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

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 avera	ige, how fre	quently do you	have contact wit	th your Desk C	officer?	
		ek or more				
	Twice a m					
	Once a mo					
	Less than	once a month				
		_		port, please ind	licate the extent to which yo	u
have used yo	our Desk O	fficer over the p	ast year.			
*	extent, "1" i	ndicating no us	,		ting use of your Desk Office " indicating use somewher	
To A	A Great					
Extent					Not At All	
	5	4	3	2	1	
	_	_	ethics issues and	•		
	the stand	lards of conduct	and conflict-of-	-interest statute	es	
	_ Answeri	ng questions rel	ating to financia	al disclosure re	porting	
	_ Consulta	tion relating to	developing ethic	cs training mat	erials	
	Assistan	ce in presenting	onsite training			
	<del>_</del>	1	general improve	ements to the e	thics program	
	_	C	en the agency a		1 0	
	_					
		e OGE training		copies of DAE	Ograms, information	

3.	Please rate your Desk	Officer's performan	ce in each of	the following areas.	(Circle one)
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	Excellent				Poor
Timeliness*	5	4	3	2	1
Knowledge	5	4	3	2	1
Professionalism	5	4	3	2	1

* An initial timeliness.	response within on	e working day o	f an inquiry is	considered "Excellen	ıt" (5)
_	ollowing Desk Offic of interest to your ag		-	ease indicate which se	rvices
Part Ass	ving on agency detain icipating in routine isting agency with ommendations er (specify)	agency ethics me h respect to im		of ethics program re	eview
5. How would you	rate the overall valu	e of the Desk Off	icer system to	your agency ethics prog	gram?
Of Great V	alue			Of Little or No Value	
5	4	3	2	1	
				sk Officer system? You ide if more space is need	
7. Please identify					
3. What is your ag	gency's size?				
Mediu Small	(over 25,001 employm (6,001 to 25,000 (101 to 6,000 employ (100 or fewer employment)	employees) oyees)			