



Customer Transaction Satisfaction Survey (CTSS)

January 17, 2013

Question #1: As there is a lag time for information, what process will GSA implement to adjust processes during a project to achieve a better outcome?

Answer: The most effective method of ensuring that issues adversely affecting a project are to raise them promptly with the assigned GSA Project Manager as they arise. Those adverse issues may have been caused by GSA, the client, or other stakeholders (i.e. lessor). If you believe the Project Manager's response is neither appropriate nor sufficient, then we ask that you first escalate the issue to the Project Manager's supervisor. As a best practice, we have asked our Project Managers to share that escalation process and points-of-contact at the kick-off of each project. If after that initial escalation you are still dissatisfied with GSA's response, please contact your GSA Regional Account Manager (RAM), who will engage to facilitate further response.

Question #2: Does GSA plan to share the results on a national/regional basis in a report?

Answer: For agencies interested in obtaining the results of completed Customer Transaction Satisfaction Surveys for their agency, we ask you to reach out to the assigned Regional Account Manager in your region. Your RAM can then coordinate capturing the results on your behalf and provide to you. Although all CTSS results are retained at the national level, each region retains agency-specific results within each region on a continual basis. GSA does not provide the results of any agencies other than the survey results of a customer's specific agency.

Question #3: When completing a Customer Transaction Satisfaction Survey, is there an opportunity to provide verbal responses to the questions posed in addition to providing numeric scores?

Answer: There is always an opportunity to provide open-ended comments at the end of each question. Toward the end of the call, the survey contractor will ask a follow up question allowing the customer to provide verbal responses as to what could have been done better to improve your satisfaction.

Client Enrichment Series – Q & A's

Question #4: Does GSA see specific trends when reviewing survey results? For example; from one agency to another?

Answer: GSA does look at trends over time for overall satisfaction by agency, by region, and by question. Although each project is different based on the customer's unique requirements and their factors for success, statistical correlation tests have indicated that communication plays a strong role in achieving higher satisfaction. It makes intuitive sense as we all know that things are going to happen beyond our control. But it is with strong, consistent communication that we regularly know how the project is going and the team hears bad news as soon as possible, so that the team can deal with it.

Question #5: I had some projects completed and have yet to receive a survey call. Why not?

Answer - The survey period runs from July to June to allow surveys to be complete prior to the end of the fiscal year. Therefore, Occupancy Agreements (OAs) that you had effective in June of 2012 would have been part of the survey period for FY12. For FY13, GSA re-procured the contract for the Customer Transaction Satisfaction Program and will be initiating surveys beginning in late February.

If you have additional questions, please do not hesitate to contact your Regional Account Manager.