# DESK OFFICER <br> CUSTOMER SERVICE SURVEY <br> EDUCATION AND PROGRAM <br> SERVICES DIVISION (EPSD) <br> OFFICE OF GOVERNMENT ETHICS (OGE) 


#### Abstract

This survey is designed to gather information to assist EPSD in maximizing the services of its Desk Officers. Please take a few minutes to complete the survey and return it by mail within 15 days. Address your mail (marked "personal") to: Barbara Mullen-Roth, Office of Government Ethics, 1201 New York Avenue, NW., Suite 500, Washington, DC 20005. If several people have contact with the OGE Desk Officer, please reproduce the survey and have each person fill out a separate survey. Survey responses will be shared with Desk Officers only in summary fashion, with no attribution to individual respondents or agencies. Thank you.


1. On average, how frequently do you have contact with your Desk Officer?
$\qquad$ Once a week or more
Twice a month
Once a month
Less than once a month
2. For each of the following areas of ethics program support, please indicate the extent to which you have used your Desk Officer over the past year.
(Please enter one of the numbers below for each area, with "5" indicating use of your Desk Officer to a great extent, " 1 " indicating no use at all, and " 2 ", " 3 ", or " 4 " indicating use somewhere between these extremes.)

To A Great Extent

3
2
1
$\qquad$ Assistance in resolving ethics issues and questions related to the standards of conduct and conflict-of-interest statutes
$\qquad$ Answering questions relating to financial disclosure reporting
$\qquad$ Consultation relating to developing ethics training materials
__ Assistance in presenting onsite training
__ Consultation relating to general improvements to the ethics program
Serving as liaison between the agency and other OGE divisions
Administrative support (e.g., providing copies of DAEOgrams, information on future OGE training sessions, etc.)
3. Please rate your Desk Officer's performance in each of the following areas. (Circle one)
Excellent Poor

| Timeliness* | 5 | 4 | 3 | 2 | 1 |
| :--- | :--- | :--- | :--- | :--- | :--- |
| Knowledge | 5 | 4 | 3 | 2 | 1 |
| Professionalism | 5 | 4 | 3 | 2 | 1 |

* An initial response within one working day of an inquiry is considered "Excellent" (5) timeliness.

4. Assuming the following Desk Officer services were available, please indicate which services would possibly be of interest to your agency. (Check all that apply)
$\qquad$ Serving on agency details
__ Participating in routine agency ethics meetings
__ Assisting agency with respect to implementation of ethics program review recommendations
$\qquad$ Other (specify) $\qquad$
5. How would you rate the overall value of the Desk Officer system to your agency ethics program?

| Of Great Value |  | Of Little or <br> No Value |  |  |
| :---: | :---: | :---: | :---: | :---: |
| 5 | 4 | 3 | 2 | 1 |

6. Do you have any suggestions that might help EPSD improve its Desk Officer system? You may also use this space to provide general comments. (Please use reverse side if more space is needed.)
$\qquad$
$\qquad$
$\qquad$
$\qquad$
$\qquad$
7. Please identify your agency $\qquad$
8. What is your agency's size?
$\qquad$ Large (over 25,001 employees)
Medium (6,001 to 25,000 employees)
Small (101 to 6,000 employees)
$\qquad$ Micro (100 or fewer employees)
