Poor Poor Acceptable Good Very Good

93. How do you rate the value of the services that you received from GSD State Printing Services Office relative to the price you paid for those services?

Very Poor Poor Acceptable Good Very Good N/A

94. How important are these services to you?

Unimportant Slightly Unimportant Important Very Important Critical

95. Please provide any additional comments regarding your experience with GSD State Printing Services.

GSD State Mail Question

State Mail Services operates a statewide mail service available to state agencies. Services include Presort Mail Services, Centralized Metering Program, Flat Sorting Program and Interoffice Mail Delivery.

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96. Did you interact with GSD State Mail Services during State Fiscal Year 2013?

- Yes
- No

GSD State Mail Services

97. How often during State Fiscal Year 2013 did you request/receive services from GSD State Mail Services

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

98. Did you receive the services you expected?

- Yes
- No

99. How satisfied were you with the services received from GSD State Mail Services?

- | | | | | |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Extremely Dissatisfied | Dissatisfied | Neutral | Satisfied | Extremely Satisfied |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

100. Did GSD State Mail Services deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

101. How responsive was GSD State Mail Services?

- | | | | | |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Extremely Unresponsive | Unresponsive | Neutral | Responsive | Extremely Responsive |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

102. How would you rate the customer service provided by GSD State Mail Services?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very Poor | Poor | Acceptable | Good | Very Good |
| <input type="radio"/> |

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103. How would you rate the overall quality of services provided by GSD State Mail Services?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

104. How do you rate the value of the services that you received from GSD State Mail Services Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

105. How important are these services to you?

Unimportant	Slightly Unimportant	Important	Very Important	Critical
<input type="radio"/>				

106. Please provide any additional comments regarding your experience with GSD State Mail Services.

GSD Procurement Services Question

The Office of Procurement Services is comprised of State Purchasing, Information Technology (IT) Procurement Services, Cooperative Purchasing and the Office of Procurement from Community Rehabilitation Programs (OPCRP). State Purchasing assists state agencies with the procurement of supplies and services through competitive selection and negotiated contracts. IT Procurement Services assists state agencies with the procurement of IT-related supplies and services through competitive selection and negotiated contracts.

107. Did you interact with GSD State Procurement during State Fiscal Year 2013?

- Yes
- No

GSD Procurement Services

108. How often during State Fiscal Year 2013 did you request/receive services from GSD Procurement Services?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

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109. Did you receive the services you expected?

- Yes
- No

110. How satisfied were you with the services received from GSD Procurement Services?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

111. Did GSD Procurement Services deliver the services on time?

- Yes
- No
- Don't know
- Other (please specify)

112. How responsive was GSD Procurement Services?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

113. How would you rate the customer service provided by GSD Procurement Services?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

114. How would you rate the overall quality of services provided by GSD Procurement Services?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

115. How do you rate the value of the services that you received from GSD State Procurement Services Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

116. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

117. Please provide any additional comments regarding your experience with GSD Procurement Services.

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GSD Fleet Management Question

The Office of Fleet Management provides state agencies with comprehensive motor vehicle management services, including vehicle purchases, leasing, motor pool rental, fuel/maintenance procurement cards, compliance reporting and vehicle assignment authorizations.

118. Did you interact with GSD Fleet Management during State Fiscal Year 2013?

- Yes
- No

GSD Fleet Management

119. How often during State Fiscal Year 2013 did you request/receive services from GSD Fleet Management?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

120. Did you receive the services you expected?

- Yes
- No

121. How satisfied were you with the services received from GSD Fleet Management?

- | | | | | |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Extremely Dissatisfied | Dissatisfied | Neutral | Satisfied | Extremely Satisfied |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

122. Did GSD Fleet Management deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

123. How responsive was GSD Fleet Management?

- | | | | | |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Extremely Unresponsive | Unresponsive | Neutral | Responsive | Extremely Responsive |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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124. How would you rate the customer service provided by GSD Fleet Management?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

125. How would you rate the overall quality of services provided by GSD Fleet Management?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

126. How do you rate the value of the services that you received from GSD Fleet Management Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

127. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

128. Please provide any additional comments regarding your experience with the GSD Fleet Management.

GSD Risk Management Question

The Office of Risk Management administers insurance programs, including the state's self-insured vehicle liability program, which covers a wide variety of state vehicles. Risk Management is responsible for the placement of property and casualty insurance for state agencies and bonds for state employees.

129. Did you interact with GSD Risk Management during State Fiscal Year 2013?

- Yes
- No

GSD Risk Management

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130. How often during State Fiscal Year 2013 did you request/receive services from GSD Risk Management?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

131. Did you receive the services you expected?

- Yes
- No

132. How satisfied were you with the services received from GSD Risk Management?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

133. Did GSD Risk Management deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

134. How responsive was GSD Risk Management?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

135. How would you rate the customer service provided by GSD Risk Management?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

136. How would you rate the overall quality of services provided by GSD Risk Management?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

137. How do you rate the value of the services that you received from GSD Risk Management Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

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138. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

139. Please provide any additional comments regarding your experience with the GSD Risk Management.

GSD Real Estate and Planning Question

The Office of Real Estate and Planning assists state agencies and universities with their real estate-related needs and also audits the use of state land and space. Its Planning and Design Services office offers space planning and interior design services.

140. Did you interact with GSD Real Estate and Planning during State Fiscal Year 2013?

- Yes
- No

GSD Real Estate and Planning

141. How often during State Fiscal Year 2013 did you request/receive services from GSD Real Estate and Planning?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

142. Did you receive the services you expected?

- Yes
- No

143. How satisfied were you with the services received from GSD Real Estate and Planning?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

DAS Customer Satisfaction Survey August 2013

144. Did GSD Real Estate and Planning deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

145. How responsive was GSD Real Estate and Planning?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

146. How would you rate the customer service provided by GSD Real Estate and Planning?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

147. How would you rate the overall quality of services provided by GSD Real Estate and Planning?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

148. How do you rate the value of the services that you received from GSD Real Estate and Planning Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

149. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

150. Please provide any additional comments regarding your experience with the GSD Real Estate and Planning.

GSD Property and Facilities Question

The Office of Properties and Facilities oversees and preserves the State of Ohio's substantial investment in real property managed by DAS. For facilities managed by DAS, the office provides comprehensive property management services, including building management, contract and inventory management, maintenance, security and janitorial services.

DAS Customer Satisfaction Survey August 2013

151. Did you interact with GSD Office of Properties and Facilities during State Fiscal Year 2013?

- Yes
- No

GSD Property and Facilities (Management / Maintenance Section) Question

The Office of Properties and Facilities (Management / Maintenance Section) oversees and preserves the State of Ohio's substantial investment in real property managed by DAS.

152. Did you interact with GSD Office of Properties and Facilities (Management / Maintenance Section) during State Fiscal Year 2013?

- Yes
- No

GSD Property and Facilities (Management / Maintenance)

153. How often during State Fiscal Year 2013 did you request/receive services from GSD Office of Properties and Facilities (Management / Maintenance Section)?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

154. Did you receive the services you expected?

- Yes
- No

155. How satisfied were you with the services received from GSD Office of Properties and Facilities (Management / Maintenance Section)?

- | | | | | |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Extremely Dissatisfied | Dissatisfied | Neutral | Satisfied | Extremely Satisfied |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

DAS Customer Satisfaction Survey August 2013

156. Did GSD Office of Properties and Facilities (Management / Maintenance Section) deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

157. How responsive was GSD Office of Properties and Facilities (Management / Maintenance Section)?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

158. How would you rate the customer service provided by GSD Office of Properties and Facilities (Management / Maintenance Section)?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

159. How would you rate the overall quality of services provided by GSD Office of Properties and Facilities (Management / Maintenance Section)?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

160. How do you rate the value of the services that you received from GSD Property and Facilities Office (Management / Maintenance Section) relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

161. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

162. Please provide any additional comments regarding your experience with the GSD Office of Properties and Facilities (Management / Maintenance Section).

GSD Property and Facilities (Security Services) Question

DAS Customer Satisfaction Survey August 2013

The Office of Properties and Facilities (Security Services) oversees the security of all the facilities and property managed by DAS.

163. Did you interact with GSD Office of Properties and Facilities (Security Services Section) during State Fiscal Year 2013?

- Yes
- No

GSD Property and Facilities (Security Services Section)

164. How often during State Fiscal Year 2013 did you request/receive services from GSD Office of Properties and Facilities (Security Services Section)?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

165. Did you receive the services you expected?

- Yes
- No

166. How satisfied were you with the services received from GSD Office of Properties and Facilities (Security Services Section)?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

167. Did GSD Office of Properties and Facilities (Security Services Section) deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

168. How responsive was GSD Office of Properties and Facilities (Security Services Section)?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

DAS Customer Satisfaction Survey August 2013

169. How would you rate the customer service provided by GSD Office of Properties and Facilities (Security Services Section)?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

170. How would you rate the overall quality of services provided by GSD Office of Properties and Facilities (Security Services Section)?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

171. How do you rate the value of the services that you received from GSD Property and Facilities Office (Security Services Section) relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

172. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

173. Please provide any additional comments regarding your experience with the GSD Office of Properties and Facilities (Security Services Section).

GSD State and Federal Surplus Question

State and Federal Surplus Services receives and disburses property declared as surplus because the items are damaged or at the end of its life cycle for government use. Property is made available to other state agencies, state higher education facilities, tax-supported agencies, municipal corporations, and other political subdivisions of the state, including public schools. The remaining property is sold at public auctions held by State and Federal Surplus Services. State agencies and members of the Federal Surplus program can also acquire excess federal property through this office.

174. Did you interact with GSD State and Federal Surplus during State Fiscal Year 2013?

- Yes
- No

GSD State and Federal Surplus

DAS Customer Satisfaction Survey August 2013

175. How often during State Fiscal Year 2013 did you request/receive services from the GSD State and Federal Surplus?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

176. Did you receive the services you expected?

- Yes
- No

177. How satisfied were you with the services received from GSD State and Federal Surplus?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

178. Did GSD State and Federal Surplus deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

179. How responsive was GSD State and Federal Surplus?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

180. How would you rate the customer service provided by GSD State and Federal Surplus?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

181. How would you rate the overall quality of services provided by GSD State and Federal Surplus?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

DAS Customer Satisfaction Survey August 2013

182. How do you rate the value of the services that you received from GSD State and Federal Surplus Office relative to the price you paid for those services?

Very Poor Poor Acceptable Good Very Good N/A

183. How important are these services to you?

Unimportant Slightly Important Important Very Important Critical

184. Please provide any additional comments regarding your experience with the GSD State and Federal Surplus.

OAKS DAS FIN Support Question

The OAKS DAS FIN team provides project management, training, and technical support to OAKS FIN users for the following modules: Strategic Sourcing (eBid), eProcurement (ePro), Purchasing (PO), Contracts Management (CM), and Asset Management (AM). The OAKS DAS FIN team also supports modules: Customer Relations Management (CRM), Enterprise Learning Management (ELM), and Business Intelligence (BI). In addition, the team manages the Tier 2 and Tier 3 help desks for eBid, ePro, PO and AM.

185. Did you interact with OAKS DAS FIN Support during State Fiscal Year 2013?

- Yes
- No

OAKS DAS FIN Support

186. How often during State Fiscal Year 2013 did you request/receive services from OAKS DAS FIN Support?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

187. Did you receive the services you expected?

- Yes
- No

DAS Customer Satisfaction Survey August 2013

188. How satisfied were you with the services received from OAKS DAS FIN Support?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

189. Did OAKS DAS FIN Support deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

190. How responsive was OAKS DAS FIN Support?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

191. How would you rate the customer service provided by OAKS DAS FIN Support?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

192. How would you rate the overall quality of services provided by OAKS DAS FIN Support?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

193. How do you rate the value of the services that you received from GSD OAKS DAS FIN Support Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

194. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

195. Please provide any additional comments regarding your experience with the OAKS DAS FIN Support.

DAS Office of Information Technology Question

The DAS Office of Information Technology (OIT) delivers statewide information technology and telecommunication services to state government agencies, boards and commissions. It contains the offices of:

DAS Customer Satisfaction Survey August 2013

DAS OIT Investment and Governance Division
DAS OIT Infrastructure Services Division
Enterprise Mainframe Computing Services
Enterprise Open Systems
Unified Network Services
Enterprise Shared Services
MARCS
Digital Government
Ohio Administrative Knowledge System (OAKS) Service Assurance Office
Office of Information Security and Privacy Management

196. Did you interact with the DAS Office of Information Technology during State Fiscal Year 2013?

- Yes
- No

OIT Investment & Governance Question

The DAS OIT Investment and Governance Division assists state agencies by providing IT policy, standards, bulletins and procedures as well as investment planning, contract management, research and project support services.

197. Did you interact with OIT Investment & Governance during State Fiscal Year 2013?

- Yes
- No

OIT Investment & Governance

198. How often during State Fiscal Year 2013 did you request/receive services from OIT Investment & Governance?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

199. Did you receive the services you expected?

- Yes
- No

DAS Customer Satisfaction Survey August 2013

200. How satisfied were you with the services received from OIT Investment & Governance?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

201. Did OIT Investment & Governance deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

202. How responsive was OIT Investment & Governance?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

203. How would you rate the customer service provided by OIT Investment & Governance?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

204. How would you rate the overall quality of services provided by OIT Investment & Governance?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

205. How do you rate the value of the services that you received from OIT Investment and Governance Office relative to the price you paid for those services?

	Very Poor	Poor	Acceptable	Good	Very Good	N/A
	<input type="radio"/>					

206. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

207. Please provide any additional comments regarding your experience with the OIT Investment & Governance.

DAS Customer Satisfaction Survey August 2013

Digital Government coordinates strategies for delivery of government information and services electronically. Digital Government oversees the Ohio portal, which enables constituent access to state information and services via the Internet, including Ohio.gov and the Ohio Business Gateway, a multi-agency reporting and payment application for businesses.

208. Did you interact with IT Digital Government during State Fiscal Year 2013?

- Yes
- No

OIT Digital Government

209. How often during State Fiscal Year 2013 did you request/receive services from OIT Digital Government?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

210. Did you receive the services you expected?

- Yes
- No

211. How satisfied were you with the services received from OIT Digital Government?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

212. Did OIT Digital Government deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

213. How responsive was OIT Digital Government?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

DAS Customer Satisfaction Survey August 2013

214. How would you rate the customer service provided by OIT Digital Government?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

215. How would you rate the overall quality of services provided by OIT Digital Government?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

216. How do you rate the value of the services that you received from OIT Digital Government Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

217. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

218. Please provide any additional comments regarding your experience with OIT Digital Government.

Ohio Administrative Knowledge System (OAKS) Service Assurance Question

The Ohio Administrative Knowledge System (OAKS) Service Assurance Office oversees OAKS, the enterprise resource planning software system integrating central government business functions, including human resources, procurement, budgeting, accounting and asset management.

219. Did you interact with the OAKS Service Assurance Office during State Fiscal Year 2013?

- Yes
- No

OAKS Service Assurance Office

DAS Customer Satisfaction Survey August 2013

220. How often during State Fiscal Year 2013 did you request/receive services from OAKS Service Assurance?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

221. Did you receive the services you expected?

- Yes
- No

222. How satisfied were you with the services received from OAKS Service Assurance?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

223. Did OAKS Service Assurance deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

224. How responsive was OAKS Service Assurance?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

225. How would you rate the customer service provided by OAKS Service Assurance?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

226. How would you rate the overall quality of services provided by OAKS Service Assurance?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

227. How do you rate the value of the services that you received from OAKS Service Assurance Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

DAS Customer Satisfaction Survey August 2013

228. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

229. Please provide any additional comments regarding your experience with OAKS Service Assurance.

Information Security and Privacy Management Question

The Office of Information Security and Privacy Management works with internal and external agency customers to lead the creation, implementation and management of enterprise efforts for information assurance, security, privacy, risk management, disaster recovery and business continuity.

230. Did you interact with Information Security and Privacy Management during State Fiscal Year 2013?

- Yes
- No

Information Security and Privacy Management

231. How often during State Fiscal Year 2013 did you request/receive services from Information Security and Privacy Management?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

232. Did you receive the services you expected?

- Yes
- No

233. How satisfied were you with the services received from Information Security and Privacy Management?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

DAS Customer Satisfaction Survey August 2013

234. Did Information Security and Privacy Management deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

235. How responsive was Information Security and Privacy Management?

Extremely Unresponsive Unresponsive Neutral Responsive Extremely Responsive

236. How would you rate the customer service provided by Information Security and Privacy Management?

Very Poor Poor Acceptable Good Very Good

237. How would you rate the overall quality of services provided by Information Security and Privacy Management?

Very Poor Poor Acceptable Good Very Good

238. How do you rate the value of the services that you received from Information Security and Privacy Management Office relative to the price you paid for those services?

Very Poor Poor Acceptable Good Very Good N/A

239. How important are these services to you?

Unimportant Slightly Important Important Very Important Critical

240. Please provide any additional comments regarding your experience with Information Security and Privacy Management.

OIT Infrastructure Services Question

The DAS OIT Infrastructure Services Division operates the IT infrastructure for the state, which includes hardware, software and telecommunications. The offices within this division include:

Enterprise Mainframe Computing Services

DAS Customer Satisfaction Survey August 2013

Enterprise Open Systems
Unified Network Services
Enterprise Shared Services
MARCS

241. Did you interact with OIT Infrastructure Services during State Fiscal Year 2013?

- Yes
- No

OIT MARCS Question

The Multi-Agency Radio Communication System (MARCS) provides a digital trunked voice and data communication backbone for statewide interoperability in a single system for public safety agencies and first responders. MARCS serves state, county, local and other public safety responders.

242. Did you interact with OIT MARCS during State Fiscal Year 2013?

- Yes
- No

OIT MARCS

243. How often during State Fiscal Year 2013 did you request/receive services from OIT MARCS?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

244. Did you receive the services you expected?

- Yes
- No

245. How satisfied were you with the services received from OIT MARCS?

Extremely Dissatisfied Dissatisfied Neutral Satisfied Extremely Satisfied

DAS Customer Satisfaction Survey August 2013

246. Did OIT MARCS deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

247. How responsive was OIT MARCS?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

248. How would you rate the customer service provided by OIT MARCS?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

249. How would you rate the overall quality of services provided by OIT MARCS?

Very Poor	Poor	Neutral	Good	Very Good
<input type="radio"/>				

250. How do you rate the value of the services that you received from OIT MARCS Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

251. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

252. Please provide any additional comments regarding your experience with the OIT MARCS.

Enterprise Mainframe Computing Services Question

Enterprise Mainframe Computing Services is a provider of shared mainframe IT infrastructure and resources. Services include Computer Operations, Systems Programming, Data Base Support and Disaster Recovery testing.

DAS Customer Satisfaction Survey August 2013

253. Did you interact with OIT Enterprise Mainframe Computing Services during State Fiscal Year 2013?

- Yes
- No

Enterprise Mainframe Computing Services

254. How often during State Fiscal Year 2013 did you request/receive services from OIT Enterprise Mainframe Computing Services?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

255. Did you receive the services you expected?

- Yes
- No

256. How satisfied were you with the services received from OIT Enterprise Mainframe Computing Services?

Extremely Dissatisfied Dissatisfied Neutral Satisfied Extremely Satisfied

257. Did OIT Enterprise Mainframe Computing Services deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

258. How responsive was OIT Enterprise Mainframe Computing Services?

Extremely Unresponsive Unresponsive Neutral Responsive Extremely Responsive

DAS Customer Satisfaction Survey August 2013

259. How would you rate the customer service provided by OIT Enterprise Mainframe Computing Services?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

260. How would you rate the overall quality of services provided by OIT Enterprise Mainframe Computing Services?

Very Poor	Poor	Neutral	Good	Very Good
<input type="radio"/>				

261. How do you rate the value of the services that you received from OIT Enterprise Mainframe Computing Services Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

262. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

263. Please provide any additional comments regarding your experience with the OIT Enterprise Mainframe Computing Services.

Enterprise Open Systems Question

Enterprise Open Systems is a provider of shared IT infrastructure and resources, offering a wide complement of traditional data center services across UNIX and Windows/Open platforms.

264. Did you interact with OIT Enterprise Open Systems during State Fiscal Year 2013?

- Yes
- No

OIT Enterprise Open Systems

DAS Customer Satisfaction Survey August 2013

265. How often during State Fiscal Year 2013 did you request/receive services from OIT Enterprise Open Systems?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

266. Did you receive the services you expected?

- Yes
- No

267. How satisfied were you with the services received from OIT Enterprise Open Systems?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

268. Did OIT Enterprise Open Systems deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

269. How responsive was OIT Enterprise Open Systems?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

270. How would you rate the customer service provided by OIT Enterprise Open Systems?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

271. How would you rate the overall quality of services provided by OIT Enterprise Open Systems?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

DAS Customer Satisfaction Survey August 2013

272. How do you rate the value of the services that you received from OIT Enterprise Open Systems Office relative to the price you paid for those services?

Very Poor Poor Acceptable Good Very Good N/A

273. How important are these services to you?

Unimportant Slightly Important Important Very Important Critical

274. Please provide any additional comments regarding your experience with the OIT Enterprise Open Systems.

OIT Unified Network Services Question

Unified Network Services provides voice and data solutions to state and local governments, functions as the state's Internet service provider and administers telecommunication contract services.

275. Did you interact with OIT Unified Network Services during State Fiscal Year 2013?

- Yes
- No

OIT Unified Network Services

276. How often during State Fiscal Year 2013 did you request/receive services from OIT Unified Network Services?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

277. Did you receive the services you expected?

- Yes
- No

DAS Customer Satisfaction Survey August 2013

278. How satisfied were you with the services received from OIT Unified Network Services?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

279. Did OIT Unified Network Services deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

280. How responsive was OIT Unified Network Services?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

281. How would you rate the customer service provided by OIT Unified Network Services?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

282. How would you rate the overall quality of services provided by OIT Unified Network Services?

Very Poor	Poor	Neutral	Good	Very Good
<input type="radio"/>				

283. How do you rate the value of the services that you received from OIT Unified Network Services Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

284. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

285. Please provide any additional comments regarding your experience with the OIT Unified Network Services.

OIT Enterprise Shared Services Question

DAS Customer Satisfaction Survey August 2013

Enterprise Shared Services focuses on efficient use of technologies in support of enterprise and multi-agency initiatives by providing services that include electronic forms filing, secure data interchange and exchange, e-payment engine, business intelligence and reporting, collaborative tools and geographic information systems (GIS), including the administration of the Ohio Geographically Referenced Information Program (OGRIP).

286. Did you interact with OIT Enterprise Shared Services during State Fiscal Year 2013?

- Yes
- No

OIT Enterprise Shared Services

287. How often during State Fiscal Year 2013 did you request/receive services from OIT Enterprise Shared Services?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

288. Did you receive the services you expected?

- Yes
- No

289. How satisfied were you with the services received from OIT Enterprise Shared Services?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

290. Did OIT Enterprise Shared Services deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

291. How responsive was OIT Enterprise Shared Services?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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292. How would you rate the customer service provided by OIT Enterprise Shared Services?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

293. How would you rate the overall quality of services provided by OIT Enterprise Shared Services?

Very Poor	Poor	Neutral	Good	Very Good
<input type="radio"/>				

294. How do you rate the value of the services that you received from OIT Enterprise Shared Services Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

295. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

296. Please provide any additional comments regarding your experience with the OIT Enterprise Shared Services.

DAS Equal Opportunity Division Question

The DAS Equal Opportunity Division advocates on behalf of Ohio's minority and socially disadvantaged businesses and works to align those businesses with state government contract and procurement opportunities and also monitors state agency actions pertaining to fair treatment and equal employment opportunities. Offices include:

Affirmative Action/Equal Employment Opportunity Unit
Construction Compliance Unit
MBE/EDGE Certification Unit

297. Did you interact with the DAS Equal Opportunity Division during State Fiscal Year 2013?

- Yes
- No

Affirmative Action/EEO Unit Question

The Affirmative Action/Equal Employment Opportunity Unit (AA/EEO) administers the state employee discrimination complaint procedure and has the regulatory responsibility to enforce all EEO laws and policies related to civil rights, non-

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discrimination and affirmative action.

298. Did you interact with the Affirmative Action/EEO Unit during State Fiscal Year 2013?

- Yes
- No

Affirmative Action/EEO Unit

299. How often during State Fiscal Year 2013 did you request/receive services from the Affirmative Action/EEO Unit?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

300. Did you receive the services you expected?

- Yes
- No

301. How satisfied were you with the services received from the Affirmative Action/EEO Unit?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

302. Did the Affirmative Action/EEO Unit deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

303. How responsive was the Affirmative Action/EEO Unit ?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

DAS Customer Satisfaction Survey August 2013

304. How would you rate the customer service provided by the Affirmative Action/EEO Unit?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

305. How would you rate the overall quality of services provided by the Affirmative Action/EEO Unit?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

306. How do you rate the value of the services that you received from Affirmative Action/EEO Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

307. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

308. Please provide any additional comments regarding your experience with the Affirmative Action/EEO Unit.

Construction Compliance Unit Question

The Construction Compliance Unit is responsible for ensuring that contractors doing business with the state of Ohio comply with equal employment opportunity and affirmative action laws and regulations.

309. Did you interact with the Construction Compliance Unit during State Fiscal Year 2013?

- Yes
- No

Construction Compliance Unit

DAS Customer Satisfaction Survey August 2013

310. How often during State Fiscal Year 2013 did you request/receive services from the Construction Compliance Unit?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

311. Did you receive the services you expected?

- Yes
- No

312. How satisfied were you with the services received from the Construction Compliance Unit?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

313. Did the Construction Compliance Unit deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

314. How responsive was the Construction Compliance Unit?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

315. How would you rate the customer service provided by the Construction Compliance Unit?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

316. How would you rate the overall quality of services provided by the Construction Compliance Unit?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

DAS Customer Satisfaction Survey August 2013

317. How do you rate the value of the services that you received from Construction Compliance Unit Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

318. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

319. Please provide any additional comments regarding your experience with the Construction Compliance Unit.

MBE/EDGE Certification Unit Question

The MBE/EDGE Certification Unit certifies businesses for participation in the MBE and EDGE programs to enhance access to state government contracts and business services.

320. Did you interact with the MBE/EDGE Certification Unit during State Fiscal Year 2013?

- Yes
- No

MBE/EDGE Certification Unit

321. How often during State Fiscal Year 2013 did you request/receive services from the MBE/EDGE Certification Unit?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

322. Did you receive the services you expected?

- Yes
- No

DAS Customer Satisfaction Survey August 2013

323. How satisfied were you with the services received from the MBE/EDGE Certification Unit?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

324. Did the MBE/EDGE Certification Unit deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

325. How responsive was the MBE/EDGE Certification Unit?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

326. How would you rate the customer service provided by the MBE/EDGE Certification Unit?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

327. How would you rate the overall quality of services provided by the MBE/EDGE Certification Unit?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

328. How do you rate the value of the services that you received from MBE/EDGE Certification Unit relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

329. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

330. Please provide any additional comments regarding your experience with the MBE/EDGE Certification Unit.

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The Office of Collective Bargaining (OCB) serves as the principal labor relations representative for the State of Ohio as the employer. The Office of Collective Bargaining provides a central body of expertise in negotiation, advocacy and administration of the state's collective bargaining agreements. The division includes:

Office of Policy for OCB
Analysis and Operations
Labor Relations and Training Administration

331. Did you interact with the DAS Office of Collective Bargaining (OCB) during State Fiscal Year 2013?

- Yes
- No

Office of Policy for Collective Bargaining Question

From a collective bargaining perspective, the policy office provides advice for the other sections of the Office of Collective Bargaining and assists management staff within state agencies with legal issues related to collective bargaining, including providing advocacy services. The office coordinates the negotiation of all of the collective bargaining agreements, from bargaining preparation and research through the printing of the agreements. This office also represents state agencies when employees file unfair labor practice charges with the State Employment Relations Board (SERB) and represents the state on other matters with SERB.

332. Did you interact with the Office of Policy for OCB during State Fiscal Year 2013?

- Yes
- No

Office of Policy for OCB

333. How often during State Fiscal Year 2013 did you request/receive services from the Office of Policy for OCB?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

334. Did you receive the services you expected?

- Yes
- No

DAS Customer Satisfaction Survey August 2013

335. How satisfied were you with the services received from the Office of Policy for OCB?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

336. Did the Office of Policy for OCB deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

337. How responsive was the Office of Policy for OCB?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

338. How would you rate the customer service provided by the Office of Policy for OCB?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

339. How would you rate the overall quality of services provided by the Office of Policy for OCB?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

340. How do you rate the value of the services that you received from the Office of Policy for OCB relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

341. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

342. Please provide any additional comments regarding your experience with the Office of Policy for OCB.

Analysis and Operations Question

Analysis and Operations provides a variety of support services to the Office of Collective Bargaining, including the production and development of statistical and costing data necessary for contract negotiations and dispute resolution

DAS Customer Satisfaction Survey August 2013

proceedings. The section also provides assistance to employee representatives and agencies in the resolution of contract implementation and maintenance issues.

343. Did you interact with the Office of Analysis and Operations during State Fiscal Year 2013?

- Yes
- No

Analysis and Operations

344. How often during State Fiscal Year 2013 did you request/receive services from the Office of Analysis and Operations?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

345. Did you receive the services you expected?

- Yes
- No

346. How satisfied were you with the services received from the Office of Analysis and Operations?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

347. Did the Office of Analysis and Operations deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

348. How responsive was the Office of Analysis and Operations?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

DAS Customer Satisfaction Survey August 2013

349. How would you rate the customer service provided by the Office of Analysis and Operations?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

350. How would you rate the overall quality of services provided by the Office of Analysis and Operations?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

351. How do you rate the value of the services that you received from the Office of Analysis and Operations relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

352. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

353. Please provide any additional comments regarding your experience with the Office of Analysis and Operations.

Labor Relations and Training Administration Question

Labor Relations and Training Administration provides statewide guidance, direction, and training to local management representatives regarding issues arising under all of the statewide contracts. This includes assisting agencies with contractual issues that were not settled at the agency level; advising agencies regarding how to resolve difficult contract interpretation grievances; and representing the employer in mediation and arbitration cases. In addition, staff provides guidance, coordinates and/or conduct investigations, conducts pre-disciplinary meetings and serves as the Step 3 designee on behalf of state boards that do not possess the resources to perform these functions.

354. Did you interact with the Office of Labor Relations and Training Administration during State Fiscal Year 2013?

- Yes
- No

Labor Relations and Training Administration

DAS Customer Satisfaction Survey August 2013

355. How often during State Fiscal Year 2013 did you request/receive services from the Office of Labor Relations and Training Administration?

- 1 - 10 times
- 11 - 20 times
- 21 - 30 times
- 31 or more times

356. Did you receive the services you expected?

- Yes
- No

357. How satisfied were you with the services received from the Office of Labor Relations and Training Administration?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

358. Did the Office of Labor Relations and Training Administration deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

359. How responsive was the Office of Labor Relations and Training Administration?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

360. How would you rate the customer service provided by the Office of Labor Relations and Training Administration?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

361. How would you rate the overall quality of services provided by the Office of Labor Relations and Training Administration?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

DAS Customer Satisfaction Survey August 2013

362. How do you rate the value of the services that you received from the Office of Labor Relations and Training Administration relative to the price you paid for those services?

Very Poor Poor Acceptable Good Very Good N/A

363. How important are these services to you?

Unimportant Slightly Important Important Very Important Critical

364. Please provide any additional comments regarding your experience with the Office of Labor Relations and Training Administration.

DAS Central Service Agency Question

The Central Service Agency (CSA) provides payroll, administrative and financial services for state professional licensing boards specified in the Revised Code and for other boards and commissions that do not possess the resources to perform these functions.

365. Did you interact with the DAS Central Service Agency during State Fiscal Year 2013?

- Yes
 No

DAS Central Service Agency

366. How often during State Fiscal Year 2013 did you request/receive services from DAS Central Service Agency?

- 1 - 10 times
 11 - 20 times
 21 - 30 times
 31 or more times

367. During FY 2013, did the DAS Central Service Agency provide you services as expected?

- Yes
 No

DAS Customer Satisfaction Survey August 2013

368. How satisfied were you with the services received from the DAS Central Service Agency?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>				

369. Did the DAS Central Service Agency deliver the services on time?

- Yes
- No
- Don't Know
- Other (please specify)

370. How responsive was the DAS Central Service Agency?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

371. How would you rate the customer service provided by the DAS Central Service Agency?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

372. How would you rate the overall quality of services provided by the DAS Central Service Agency?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

373. How do you rate the value of the services that you received from DAS Central Service Agency Office relative to the price you paid for those services?

Very Poor	Poor	Acceptable	Good	Very Good	N/A
<input type="radio"/>					

374. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

375. Are there other services that you would like the DAS Central Services Agency to provide?

DAS Customer Satisfaction Survey August 2013

376. Please provide any additional comments regarding your experience with the DAS Central Service Agency.

DAS Office of LeanOhio Question

The mission of Lean Ohio is to make state government services simpler, faster, better and less costly. That mission is accomplished by helping state agencies learn and use the principles of Lean and Six Sigma to focus on priorities, identify and remove waste, create processes that flow efficiently and meet customer needs.

377. Have you participated in a Kaizen event or other Lean Improvement effort through the DAS Office of LeanOhio?

- Yes
- No

Office of LeanOhio

378. Please indicate the Lean and/or Six Sigma tool(s) that you have used.

- Kaizen Event
- Process Map
- Value Stream Map
- Strategic Planning
- Meeting Planning and Facilitation
- 5S Organization tools
- Lean Training (Green Belt or other)
- Performance Measurement

379. If you participated in a Kaizen event, how satisfied were you with the new business process that was developed?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

380. Did you receive the services you requested from the LeanOhio team?

- Yes
- No

DAS Customer Satisfaction Survey August 2013

381. How satisfied were you with the services received from the LeanOhio team?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

382. How responsive was the LeanOhio team?

Extremely Unresponsive	Unresponsive	Neutral	Responsive	Extremely Responsive
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

383. How would you rate the customer service provided by the LeanOhio team?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

384. How would you rate the overall quality of services provided by the LeanOhio team?

Very Poor	Poor	Acceptable	Good	Very Good
<input type="radio"/>				

385. How do you rate the value of the services that you received from LeanOhio Office relative to the price you paid for those services?

	Very Poor	Poor	Acceptable	Good	Very Good	N/A
	<input type="radio"/>					

386. How important are these services to you?

Unimportant	Slightly Important	Important	Very Important	Critical
<input type="radio"/>				

387. Please provide any additional comments regarding your experience with the LeanOhio team.