



National Aeronautics and
Space Administration

NASA Shared Services Center
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NASA Shared Services Center Process Work Instruction

NSPWI-1280-0003 Revision 0001

Effective Date: August 13, 2014

Expiration Date: August 13, 2015

NASA EXIT SURVEY
- FOR NSSC INTERNAL USE ONLY -

Responsible Office: Quality and Performance Measurement

NSSC Process Work Instruction

NSPWI-1280-0003

Revision 0001

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1.0 Purpose:

- 1.1 The National Aeronautics Space and Administration (NASA) Exit Survey to be developed under the Service Provider (SP) Process Work Instruction (PWI) will be a tool used by all centers to obtain valuable input from employees moving from center to center or departing NASA entirely.
- 1.2 The Survey results received will provide information relative to reason for departure and quality of life and employment data assisting center management in improving many areas of employment. Employee turnover is costly to any Agency. The cost of recruitment, training, and the loss of experience and knowledge can be extensive.
- 1.3 Management at various levels can obtain valuable information which can assist in addressing a myriad of issues. Data collected by the Exit Interview/Survey will provide insight into the employee perspective of NASA programs and policies as well.
- 1.4 The task overview is to develop, administer, and report results on a questionnaire for employees deciding to separate from a center of the Agency. The survey will be conducted via a Web site and will remain voluntary and completely confidential. As part of the survey, employees will be asked if they have or would be willing to speak with a Human Resources (HR) Specialist regarding the decision to leave the Agency. If a personal interview is requested, one will be conducted in conjunction with the on-line Exit Survey.

2.0 Authority:

- 2.1 None

3.0 Applicable Documents and References:

- 3.1 Inquisite Survey System Training Plan-PWS 116 and PWS 132

4.0 Procedures:

- 4.1 Statement of Work (SOW) – Exit Survey
 - 4.1.1 Current State: A few centers have Exit Survey processes, both automated and manual.
 - 4.1.2 Implementation Process:
 - a. When an employee decides to leave the Agency, the HR Office will

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enter information into the Workforce Transformation and Tracking System (WTTS). The WTTS will automatically notify the NSSC an employee is separating from the Agency.

- b. A file containing information on the separating employee will be collected from WTTS to the Exit Survey tool. From the WTTS file, a survey will be generated for each separating employee. The survey must be taken from a government computer.
- c. Survey responses will be collected and remain strictly confidential. NASA Centers will be provided survey results for the respective center. The Office of Human Capital Management (OHCM) will receive data for all centers given the Survey. High level comparison reports can be generated across centers for both center and OHCM.

4.1.3 Survey Process: See Appendices 6.1 for Flow Chart:

- a. Develop survey questions.
- b. Create survey in Inquisite Survey Builder (Software Program).
- c. The HR publishes loss (when person has left the organization) into WTTS.
- d. The list of loses are obtained on a weekly basis from WTTS, and the file is manually uploaded to Inquisite.
- e. Inquisite Survey Tool will generate e-mails and track use of survey.
- f. Employees receive an e-mail (personal e-mail or work e-mail) containing a survey link.
- g. Employees receive one invitation and if they do not respond initially, they will receive two reminders (if there is no response).
- h. The NSSC will collect information, analyze, and create Agency and center reports on a quarterly basis.

4.1.4 Activity Details: Description – The survey should be open for two weeks and a reminder for participants to complete it will be sent and forwarded out on the 4th day.

4.1.5 Development of Survey Items: Identify designs or strategic actions required of NSSC for the following:

- a. New Survey Items
- b. Survey Design

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- c. Survey Development
- d. Data Analysis-incorporate WTTS information for reporting purposes. Include the following data elements in file layout: Universal Uniform Personal Identification Code (UUPIC), gender, ethnicity, age, position title, pay period, series, grade, skill group, and supervisory status. Need to incorporate Nature of Action Code (NOAC) and legal authority into WTTS version 2.

e. Survey Reporting

4.1.6 Tools/Systems: Standard survey tool and WTTS file will be utilized for the survey implementation, administration, and end results.

4.1.7 Reports/Data Extracts: See Table 1 for sample of Reports/Data Extracts.

Work Product	Data Source (i.e. Inquisite)	Data Selection (Criteria)	Fields	Frequency	Timing

Table 1. Sample Reports/Data Extracts

4.1.8 NASA Contacts: Provide Point of Contact (POC) at NASA for NASA Shared Services Center (NSSC) to contact regarding survey implementation, information, and the reporting process.

Name	Email	Phone	Location	Primary
Gregg Alan Phelps	Linda.I.pultz@nasa.gov elps@nasa.gov		Headquarters (HQ), OHCM	<input checked="" type="checkbox"/>
Tremper, Nadine (HQ-IM020)	nadine.tremper@nasa.gov		HQ, OHCM	<input type="checkbox"/>
Mcgee, Sherri (HQ-LE050)	sherri.mcgee@nasa.gov		HQ, OHCM	<input type="checkbox"/>
O'Connor-Jobe, Shannon	shannon.k.oconnorjobe@nasa.gov		HQ, OHCM	<input type="checkbox"/>
Cordova, Carol	carol.a.cordova@nasa.gov		HQ, OHCM	<input type="checkbox"/>

Table 2. NASA Contacts

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4.1.0 General Assumptions:

- a. Identify assumptions and risks affecting the survey project.
- b. Exiting employees will not take the time to fill out the survey because they are out of the door.
- c. Length of survey may deter employees taking the time.
- d. Honesty on survey – if someone is leaving under bad circumstances data can be skewed.
- e. Timing of survey – Probably get better response/results if completed before employee leaves getting file out of WTTS.

4.2 Exit Survey Deployment Instructions:

4.2.1 Logging into WTTS:

- a. Login to WTTS located at (<https://wtts.nasa.gov>), and click **I Agree to These Terms** as shown in Figure 1.

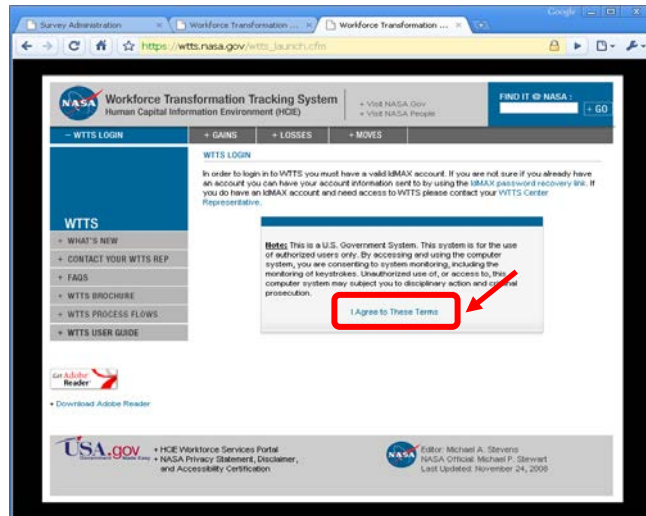


Figure 1. Log in Screen for WTTS

- b. If the screen as shown in Figure 2 appears, click **Yes**.



Figure 2. Pop up Screen

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- c. After logging into WTTS, type in **Agency Unique Identification (AUID)** and **Password** as shown in Figure 3.

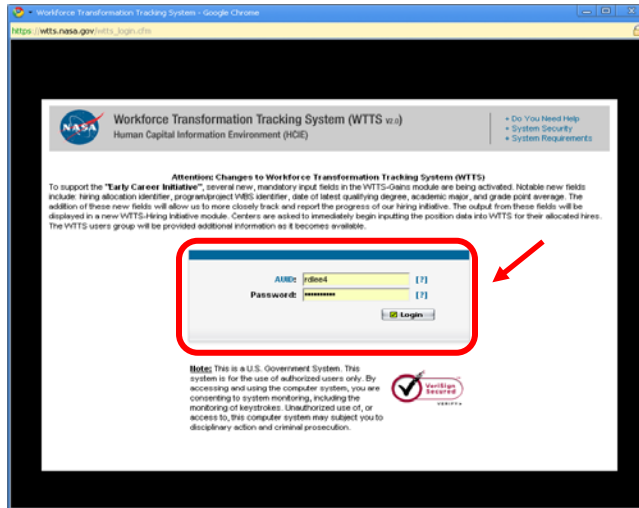


Figure 3. AUID and Password Screen for WTTTS

- d. When the screen appears as shown in Figure 4, click **Launch (1)** under **Special Programs (2)**.

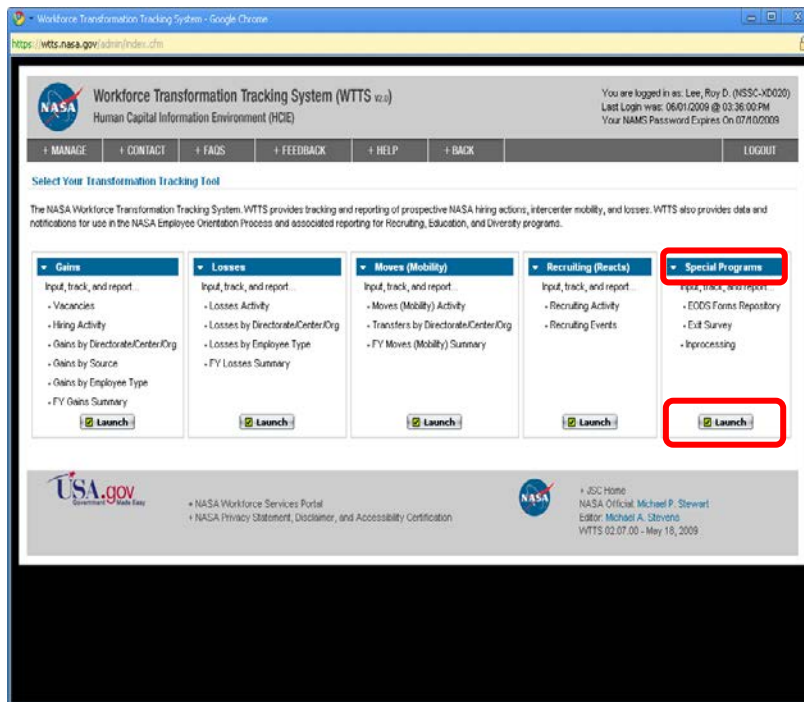


Figure 4. Launch Screen

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- e. When the screen appears as shown in Figure 5, click **Exit Surveys** to open the report.

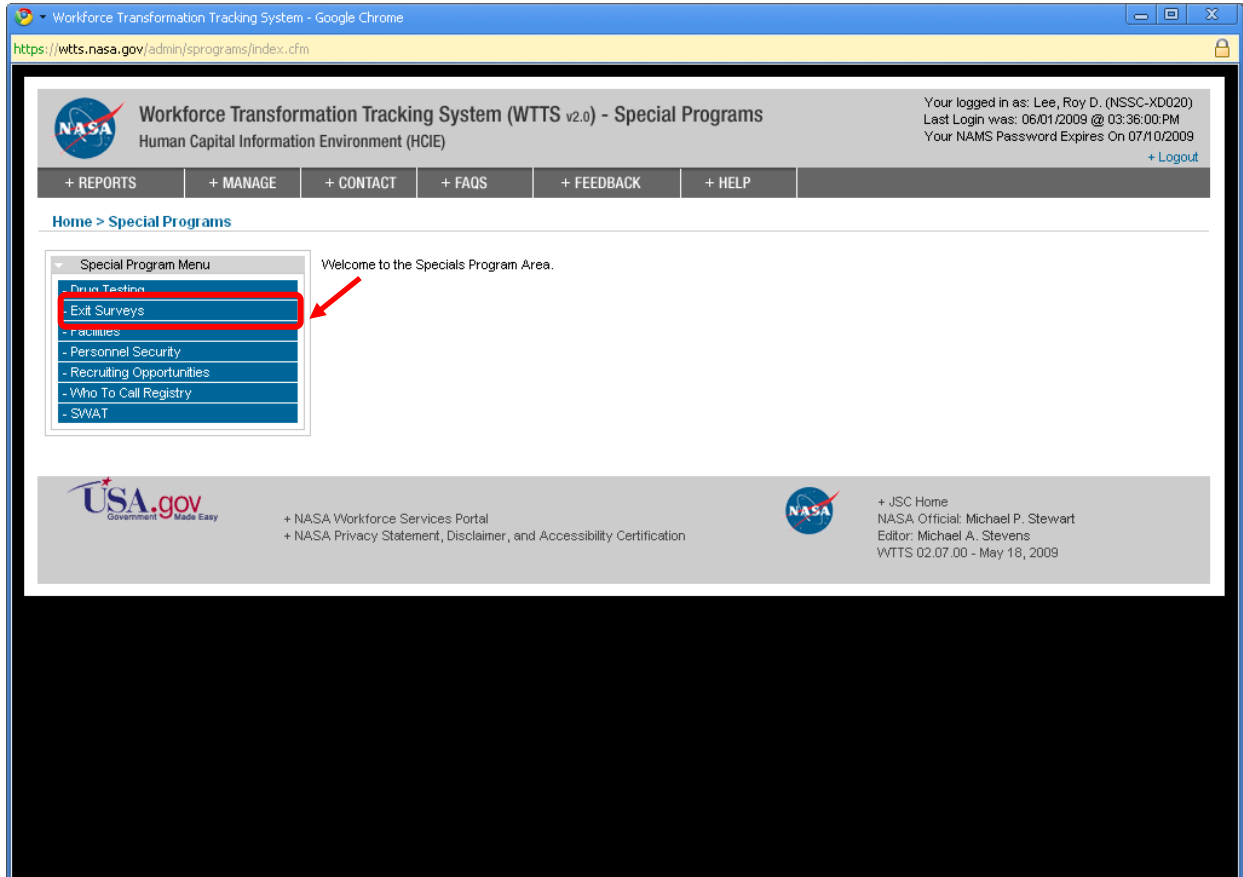


Figure 5. Exit Surveys Screen

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f. When the screen appears as shown in Figure 6, click **Download to Excel**.

The screenshot shows the 'Workforce Transformation Tracking System (WTS) - Special Programs' interface. The page title is 'Special Program Menu' and the breadcrumb is 'Home > Special Programs > Exit Survey Report'. A navigation menu on the left includes options like 'Drug Testing', 'Exit Surveys', 'Facilities', 'Personnel Security', 'Recruiting Opportunities', 'Who To Call Registry', and 'SWAT'. The main content area contains a table of employee data and a '+ Download to Excel' button highlighted with a red box and arrow. A red arrow also points to a note above the table: 'The data is displayed for only employees who's separation date is less than or equal to today's date. If you have any questions regarding data validation please contact the person who last published the WTS record by click on the AUD listed in the "Posted By" Column.'

ID	SEPARATION TYPE	LOSING JOB TITLE	LOSING SERIES	LAST NAME	FIRST NAME	NASA EMAIL	UUPIC	GRADE	GENDER	DIVERSITY	AGE	LOSING CENTER	LOSING ORG	LEAVING ON	POSTED BY
11176	RETIREMENT - VOLUNTARY OPTIONAL	ELECTRONICS TECHNICIAN	856	FLECKENSTEIN	ROBERT	ROBERT.FLECKENSTEIN-1@NASA.GOV	512529012	11	M	WHITE	60	DFRC	0A	10/23/2009	MLMISCH
10907	RETIREMENT - VOLUNTARY OPTIONAL	PHYSICAL SCIENTIST	1301	RIND	DAVID	DAVID.H.RIND@NASA.GOV	488858761	15	M	WHITE	61	69FC	6110	09/02/2009	MLMISCH
11156	RETIREMENT - VOLUNTARY OPTIONAL	SUPERVISORY HISTORIAN	170	DOCK	STEVEN	STEVEN.J.DOCK@NASA.GOV	545057652	15	M	WHITE	60	HQ	TC000	08/02/2009	NMAADIGAN
11240	RETIREMENT - VOLUNTARY OPTIONAL	TRAFFIC MANAGEMENT SPECIALIST	2130	ANKERMAN	H	FREDERICK.ANKERMAN-1@NASA.GOV	75285762	12	M	WHITE	66	69FC	2740	08/01/2009	NMAADIGAN
11027	RETIREMENT - VOLUNTARY OPTIONAL	SECRETARY (0A)	318	RINKER	NANCY	NANCY.V.RINKER@NASA.GOV	951582860	8	F	WHITE	55	69FC	4000	07/31/2009	NMAADIGAN
11231	TRANSFER TO OTHER AGENCY	STUDENT TRAINEE (ENGINEERING)	899	ORTIZ-RIVERA	PEDRO	PEDRO.J.ORTIZ-RIVERA@NASA.GOV	711333550	6	M	HISPANIC OR LATINO	24	DFRC	H	07/04/2009	SSEVANS
11193	RETIREMENT - VOLUNTARY OPTIONAL	HUMAN RESOURCES SPECIALIST	201	SPEIR	SHARLENE	SHON.SPEIR@NASA.GOV	017589914	14	F	WHITE	60	HQ	LM041	07/03/2009	NMAADIGAN
11071	RETIREMENT - VOLUNTARY OPTIONAL	AST, EXPER FACILITIES DEVELOP	801	GOODSON	JESSE	JESSE.F.GOODSON@NASA.GOV	955226405	13	M	WHITE	64	JSC	JM411	07/03/2009	MLMISCH
11146	RETIREMENT - VOLUNTARY	PROGRAM ANALYST	343	BRUMFIELD	CINDY	CINDY.L.BRUMFIELD@NASA.GOV	603599355	15	F	WHITE	55	HQ	3B000	07/03/2009	MLMISCH
11147	RETIREMENT - VOLUNTARY OPTIONAL	COMPUTER ENGINEER	854	COOLS	JOHN	JOHN.E.COOLS@NASA.GOV	849378255	15	M	WHITE	66	JSC	1A111	07/03/2009	RESPINO
11148	RETIREMENT - VOLUNTARY OPTIONAL	PROGRAM ANALYST	343	MERCURE	ROBERT	ROBERT.A.MERCURE@NASA.GOV	700909861	15	M	WHITE	76	HQ	FD000	07/03/2009	JEKELLY1
10925	RETIREMENT - VOLUNTARY OPTIONAL	QUALITY ASSURANCE SPEC (AEROSPACE)	1910	SHEPHERD	CHRISTENA	CHRISTENA.C.SHEPHERD@NASA.GOV	560707241	13	F	WHITE	57	MSFC	QD11	07/03/2009	JEKELLY1
10832	RETIREMENT - VOLUNTARY OPTIONAL	SECRETARY (0A)	318	HANLON	KATHRYN	KATHRYN.K.HANLON@NASA.GOV	548375324	7	F	WHITE	73	69FC	4220	07/03/2009	MLMISCH
10833	RETIREMENT - VOLUNTARY OPTIONAL	ELECTRONICS TECHNICIAN	856	PFFENNING	DAVID	DAVID.C.PFFENNING@NASA.GOV	333817345	13	M	WHITE	55	69FC	5440	07/01/2009	MLMISCH
10854	RETIREMENT - VOLUNTARY OPTIONAL	ACCOUNTING TECHNICIAN (0A)	525	TRIPLETT	JOSEPHINE	JOSEPHINE.L.TRIPLETT@NASA.GOV	033566942	8	F	BLACK OR AFRICAN AMERICAN	69	69FC	1551	06/30/2009	RESPINO
10906	RETIREMENT - VOLUNTARY OPTIONAL	CONTRACT SPECIALIST	1102	STEWART	STEPHEN	STEPHEN.S.STEWART@NASA.GOV	6718520632	12	M	WHITE	63	MSFC	PS21	06/30/2009	MLMISCH
10831	RETIREMENT - VOLUNTARY OPTIONAL	AEROSPACE ENGINEER	861	WATSON	JAMES	JAMES.F.WATSON@NASA.GOV	086162002	15	M	WHITE	67	LARC	D318	06/30/2009	MLMISCH
11075	RETIREMENT - VOLUNTARY OPTIONAL	AEROSPACE ENGINEER	861	TURCZYN	MARK	MARK.T.TURCZYN@NASA.GOV	906496002	15	M	WHITE	59	69FC	5990	06/30/2009	JEKELLY1
11063	BUYOUT	AST-TECHNICAL MANAGEMENT	801	MATTIS	MARK	MARK.F.MATTIS@NASA.GOV	112390323	14	M	WHITE	59	KSC	NED00	06/30/2009	RESPINO
10773	RESIGNATION	GOVERNMENT & COMMUNITY LIASON	301	BARRERA	RICHARD	RICHARD.A.BARRERA@NASA.GOV	478531441	9	M	HISPANIC/LATINO AND WHITE	30	JSC	AP161	06/28/2009	MCCORTEZ
11131	TRANSFER TO OTHER AGENCY	COMPUTER ENGINEER	854	PHAM	PHUC	PAUL.T.PHAM@NASA.GOV	845216111	12	M	ASIAN	39	DFRC	MC	06/20/2009	SSEVANS

Figure 6. Download Report to Excel Screen

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- g. When the screen as shown in Figure 7 appears, overwrite the old file (1).
 1. Always retain the file name *In-Work Losses-Exit Surveys.xls* (2).
 2. Click **Save** (3).
 3. Close WTTS.

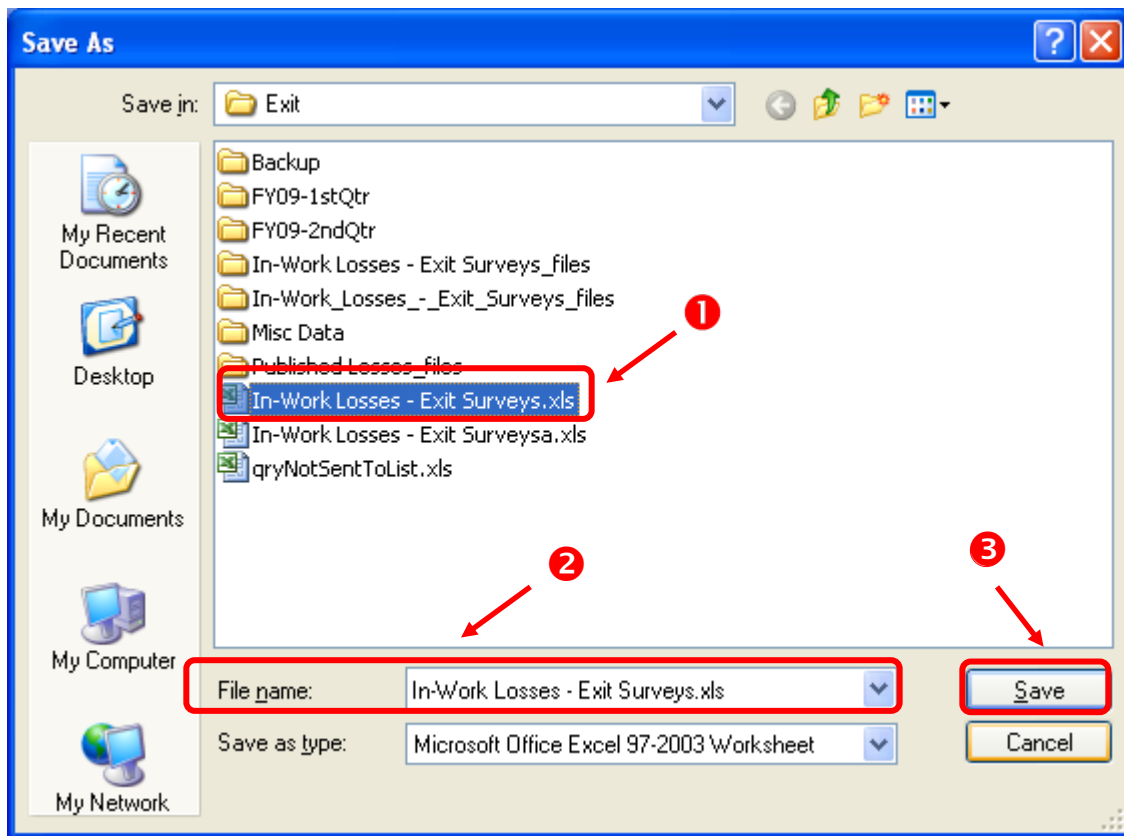


Figure 7. Overwrite and Save Screen

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- h. Open the report in Excel (1), clicking **Yes** (2) to ignore the warning and open the file as shown in Figure 8.

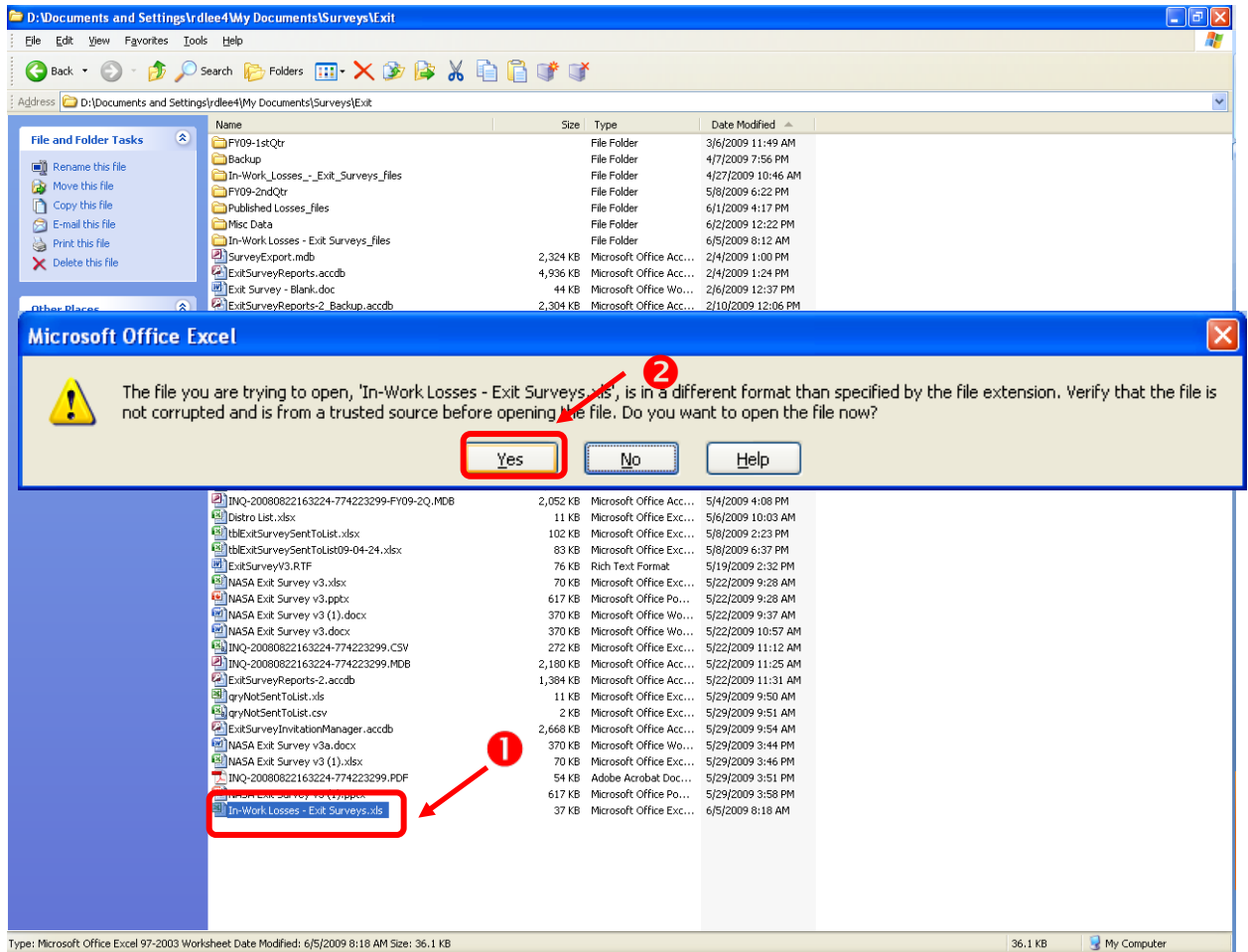


Figure 8. Ignore Warning Screen

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- i. When the screen opens as shown in Figure 9, highlight the **top two rows** (1), right click and choose **Delete** (2).

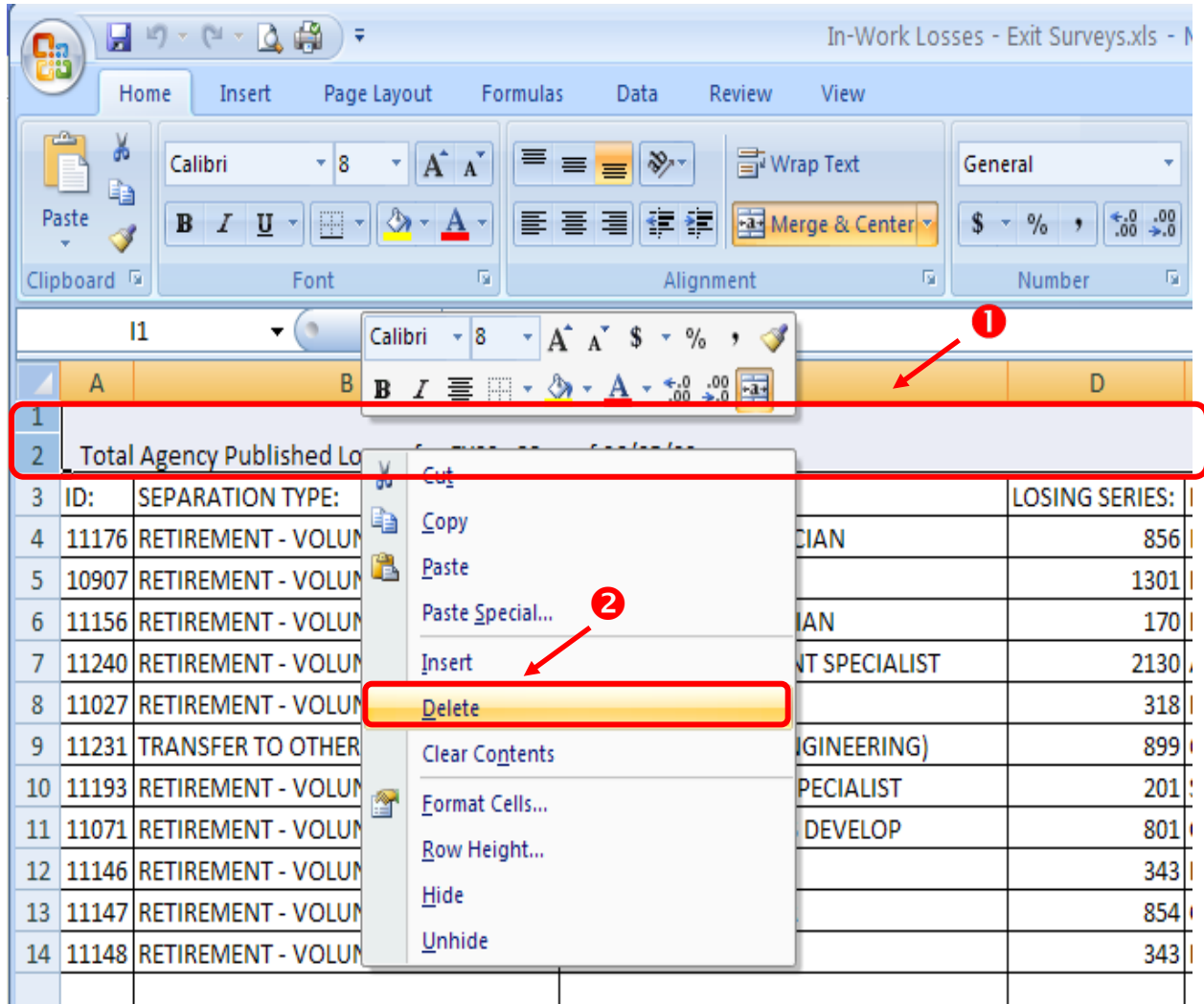


Figure 9. Delete Top Two Rows Screen

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- j. When the screen appears as shown in Figure 10, save as *Excel 2003* format.

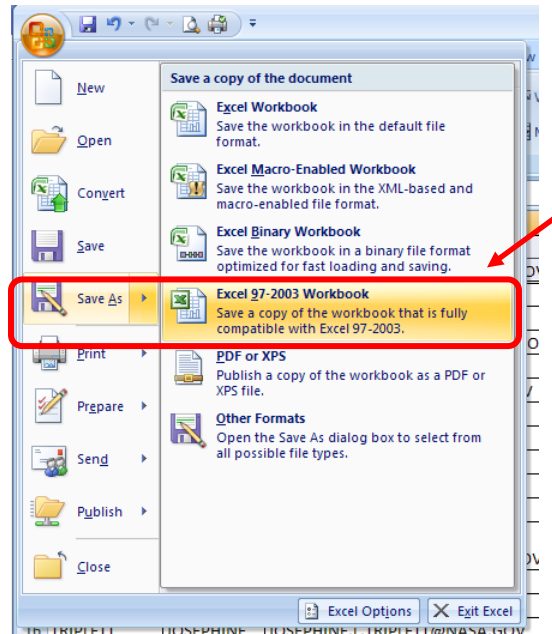


Figure 10. Save as Excel 2003 Format

1. Keep the same name and replace the old file by clicking **Yes** when the warning sign appears as shown in Figure 11.

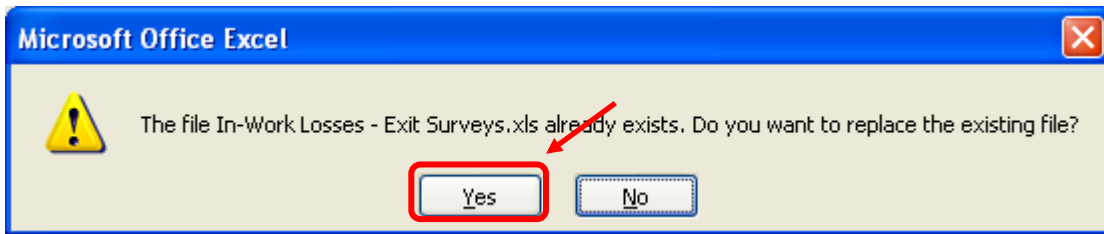


Figure 11. Warning Sign to Replace Existing File

2. Close Excel.

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- k. Open *ExitSurveyInvitationManager* (File should be in the same directory as the file just saved from WTTS) as shown in Figure 12.

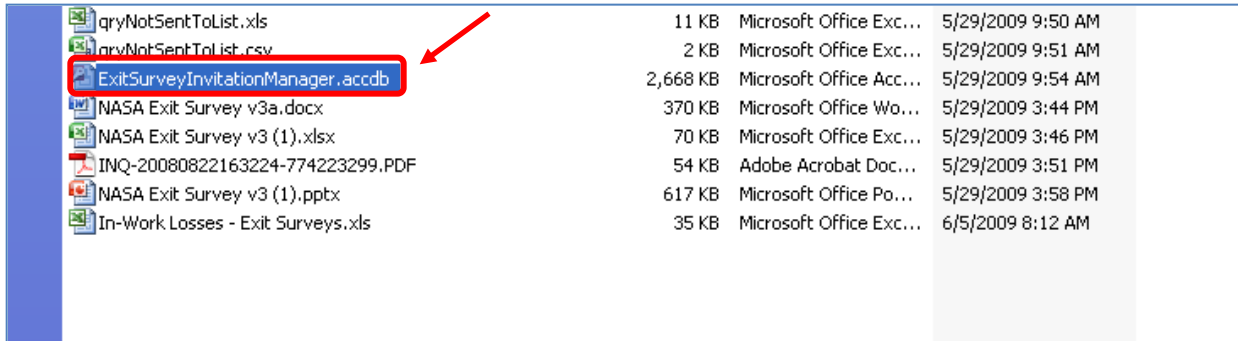


Figure 12. Invitation Manager File

- l. When the screen appears as shown in Figure 13, complete the following:
1. Clear any security alerts by clicking **Options** (1)
 2. Click **Enable this content** (2)
 3. Click **OK** (3).

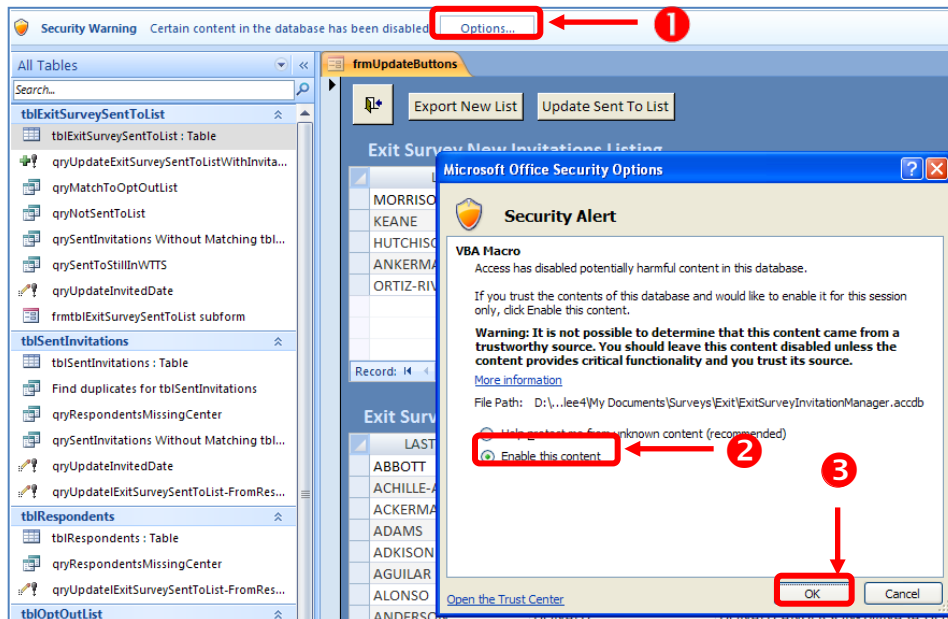


Figure 13. Options Screen

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m. When the screen as shown in Figure 14 appears, check for names in the top grid and click **Export New List** button (1).

1. Box (2) represents respondent-mail addresses in the *WTTS Export*, but not already included in the *Sent to List*.
2. Box (3) represents the *Sent to List*.

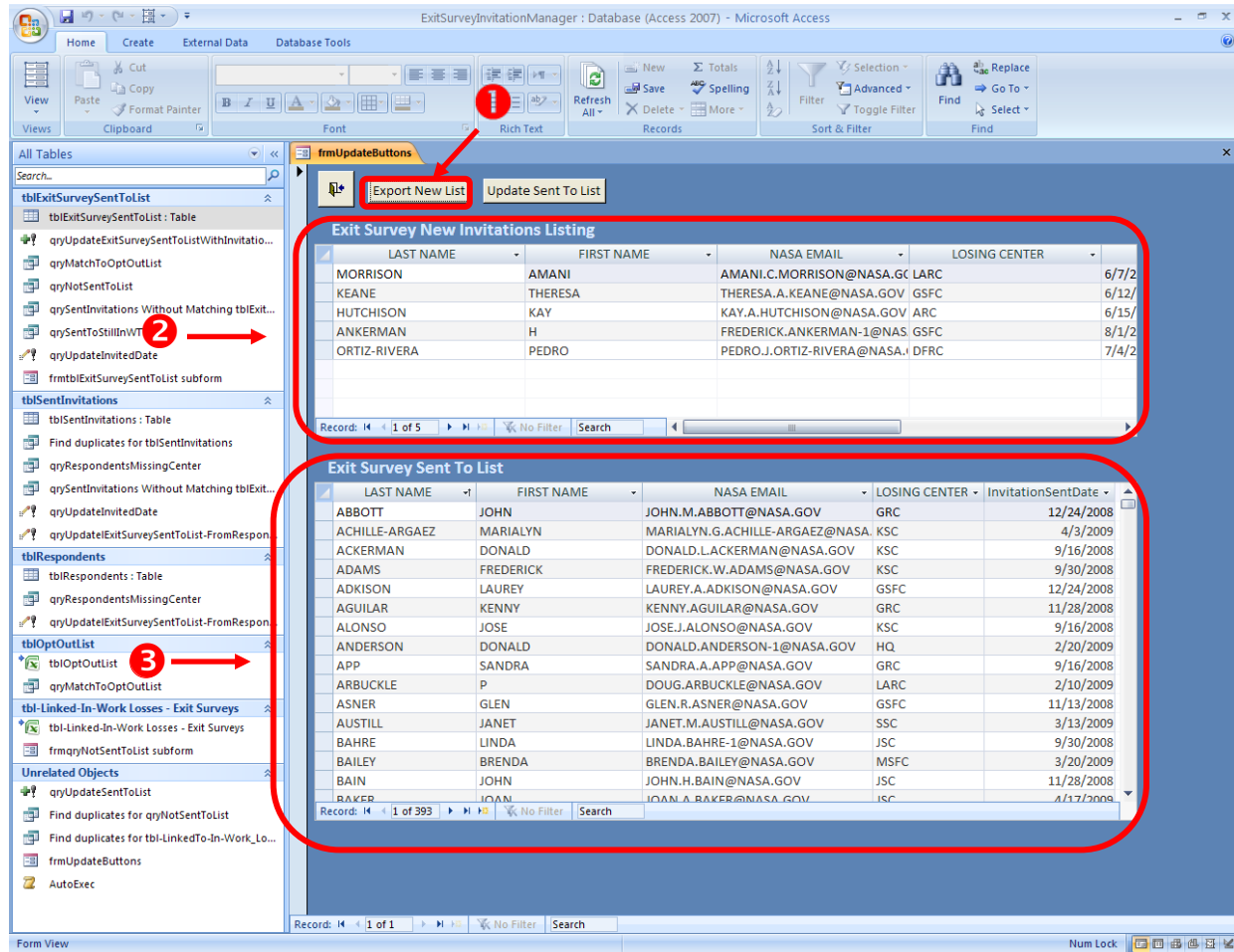


Figure 14. Export New List

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- n. When the screen as shown in Figure 15 appears, overwrite the old file (1).
 1. Retain the file name *qryNotSenttoList.xls* (2).
 2. Click **OK** (3).

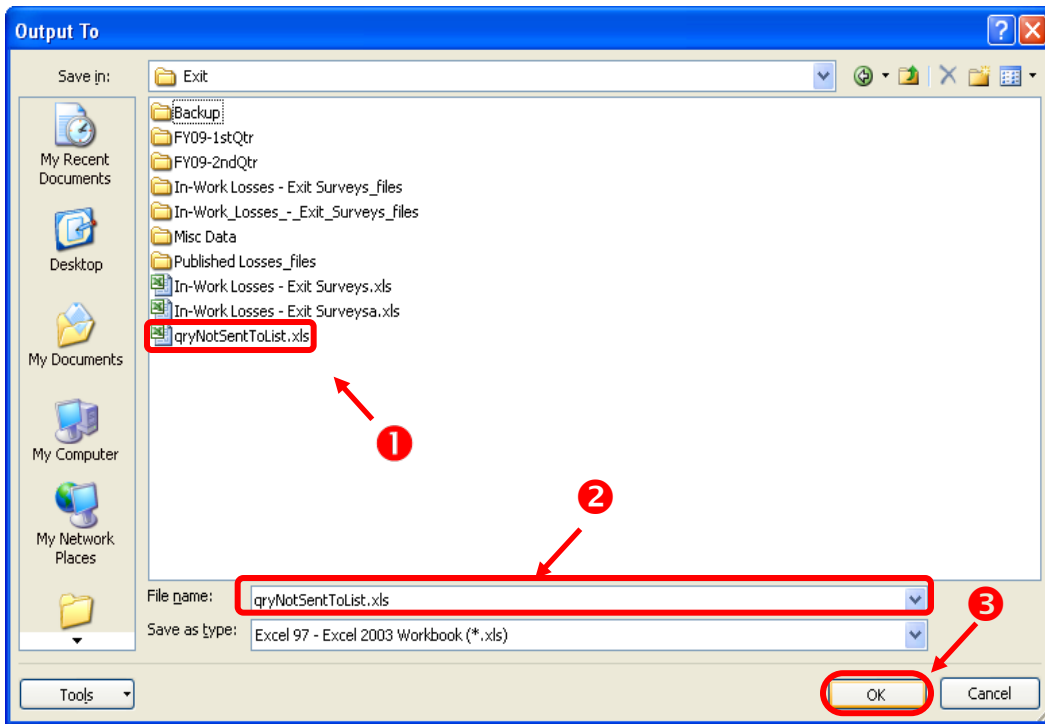


Figure 15. Overwrite the Old File Screen

3. Keep the same name and replace the old file by clicking **Yes** when the warning sign appears as shown in Figure 16.

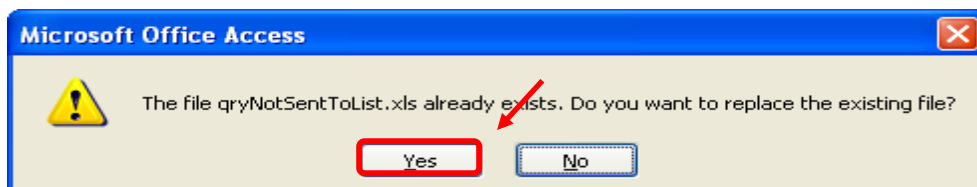


Figure 16. Warning Sign to Replace Existing File Screen

- o. Leave the *Invitation Manager* open.
- p. Open the exported file (1), which is in the same directory as the file just saved from WTTs and as the Invitation Manager shown in Figure 17.

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1. Check to confirm the date (2) reflects the file was just saved (should be current date).

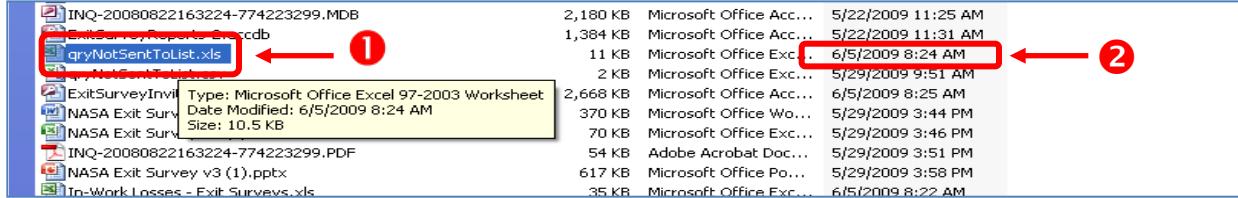


Figure 17. Exported File

2. Save the file as a Common Separated Version (CSV) file (1), overwrite the old file (2), and click **Save** (3) as shown in Figure 18.

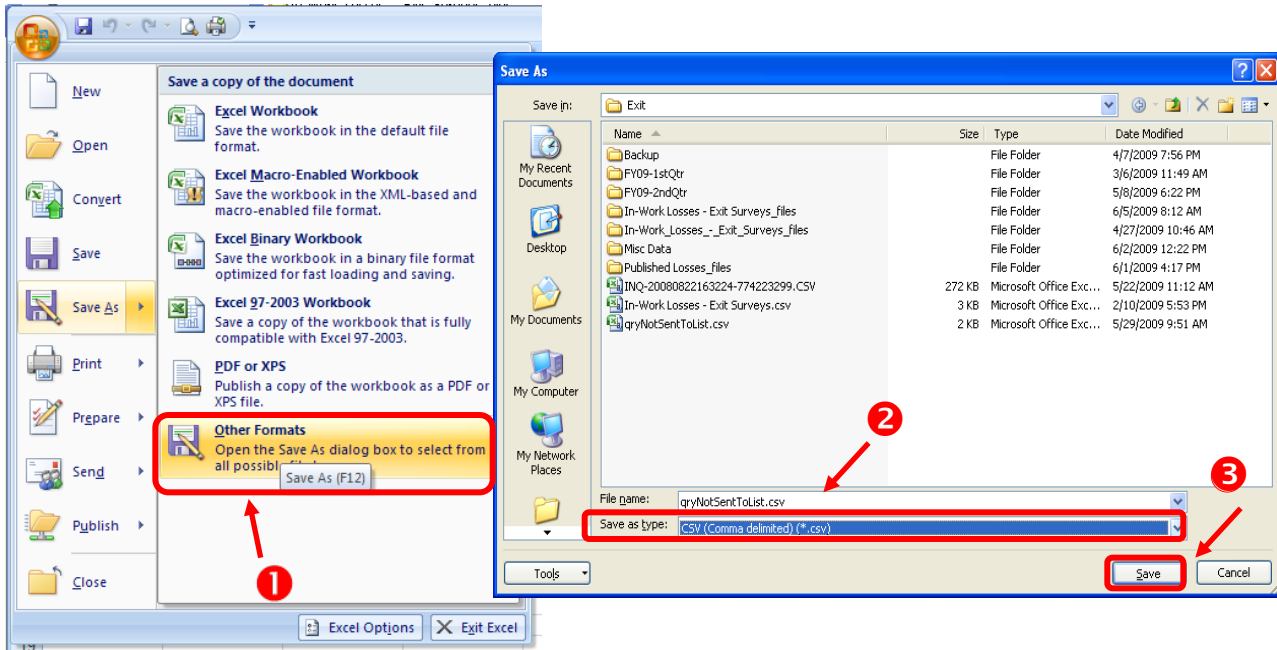


Figure 18. Saved File Screen

3. Replace the old file by clicking **Yes** when the warning sign appears as shown in Figure 19.

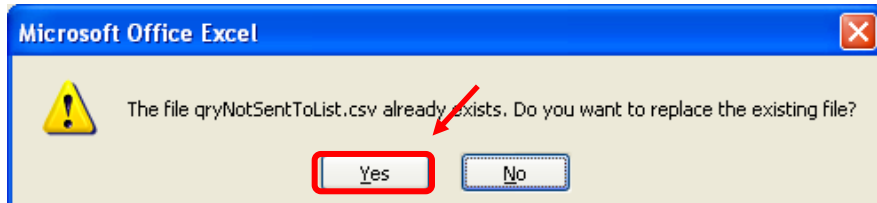


Figure 19. Warning Sign to Replace Old File

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4. To keep the workbook in the same format, click **Yes** when the warning sign appears as shown in Figure 20.

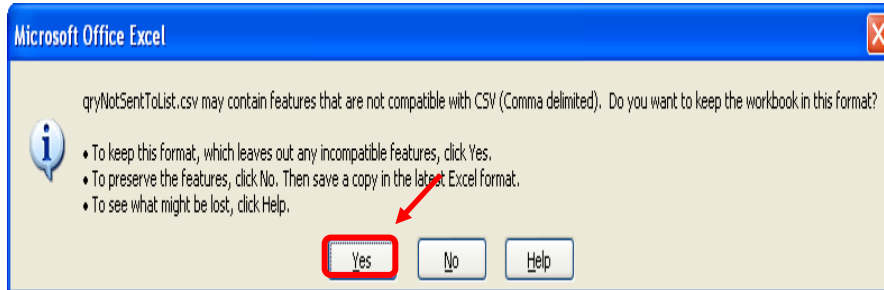


Figure 20. Warning Sign to Keep the Workbook in Same Format

- q. Open the **Survey Builder** (Inquisite Builder Software).
 1. Select **Open an exiting survey** (1) and **Exit Survey.iqs** file (2) as shown in Figure 21.
 2. Click **OK** (3).

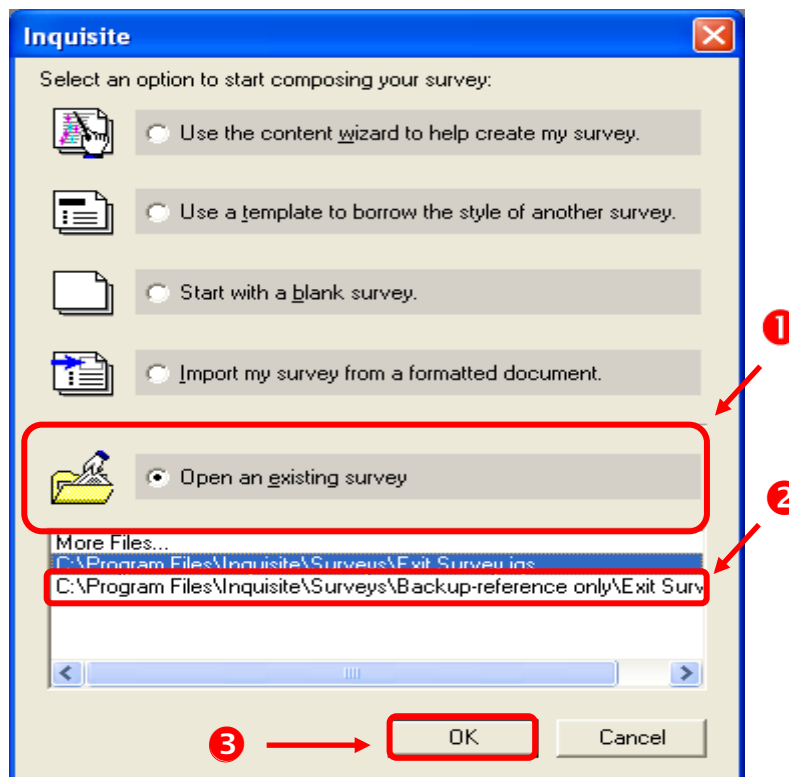


Figure 21. Open Existing Survey Screen

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- r. Open the Data Import Wizard:
1. From the *Tools* (1) menu, click on **Data Import Wizard** (2) as shown in Figure 22.

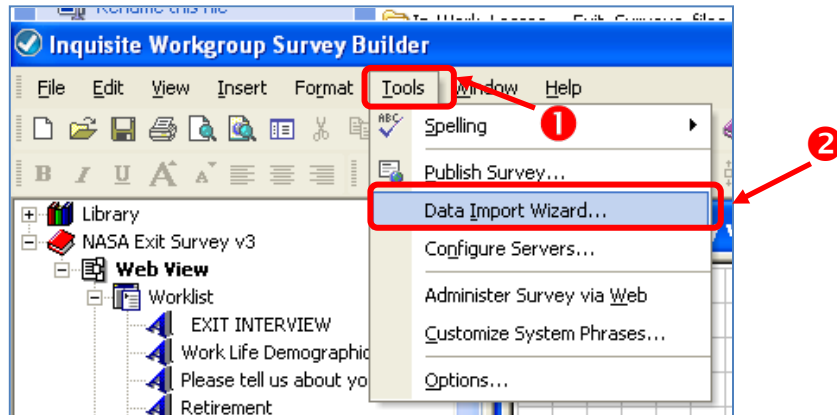


Figure 22. Data Import Wizard

2. When the screen as shown in Figure 23 opens, click **Next**.

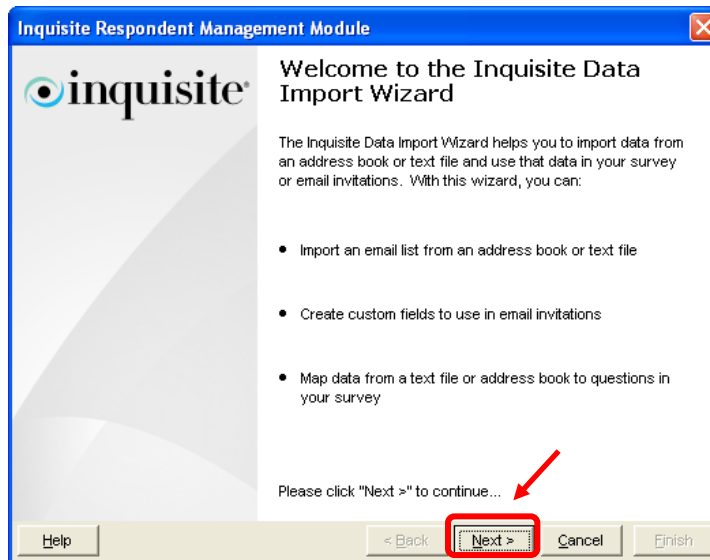


Figure 23. Welcome to Inquisite Data Import Wizard

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3. When the screen as shown in Figure 24 opens, choose **ASCII Text File (1)**, and click **Next (2)**.

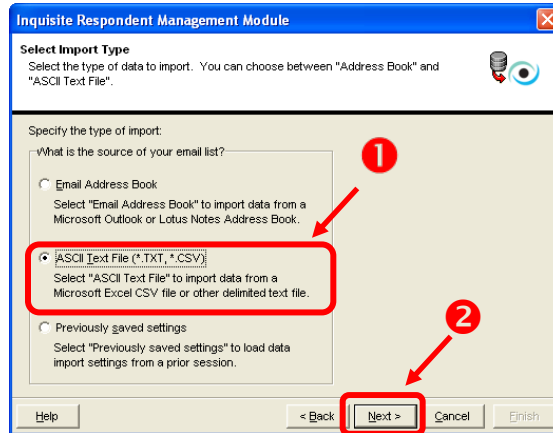


Figure 24. Type of Import Screen

4. Verify the CSV file previously saved is selected, if not, browse to the correct file and **select it (1)** as shown in Figure 25.
5. Click **Next (2)**.

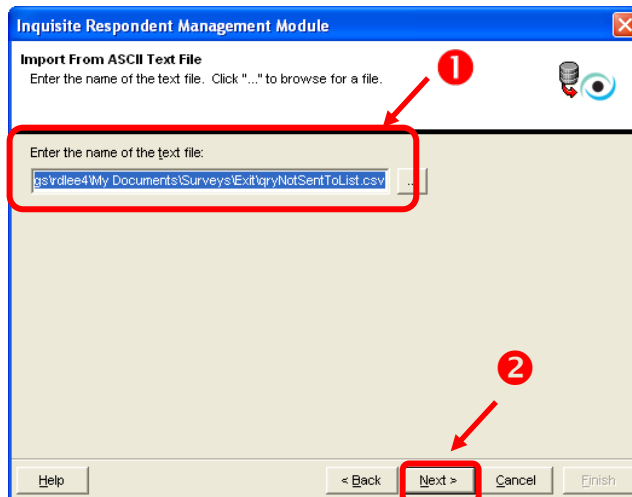


Figure 25. Verify CSV File Screen

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- When the screen appears as shown in Figure 26, check the prepopulated data for proper formatting by scrolling right (1) and clicking **Next** (2).

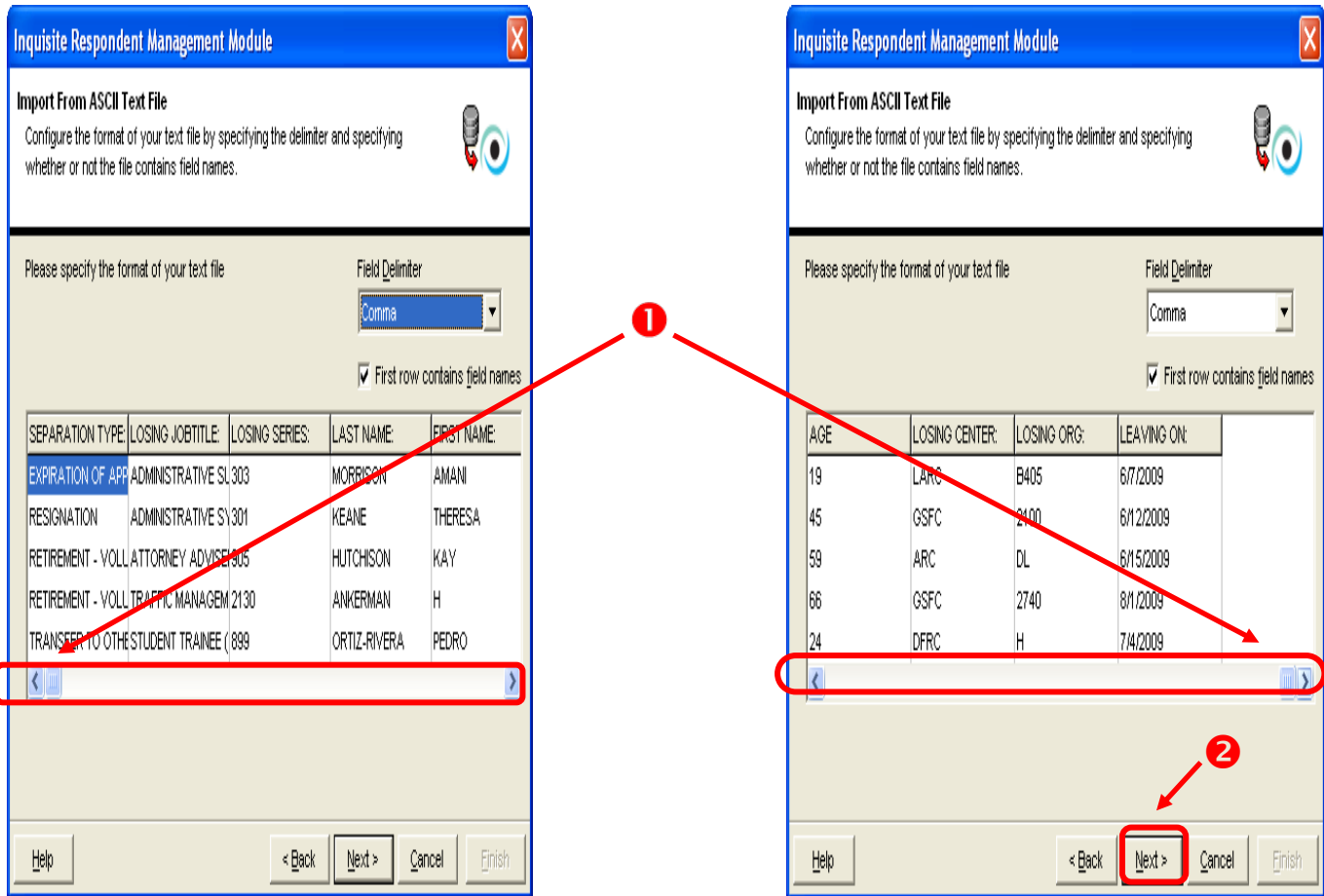


Figure 26. Checking Pre-Populated Data Screen

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7. Check for complete pre-population of the name and e-mail fields (as minimum) by scrolling to the right (1), and checking **Next** (2) as shown in Figure 27.
8. The invitations and reminders are pre-populated.

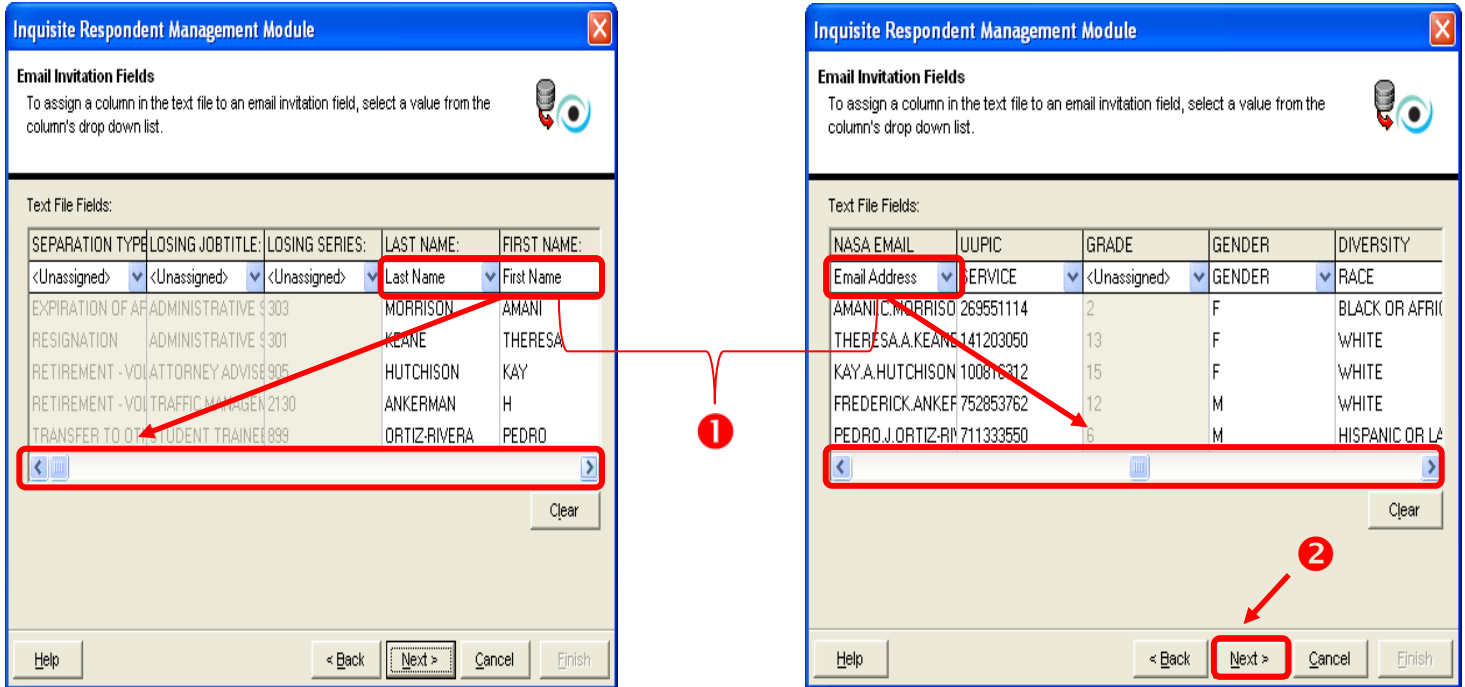


Figure 27. Name and E-mail Verification

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- s. When the screen as shown in Figure 28 appears, ensure the **Enable Survey Prepopulation** box (1) is checked and click **Next** (2).

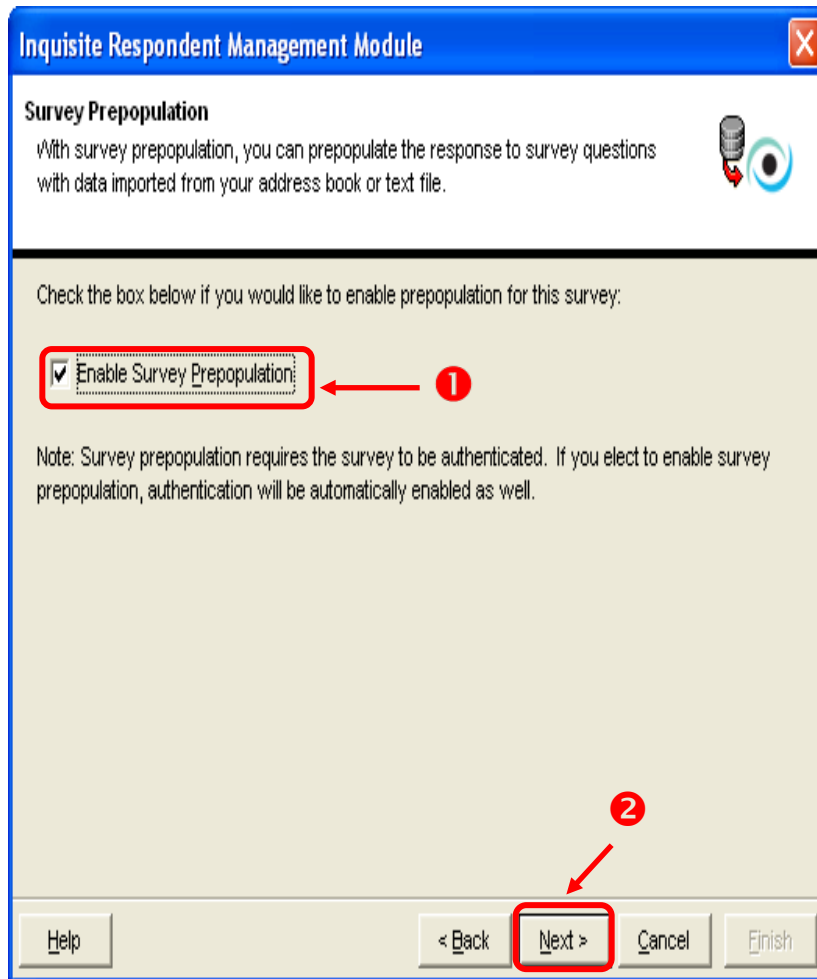


Figure 28. Enable Survey Prepopulation Screen

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- t. Scroll to the right confirming all fields (1) are assigned as indicated, and clicking **Next** (2) as shown in Figure 29.

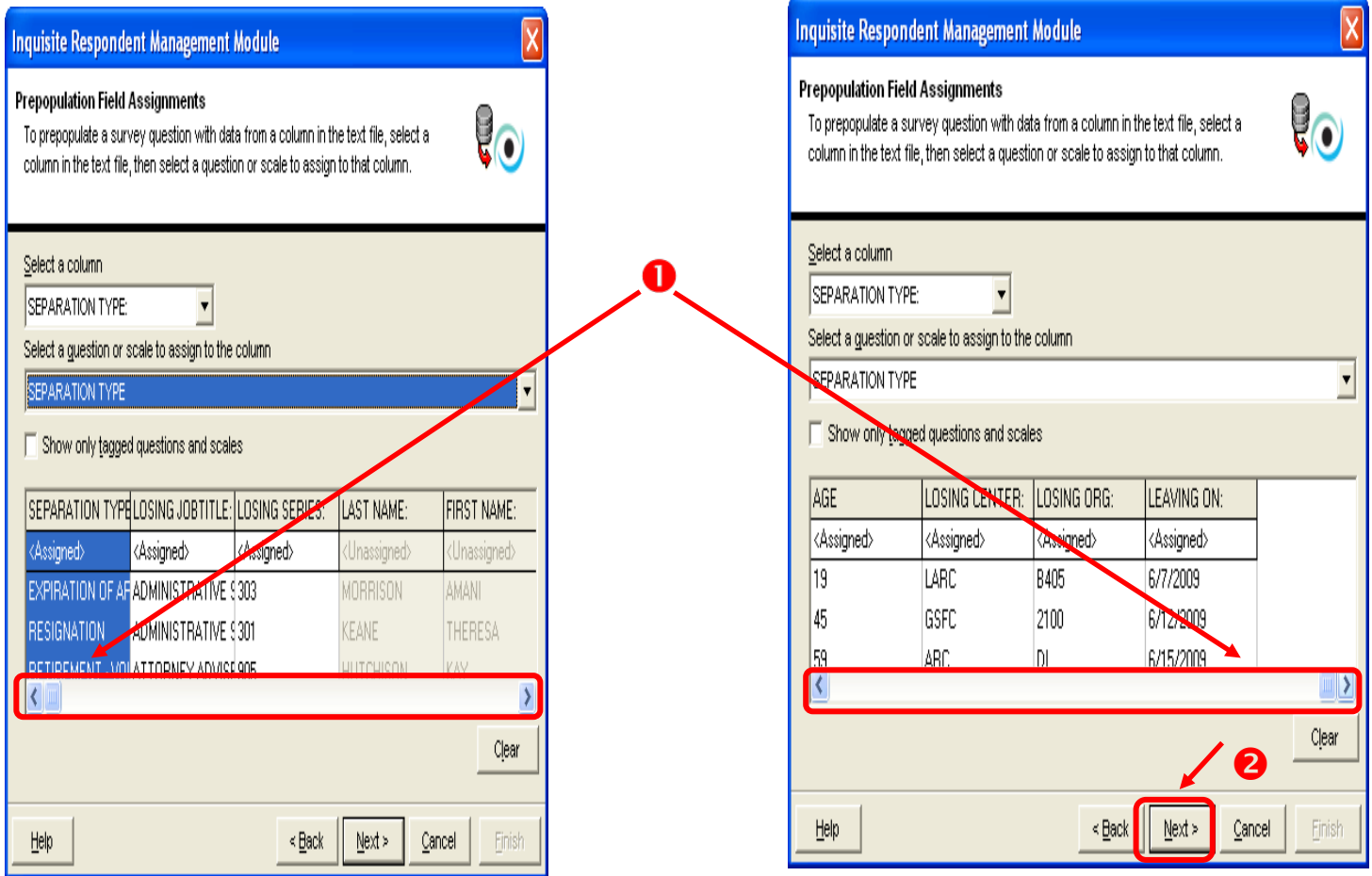


Figure 29. Confirming All Fields are Assigned Screen

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u. The first time the wizard is ran with a survey, save the settings (1) as shown in Figure 30.

1. Click **Next** (2) to log into the Inquisite server and upload data.

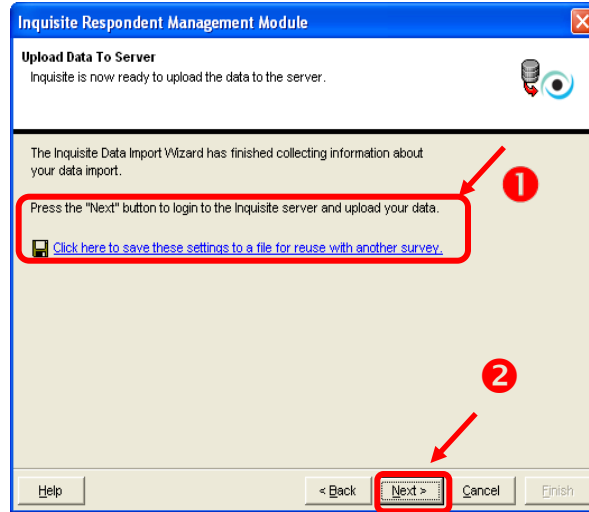


Figure 30. Next Screen for First Time Running Wizard with Survey

2. If it is not the first time the wizard is ran with a survey, just click **Next**.

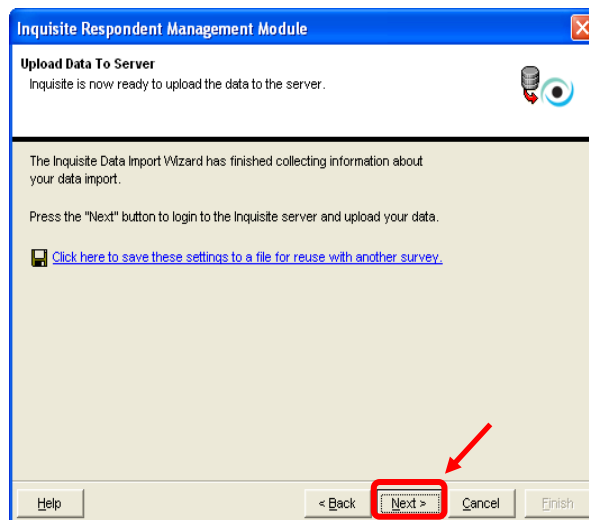


Figure 31. Next Screen Running Wizard with Survey

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3. To log in as shown in Figure 32 complete the following:

- Type in **Email address** (1)
- Type in **Password** (2)
- Choose **Prod-Public** under *Server* (3)
- Click **Next** (4).

Inquisite Respondent Management Module

Login To Your Account
Enter your email address and password below to login to your account.

Enter the information to login to your account:

Email: roy.d.lee@nasa.gov

Password: *****

Server: Prod-Public

Help < Back Next > Cancel Finish

Figure 32. Login Screen

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- When the screen as shown in Figure 33 appears, change the drop-down to ***New Mail List*** (1), and click **Next** (2).

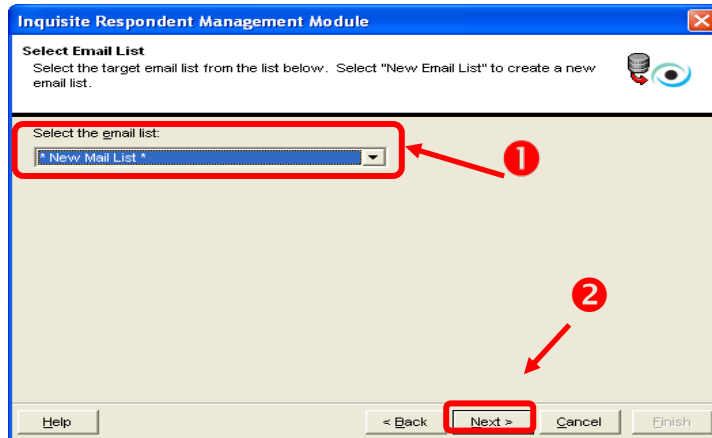


Figure 33. New Mail List Screen

- When the screen as shown in Figure 34 appears, type in **Exit** and the **two-digit year, month** and **day** (1), and click **Next** (2).

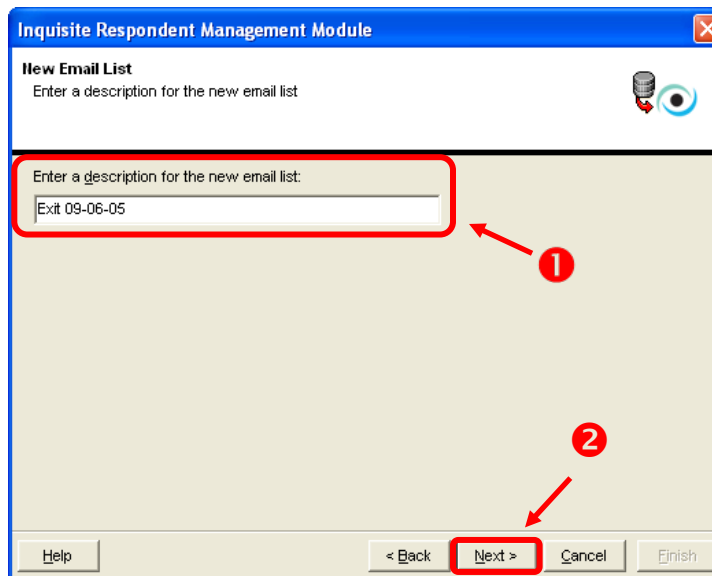


Figure 34. Exit and Two-Digit Year Screen

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6. When the screen appears as shown in Figure 35, click the **Message** (1) button and review the number of records imported.
7. Click **OK** (2).
8. Click **Next** (3).

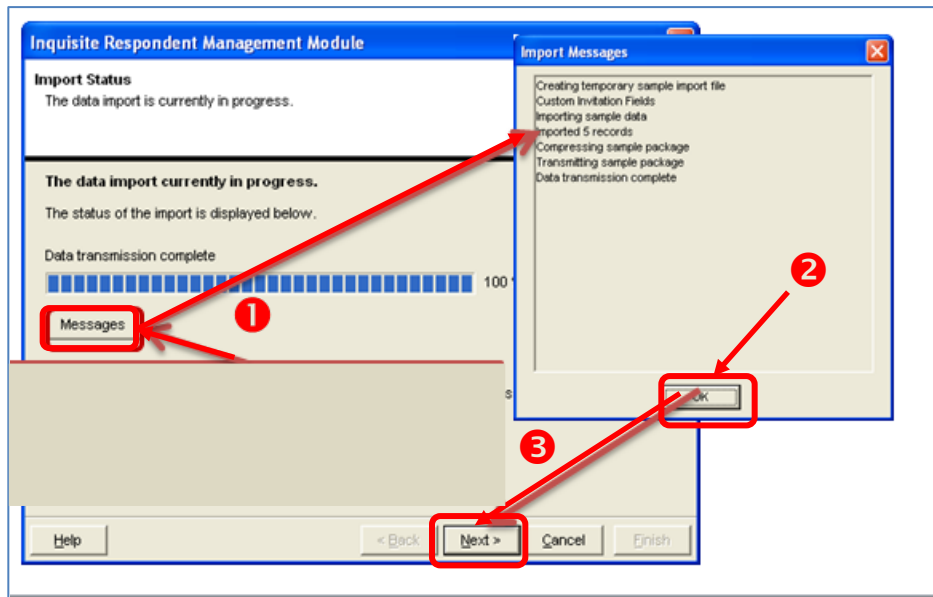


Figure 35. Message Screen

9. When the screen as shown in Figure 36 appears, click **Finish**.

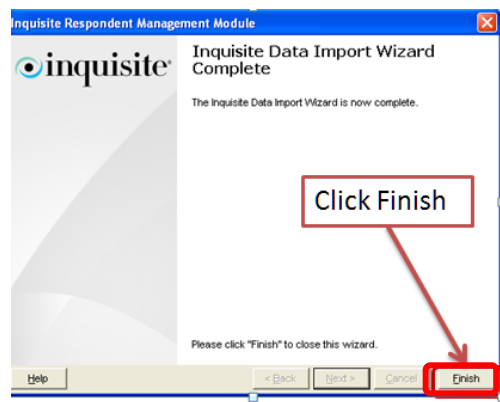


Figure 36. Finish Screen

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4.2.2 Sending Invitations:

- a. Invitations are sent using normal Inquisite deployment procedures.
- b. Login to Inquisite Web site located at <https://survey.nssc.nasa.gov/cgi-bin/qsurveyadmin.cgi>
- c. Enter **User Name** and **Password** (1), and click **Log In** (2) as shown in Figure 37.

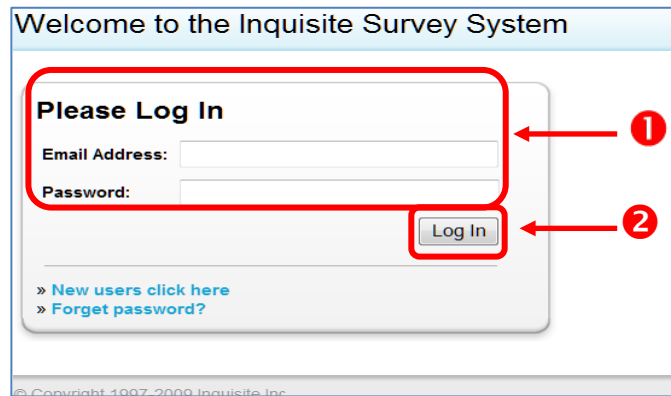


Figure 37. Inquisite Log In Screen

- d. When the screen appears as shown in Figure 38, click on **Surveys**.

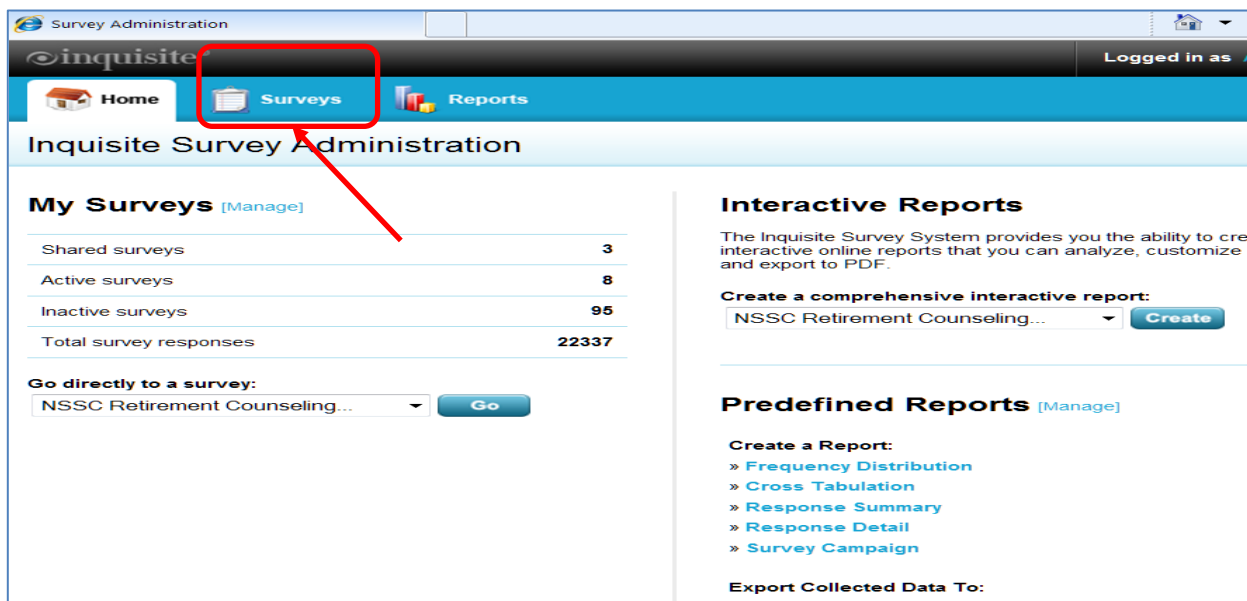


Figure 38. Surveys Screen

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- e. When the screen as shown in Figure 39 appears, choose the *Exit Survey* from the list by clicking **survey name**.

12/21/2010	NSSC Retirement Counseling Survey December 2010	Inactive	11	view
11/18/2010	NSSC Retirement Counseling Survey November 2010	Inactive	47	view
11/1/2010	Customer Contact Center - October 2010	Inactive	520	view
10/27/2010	NSSC Retirement Counseling Survey October 2010	Inactive	4	view
10/20/2010	NASA Exit Survey v3	Active	660	view
Total			23642	

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Figure 39. Exit Survey Screen

- f. When the screen as shown in Figure 40 appears, click **Manage Invitations**.

Survey Administration

Survey: NASA Exit Survey v3

Select another survey to administer:

Survey status

Survey code	3HB7H7	Preview survey
Current status	Active	Take survey
Last published	10/20/2010	Deactivate this survey

Response summary	Email Lists	Build interactive report
Completed	# Email Lists	View reports
In progress	Invitations sent	Manage invitations
	Reminders sent	Manage responses
	Authentication	

Note: A red box highlights the 'Manage invitations' link, and a red arrow points to it from the right.

Note: A blue box contains the message: "This survey is currently active, and response data has been collected. Click 'View reports' to view and analyze response data."

Survey options

Name	NASA Exit Survey v3	Edit survey options
Response limit	-	Deployment History
Cutoff date	-	Delete this survey

Figure 40. Manage Invitations Screen

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- g. When the screen appears as shown in Figure 41, click **Send Invitations**.

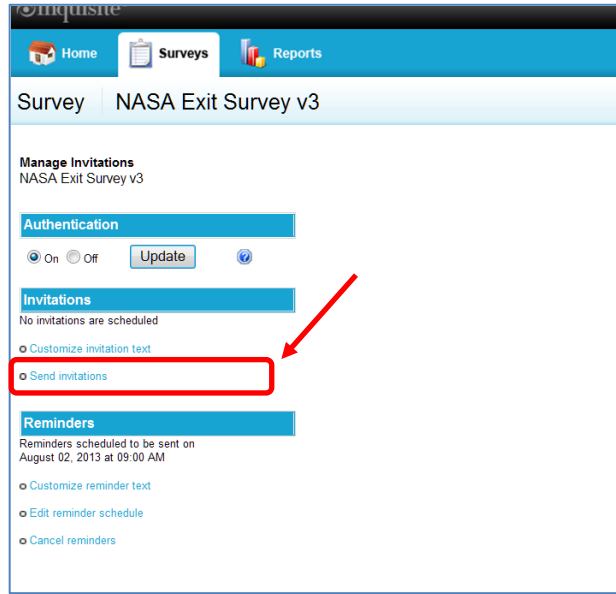


Figure 41. Send Invitations

- h. When the screen appears as shown in Figure 42, select the **list** need (1), and click **Next** (2).



Figure 42. List Screen

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- i. Review the invitation and make changes if needed.
- j. Click **Next** as shown in Figure 43.

From Display Name:

From Email Address:

Reply To Email Address:

Subject:

Message:

Arial 1 (8 pt) **B** *I* U [List Icons]

-- Insert Invitation Field --

Hello [FIRST NAME],

You are invited to complete the NASA Exit Survey. Information you provide through this survey will help the Agency learn more about what it does well and what areas can be improved upon for the next generation.

[Click here to begin...](#)

Thank you for your participation.

Note - If the above link does not work, copy and paste the following URL into your web browser:
[SURVEY URL]

This email was sent to: [EMAIL ADDRESS]

Standard Editor... -- Reset Default --

[Send a test message to yourself](#)

Figure 43. Review Invitation

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- k. When the screen as shown in Figure 44 appears, fill in the **Distribution Times** (1), and click **Next** (2).

The screenshot shows the 'Invitation Wizard' interface for 'Invitation Schedule'. At the top right, there are navigation links: 'Select Recipients | Customize Invitation | Invitation Schedule | Confirm'. The 'Distribution Times' section is highlighted with a red box and labeled '1'. It includes a 'Between' dropdown set to '8:00 AM', an 'on' label, and checkboxes for 'Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', 'Saturday', and 'Sunday'. The 'and' dropdown is set to '5:00 PM'. Below this is the 'Distribution Rate' section with a text input field containing '500' and the label 'invitations per hour (max: 500)'. The 'Invitation Start Time' section has two radio buttons: 'Send invitations now' (selected) and 'Schedule invitations to be sent later'. Below are 'Start Date' and 'Start Time' (set to '12:00 AM') fields. At the bottom, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'. The 'Next >' button is highlighted with a red box and labeled '2'.

Figure 44. Distribution Time/Next Screen

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I. Review the settings, and click **Send**,

Invitation Wizard

Confirm Invitations

[Select Recipients](#) |
 [Customize Invitation](#) |
 [Invitation Schedule](#) |
 [Confirm](#)

You are now ready to start sending invitations

Recipients	1 (view recipients)
Distribution time	Monday-Friday, 8:00 AM to 5:00 PM
Distribution rate	500 invitations per hour
Start sending	Now

Click the button labeled "Send" to begin sending invitations now.

← Back
Send
Cancel

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Figure 45. Send Screen

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1. Reminders are sent to the previous two week's respondent pool.
2. Send reminders by selecting **Send Reminders** on the *Manage Invitations* screen as show in Figure 46.

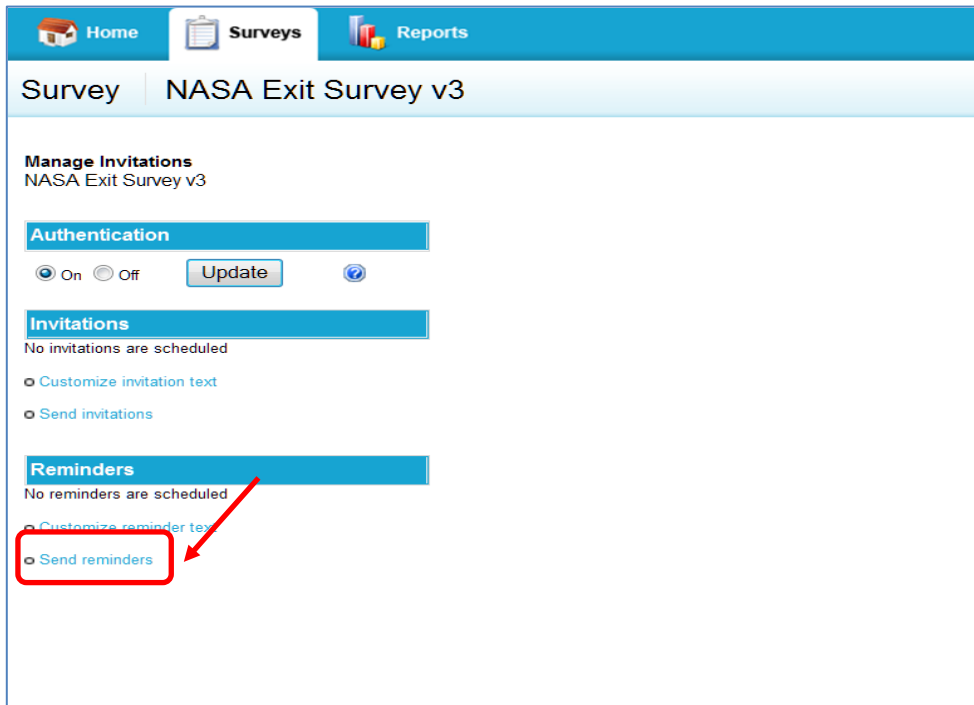


Figure 46. Send Reminders Screen

- m. Select the needed **list** as shown in Figure 47.

Reminder Wizard
Select Recipients

Select Recipients | [Customize Reminder](#) |

Select one or more email lists to include in the reminder:

	Email list	Size
<input type="checkbox"/>	10-10-26	46
<input type="checkbox"/>	11/9/10	22
<input checked="" type="checkbox"/>	11/22/10	22
<input type="checkbox"/>	12-03-10	26

The table is highlighted with a red border, and a red arrow points to the '11/22/10' row.

Figure 47. Selected List

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n. Review reminder text, edit if needed, and click **Next**.

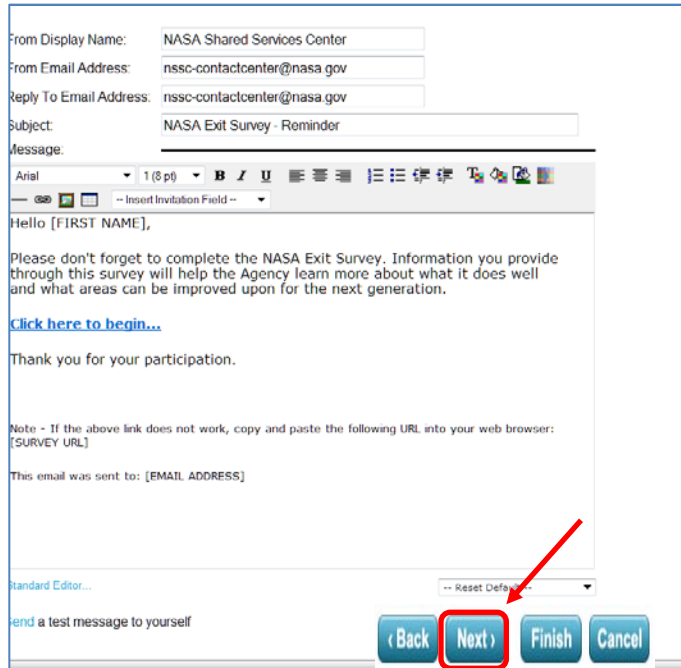


Figure 48. Next Screen

o. When the screen appears as shown in Figure 49, select **Reminder Start Times** (1), and click **Next** (2).

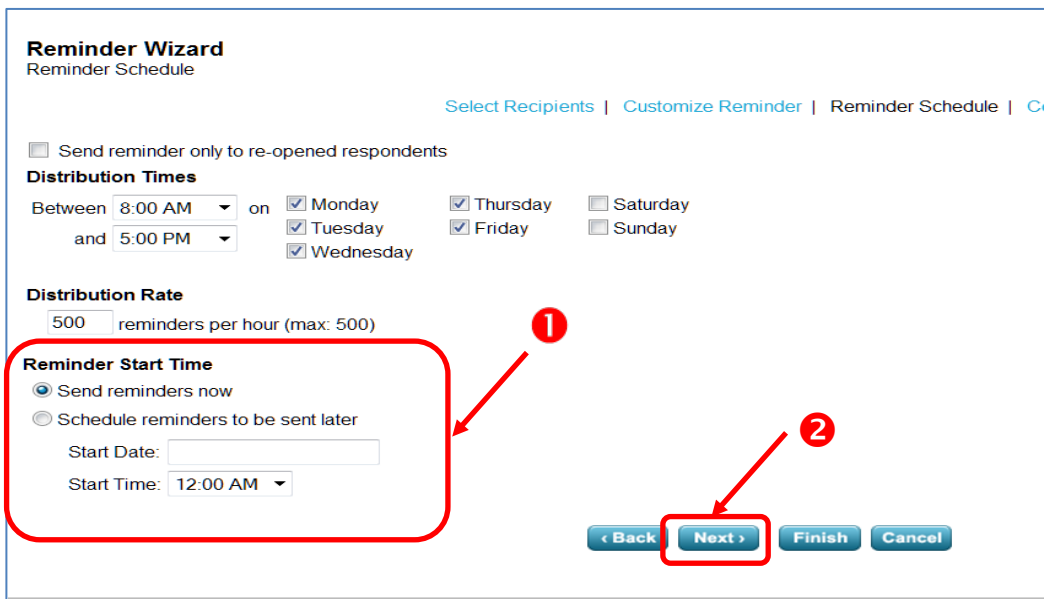


Figure 49. Reminder Start Times/Next Screen

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- p. When the screen appears as shown in Figure 50, review the reminder setting, and click **Send**.

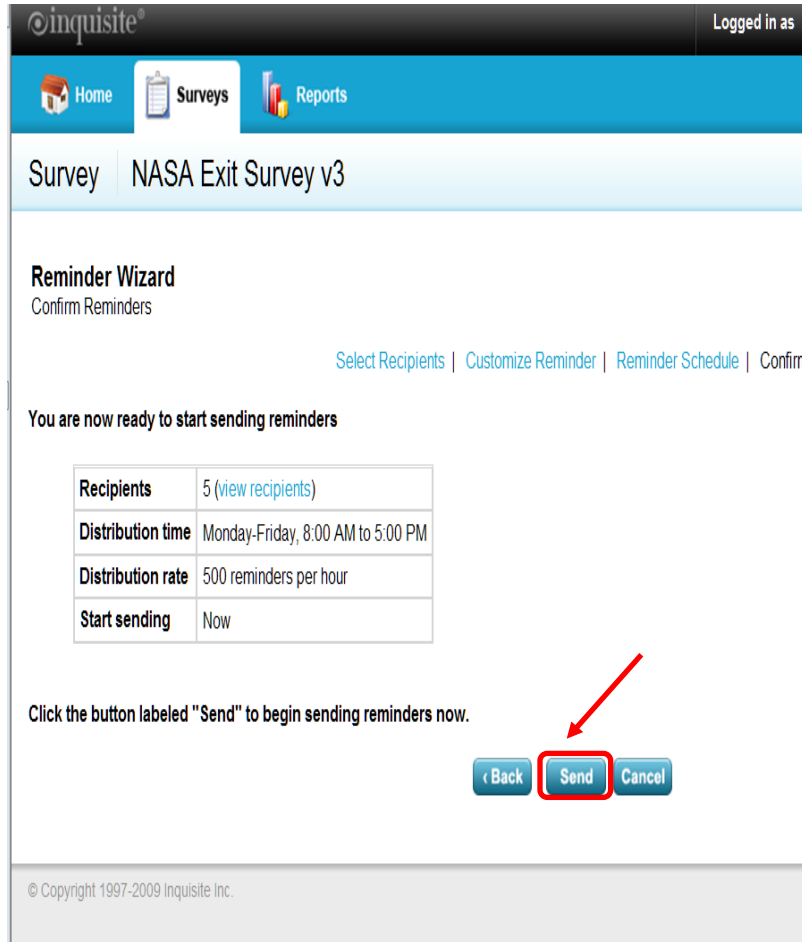


Figure 50. Send Screen

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- q. Return to ExitSurveyInvitationManager, and access database.
- r. Click the **Update Sent to List** button as shown in Figure 51.

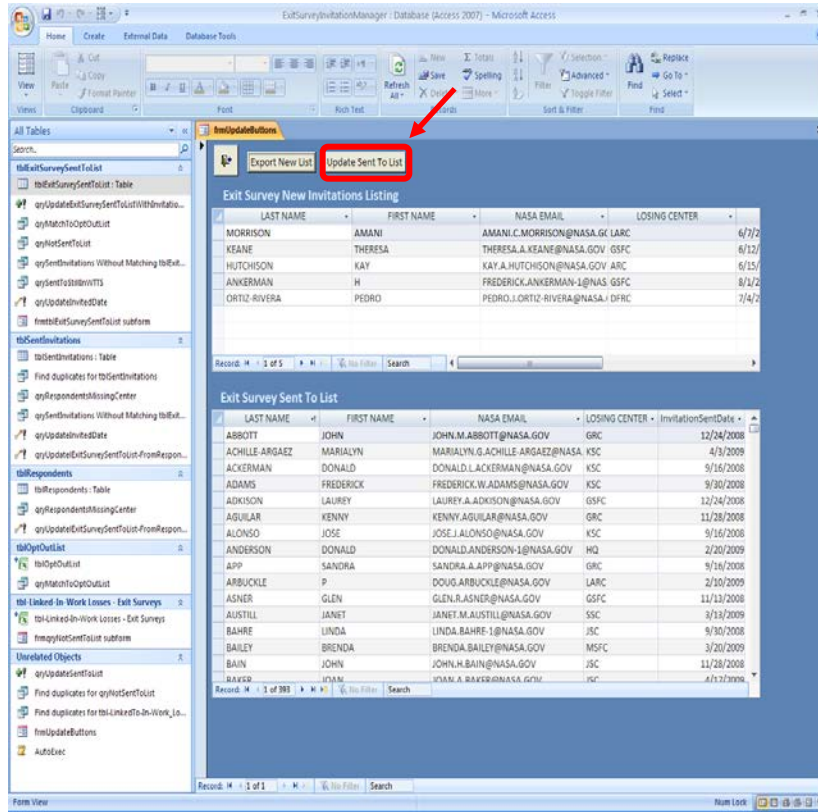


Figure 51. Update Sent to List Screen

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- s. When the pop up screens appear as shown in Figures 52A and 52B, click **Yes**.

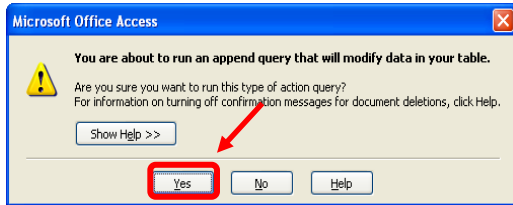


Figure 52A. Run an Append Query Screen

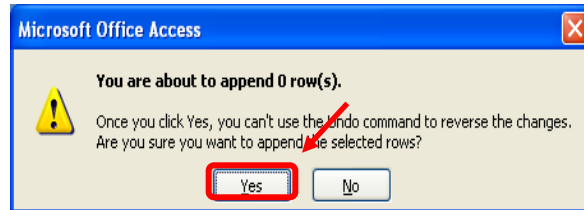


Figure 52B. Append 0 Rows Screen

4.3 Exit Survey Reporting Instructions:

4.3.1 Exit Survey Report: The report is due quarterly, 30 days after the end of the quarter. There is one Agency Report and a Center Specific Report for each center.

4.3.2 General Preparations:

- Navigate to N://SP Human Resources/HR Surveys/3.2.2.6-OHCM HR Special Studies/Exit Survey/Exit Survey-Cs transfer/Reporting.
- Choose the **current Fiscal Year (FY)**.
- Create a folder for the reporting quarter.

4.3.3 Agency Text Report:

- Navigate to <https://survey.nssc.nasa.gov/cgi-bin/qsurveyadmin.cgi> (Inquisite).
- Log in using **User Identification (ID)** and **Password**.
- Under the drop-down menu, *Go directly to a survey*, select **NASA Exit Survey v3 (1)** as shown in Figure 53.

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d. Select the blue **Go** (2) button.

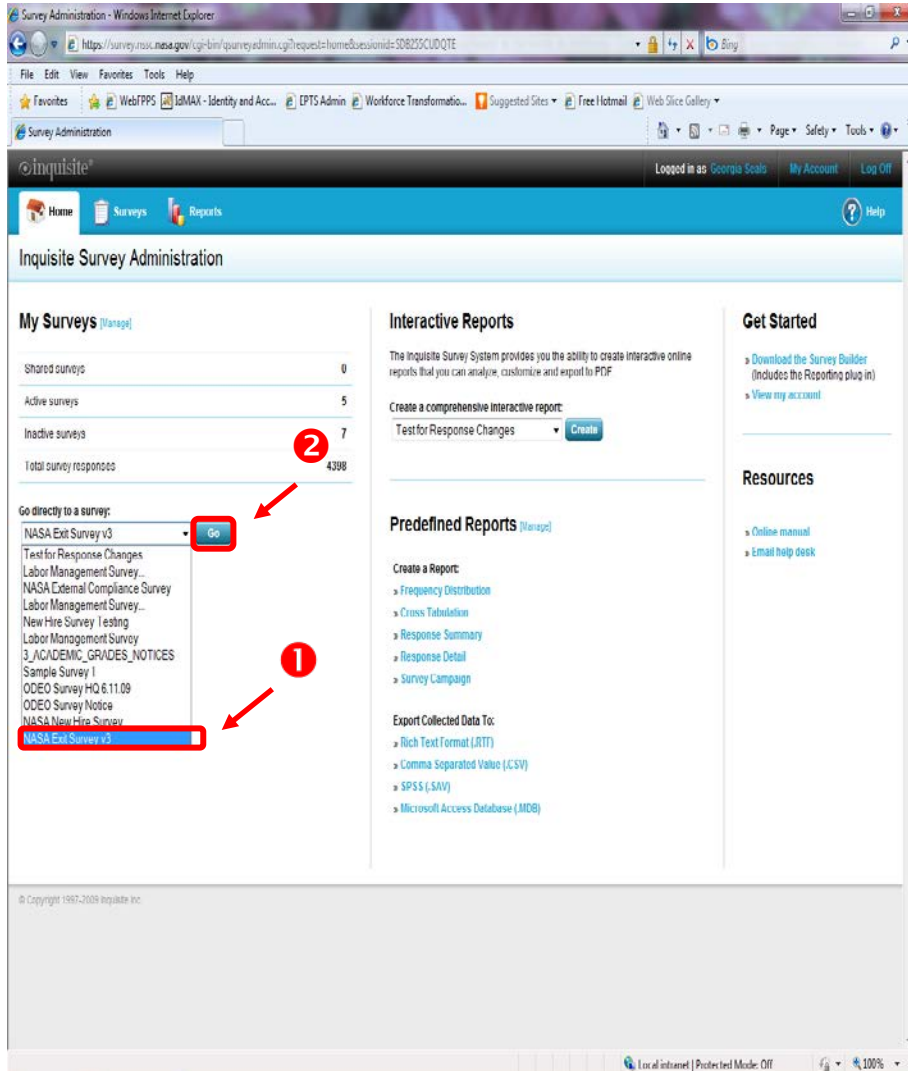


Figure 53. Go directly to a survey Drop-down Menu

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e. When the screen as shown in Figure 54 appears, choose **View Reports**.

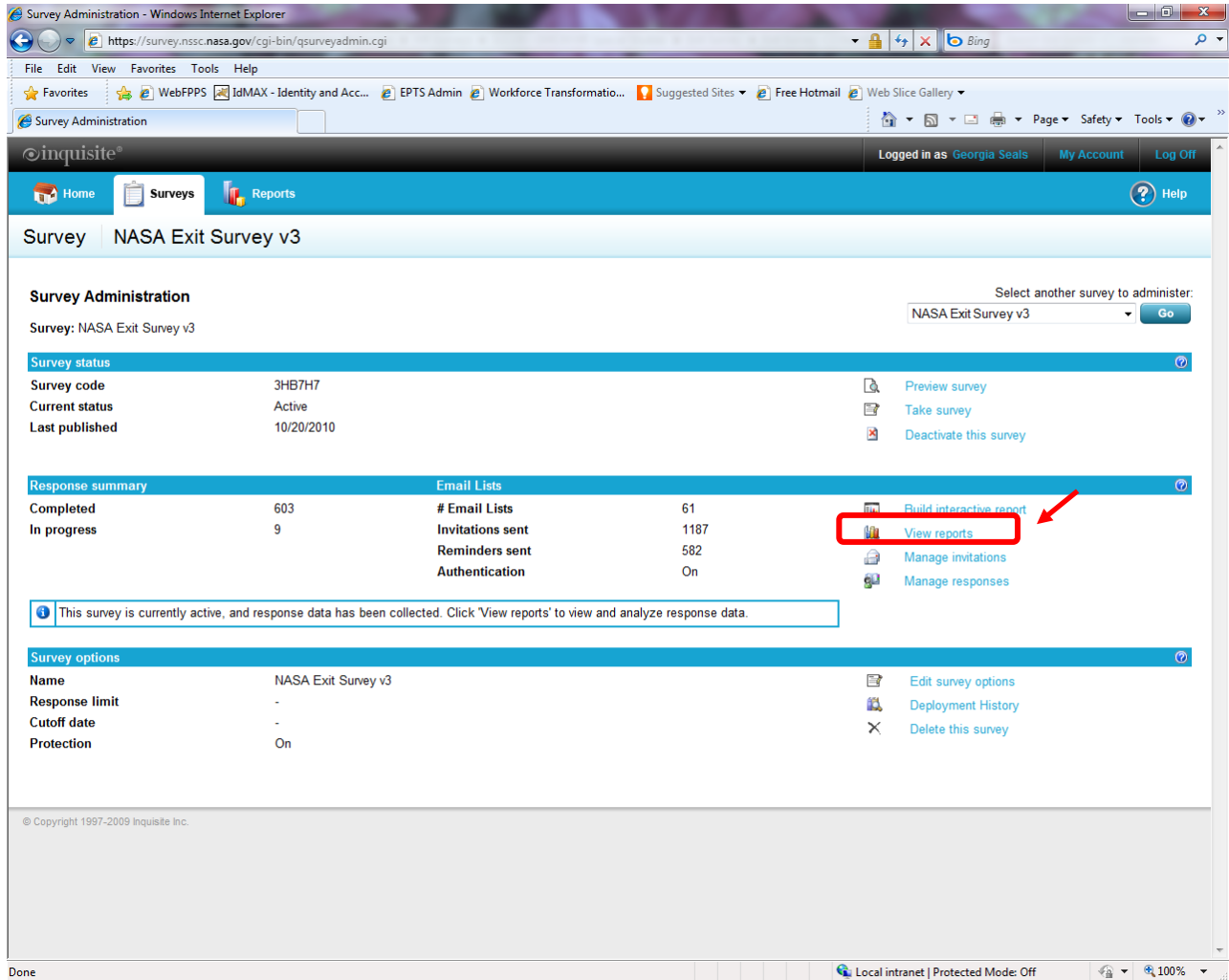


Figure 54. View Reports Screen

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f. When the screen as shown in Figure 55 appears, choose **Response Detail Reports** (1) under *Create a new report* (2).

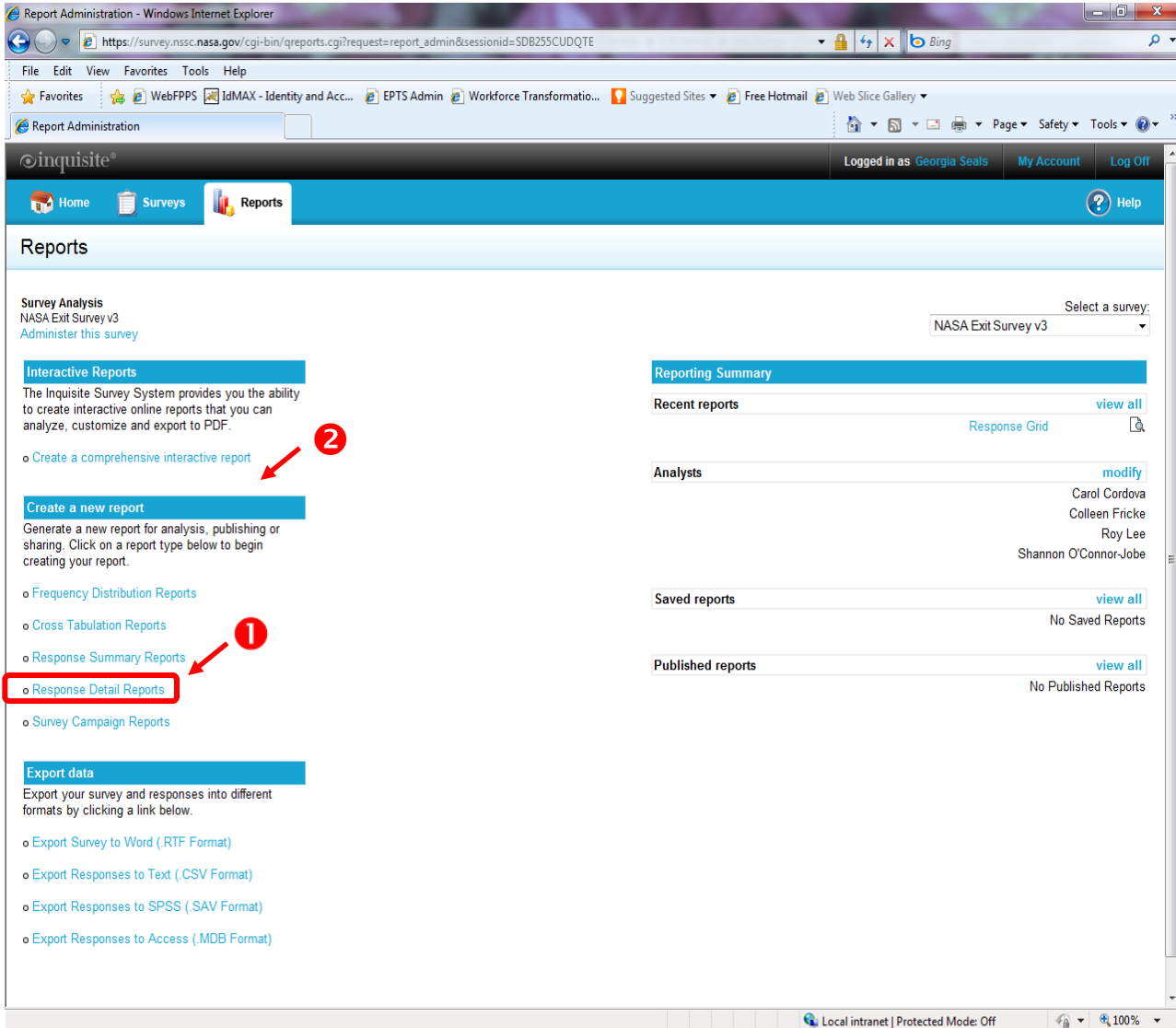


Figure 55. Create a new report Screen

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- g. When the screen as shown in Figure 56 appears, choose **Run With Custom Settings** (1) under *Text and Paragraph Responses* (2).

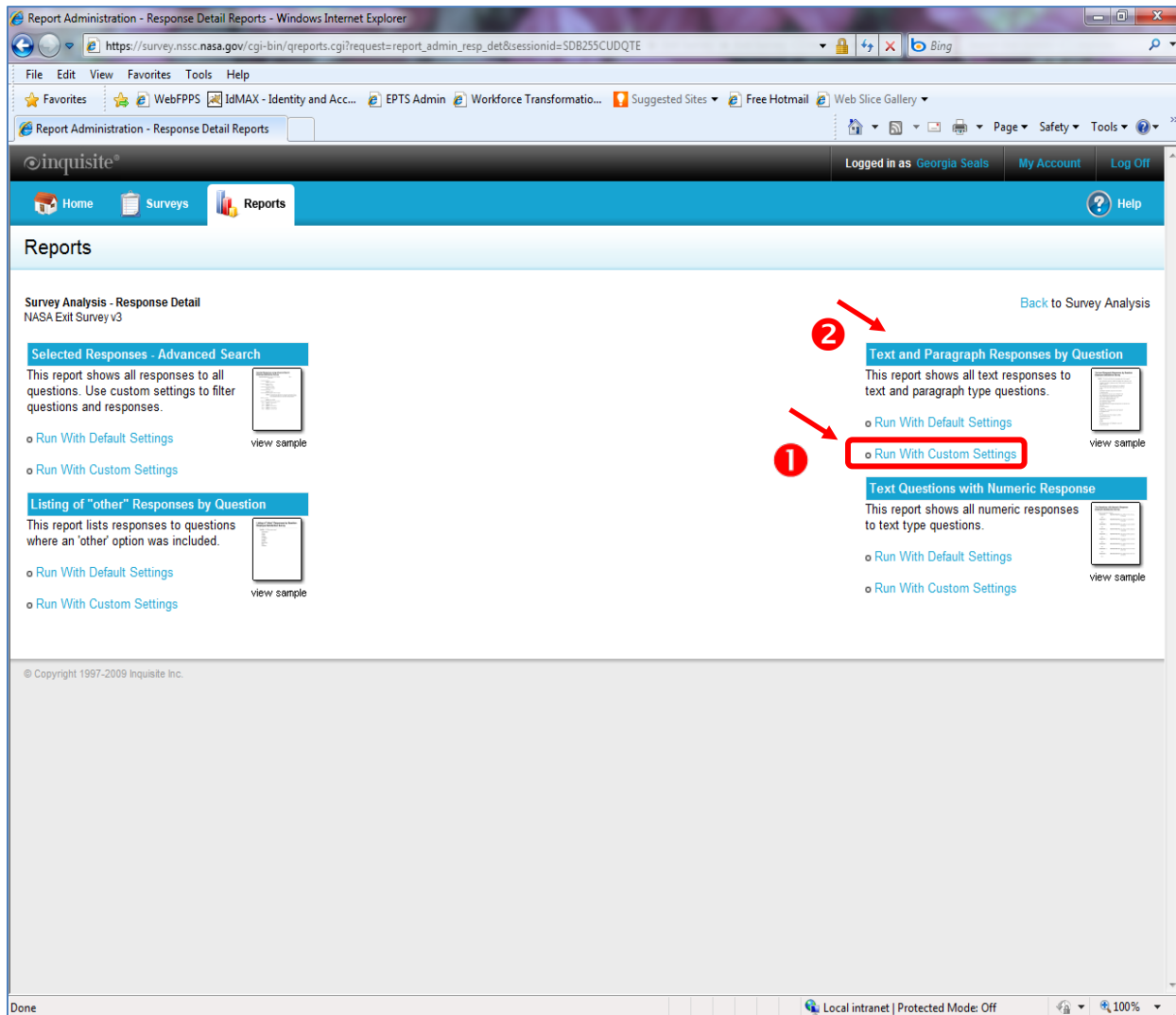


Figure 56. Text and Paragraph Responses Screen

- h. Under *Select the questions you would like to include in your report* (1), select **Questions 1 through 10** (2), excluding the demographic data; such as, AGE, GENDER, and so on (3) (Select just the items by clicking Question 1, scrolling down, holding down the *shift* key and selecting Question 10).

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i. Choose **Next** (4) as shown in Figure 57.

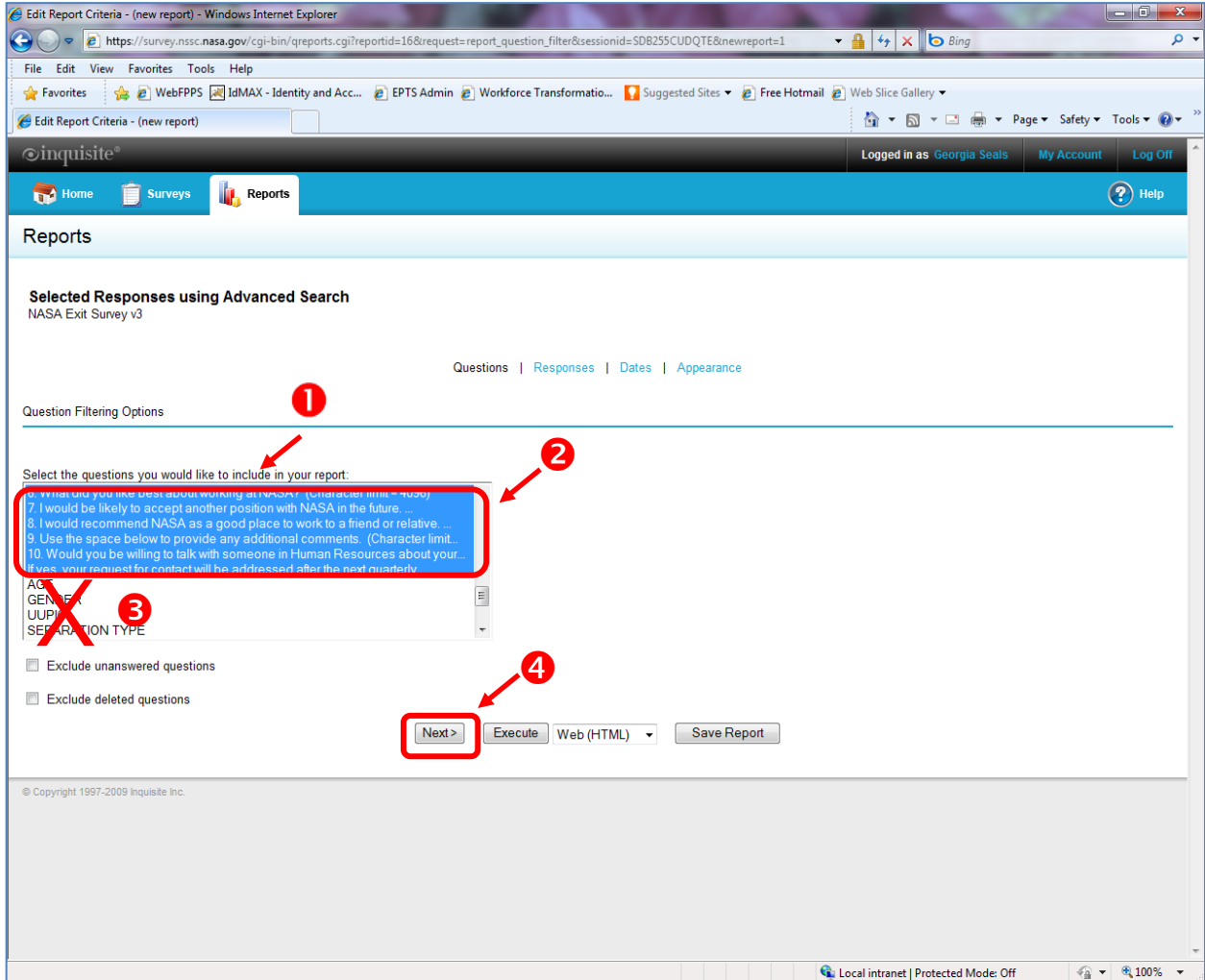


Figure 57. Questions 1 through 10

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j. When the screen as shown in Figure 58 appears, choose **Next**.

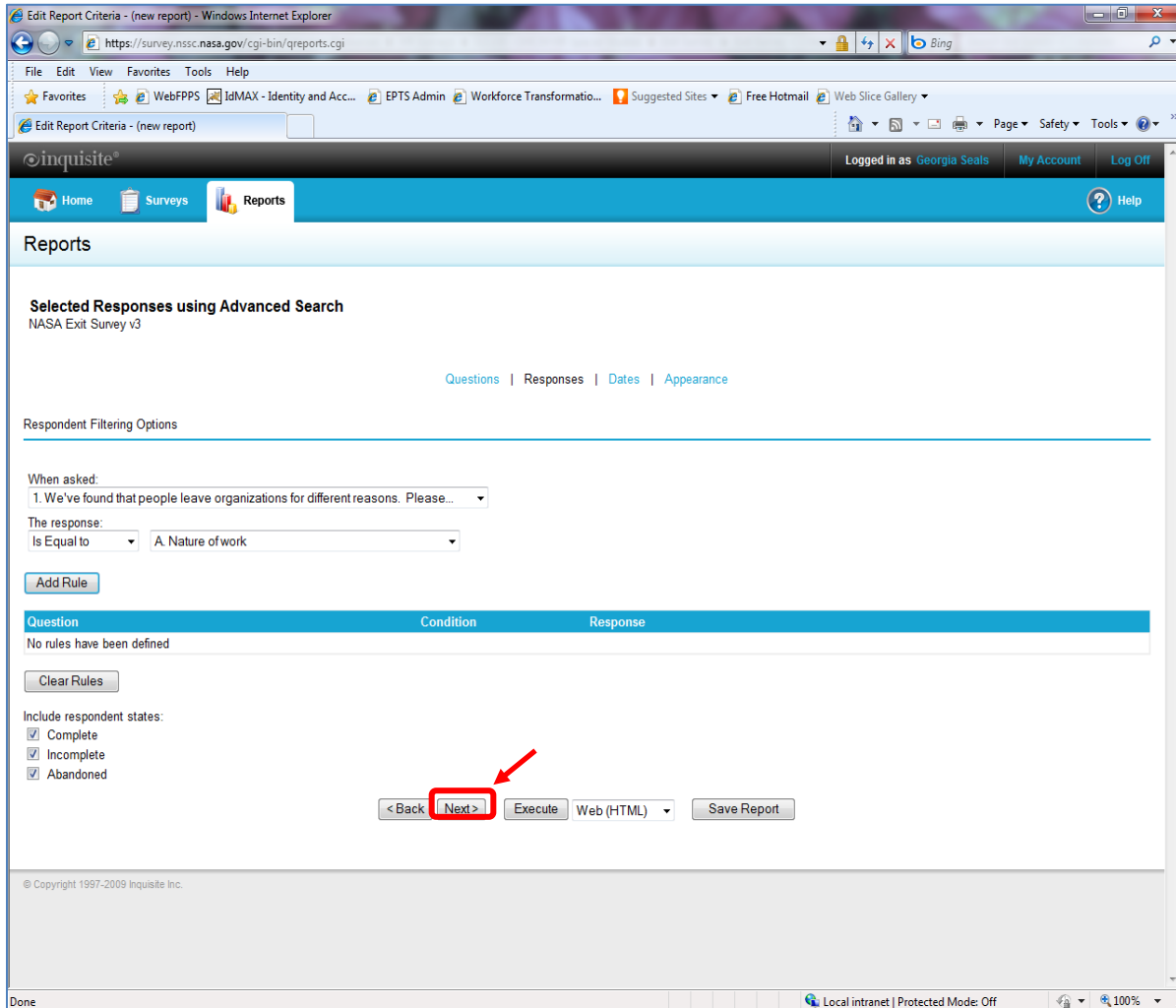


Figure 58. Next Screen

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- k. When the screen as shown in Figure 59 appears, choose the **Filter by date range** box (1).
- l. Add the **date** (2) of the quarter being reported (Add one day prior to the beginning of the quarter and one day to the end of the quarter to ensure all of the data was captured).
- m. Choose **Next** (3).

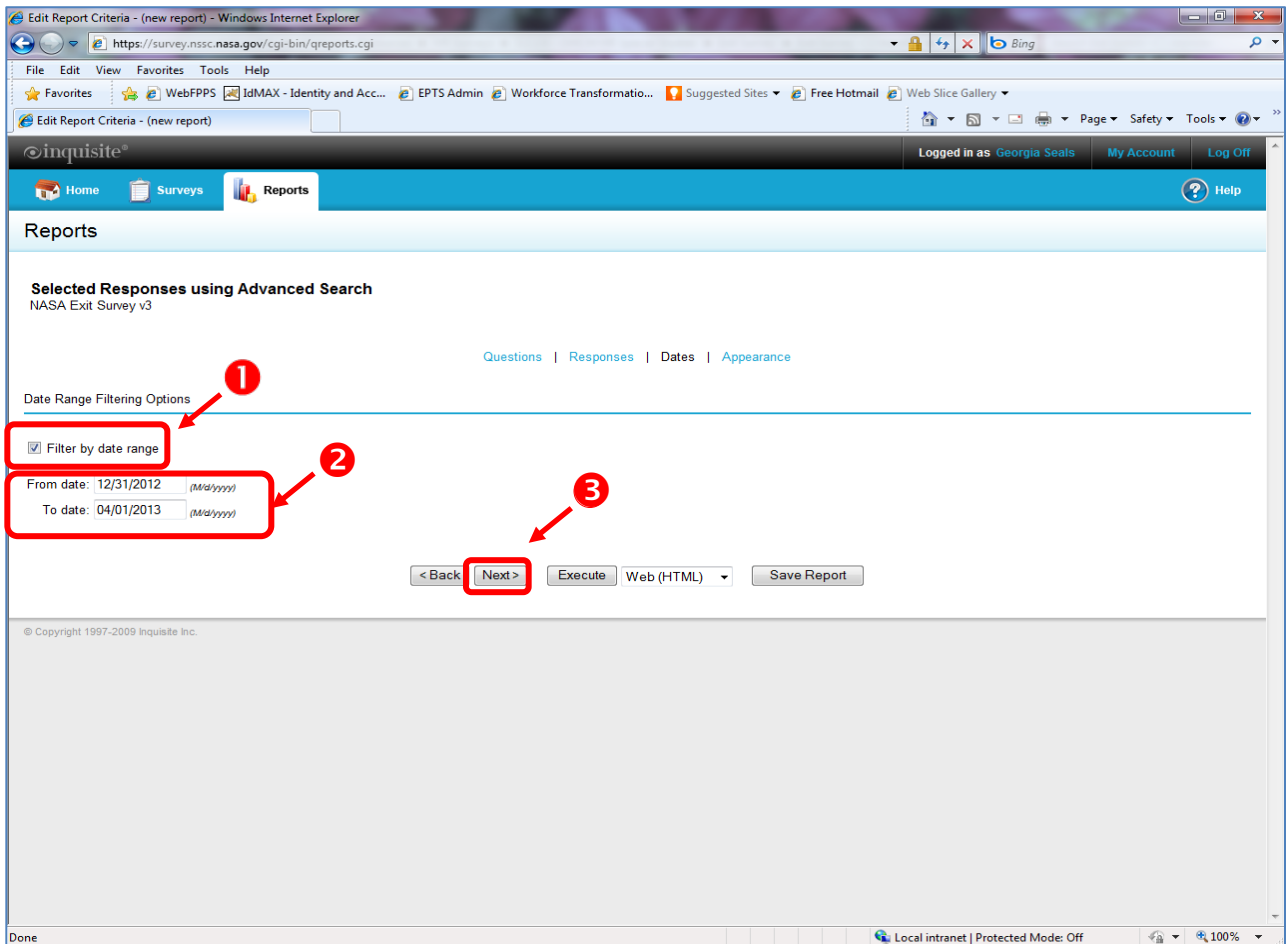


Figure 59. Filter by date Range Screen

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- n. When the screen appears as shown in Figure 60, under *Report Title* type the **year** and **quarter of the report** (1).
- o. Choose **Word (RTF)** (2) in the *Execute* drop-down menu.
- p. Select the **Execute** button (3).

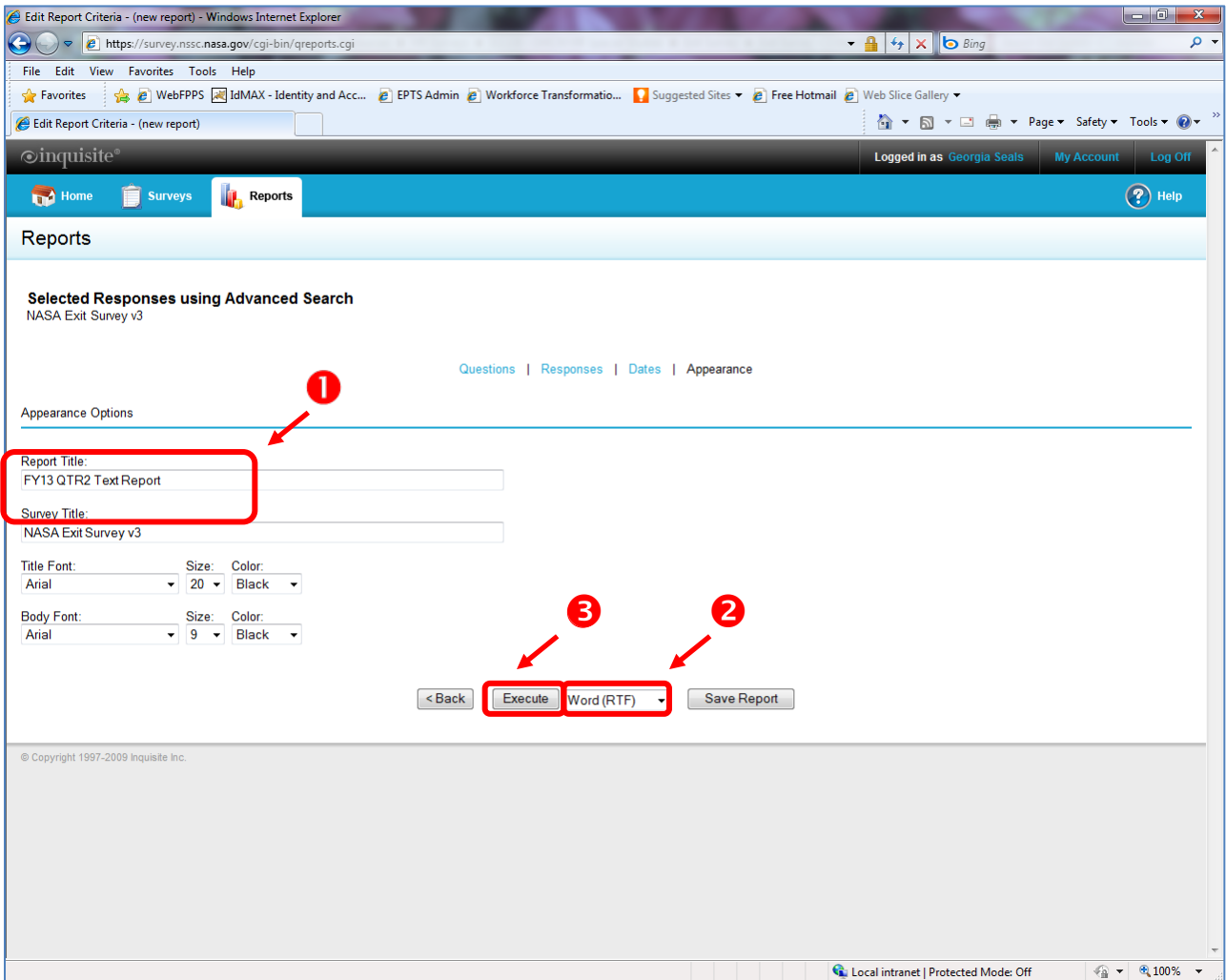


Figure 60. Report Title Screen

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- q. The report will generate data.
- r. When the screen appears as shown in Figure 61, click [here](#) in the *Click here to download the file* phrase.

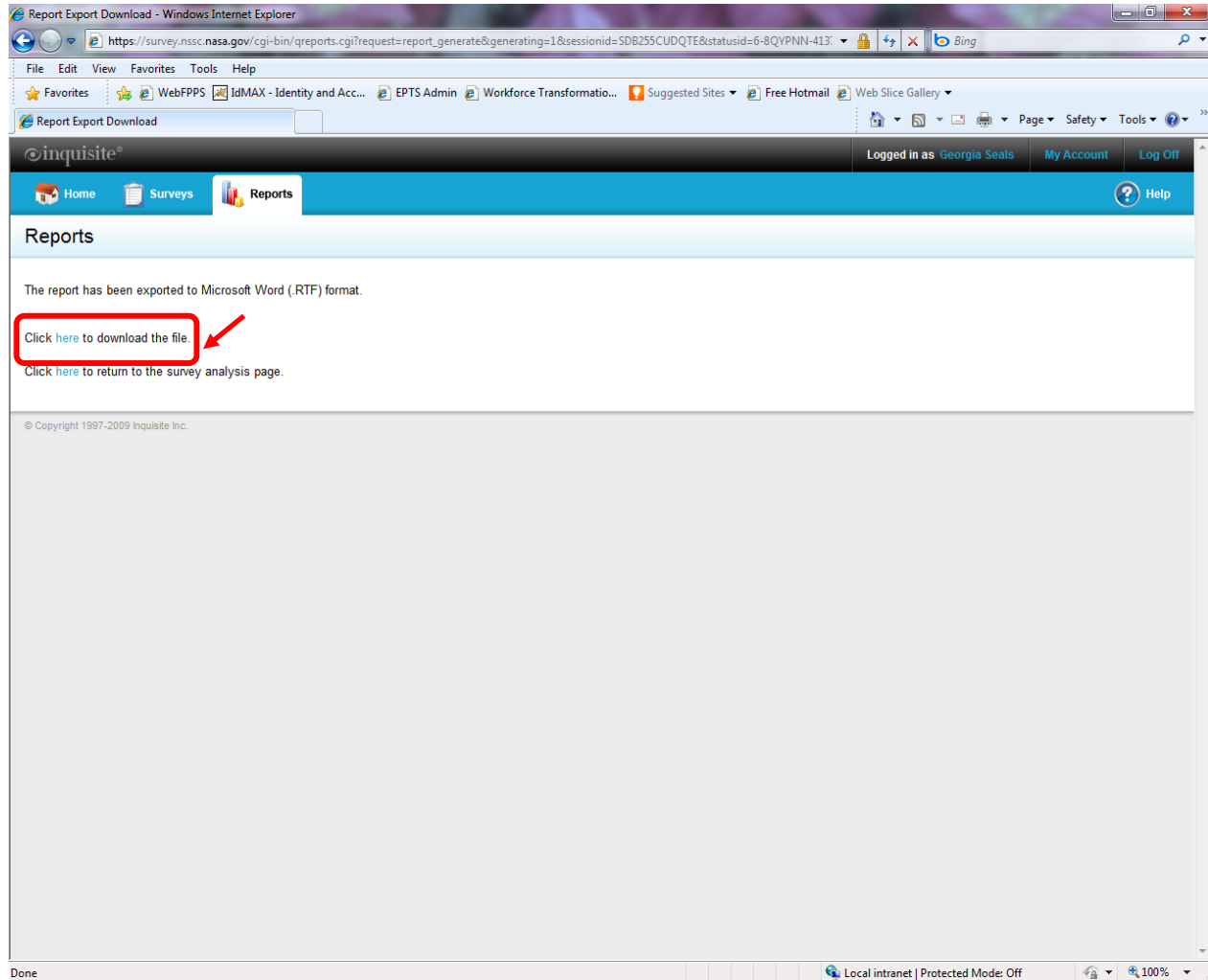


Figure 61. Click here to download the file Screen

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s. When the screen appears as shown in Figure 62, choose **Open**.

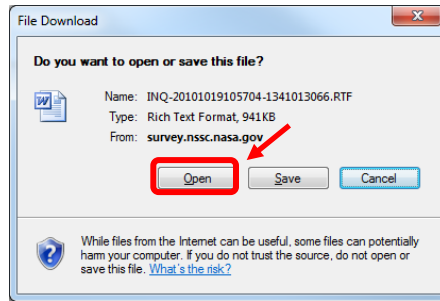


Figure 62. File Download Screen

t. A report appears as shown in the sample in Figure 63.

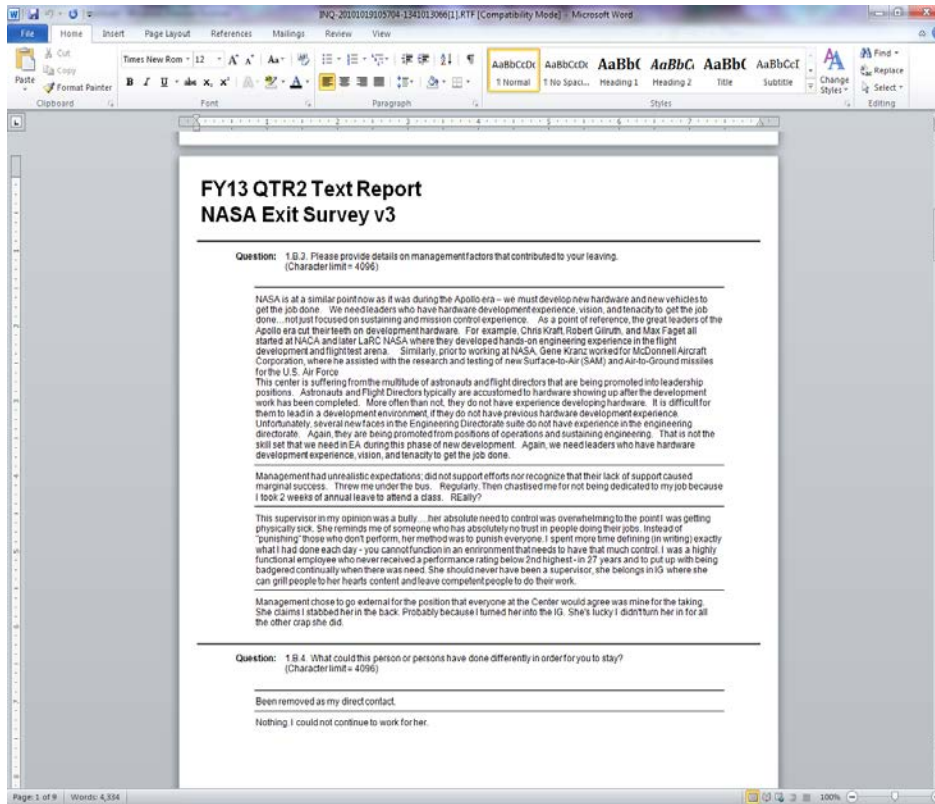


Figure 63. Sample Report

4.3.4 Access Data for Agency and Center Full Reporting:

a. Navigate to <https://survey.nssc.nasa.gov/cgi-bin/qsurveyadmin.cgi> (Inquisite).

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- b. Log in using **User ID** and **Password**.
- c. When the screen appears as shown in Figure 64, select **NASA Exit Surveyv3** (1) from the drop-down menu under *Go directly to a survey*.
- d. Select the blue **Go** (2) button.

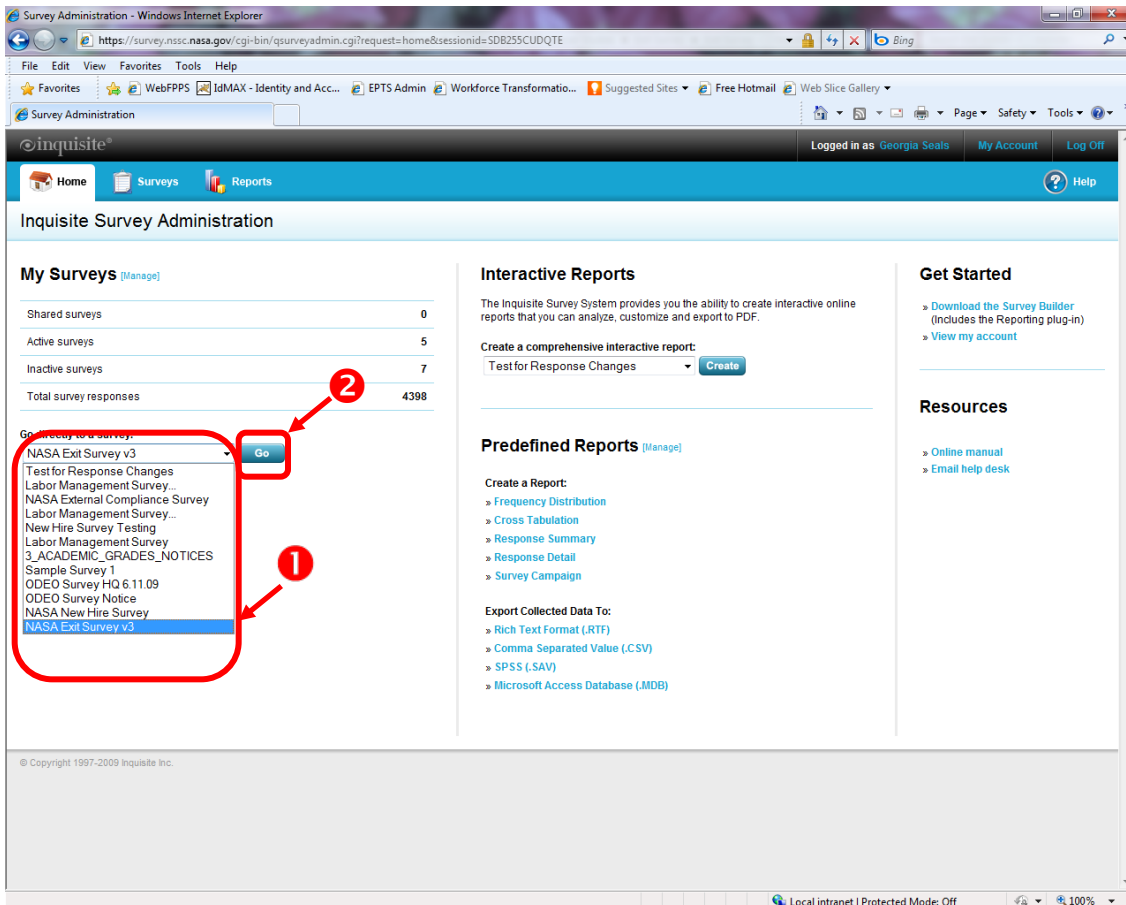


Figure 64. Go directly to a survey Screen

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e. When the screen as shown in Figure 65 appears, choose **View Reports**.

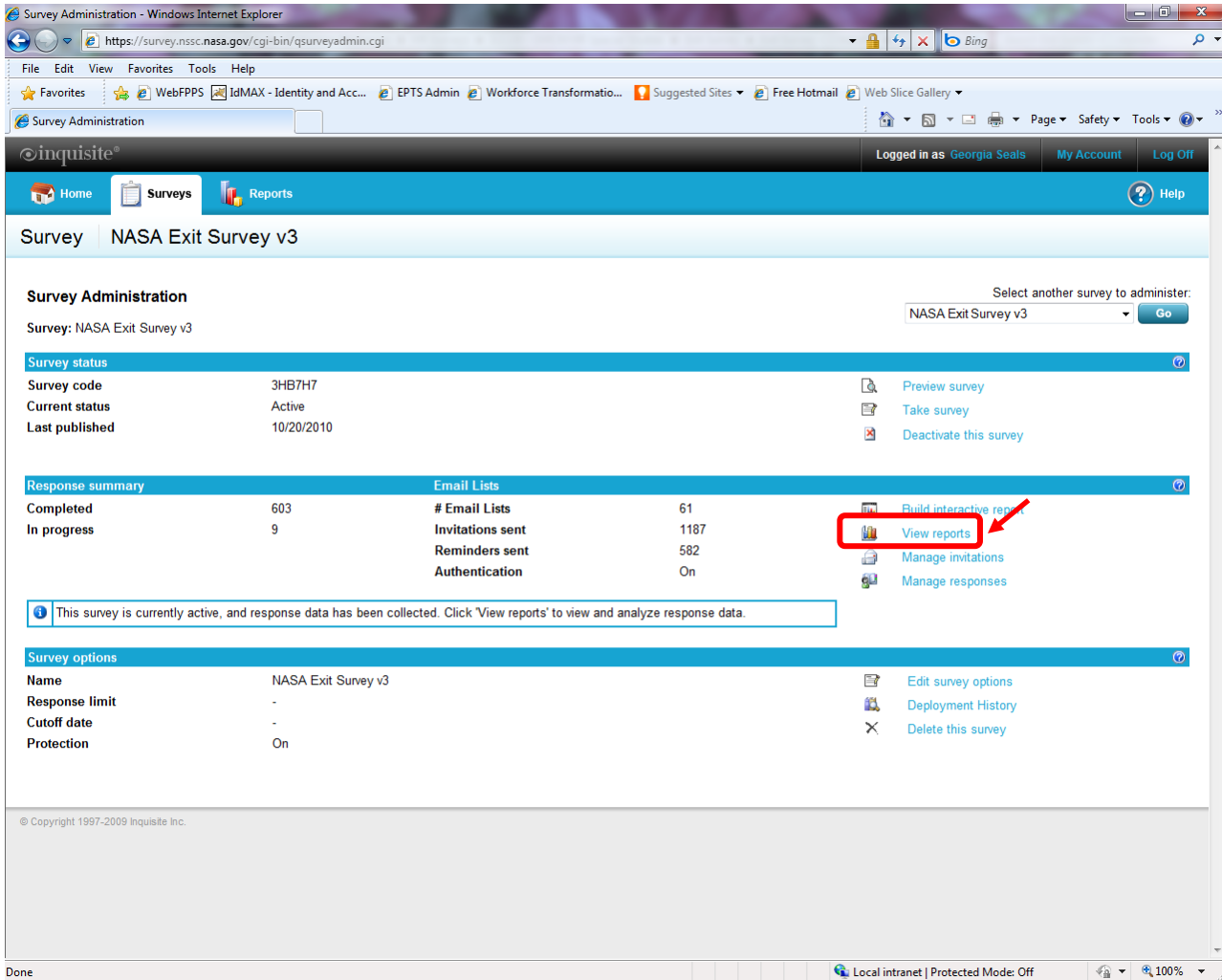


Figure 65. View Reports Screen

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- f. When the screen as shown in Figure 66 appears, choose **Export Responses to Access (Microsoft Access Database (MDB) Format)** under *Export data*.

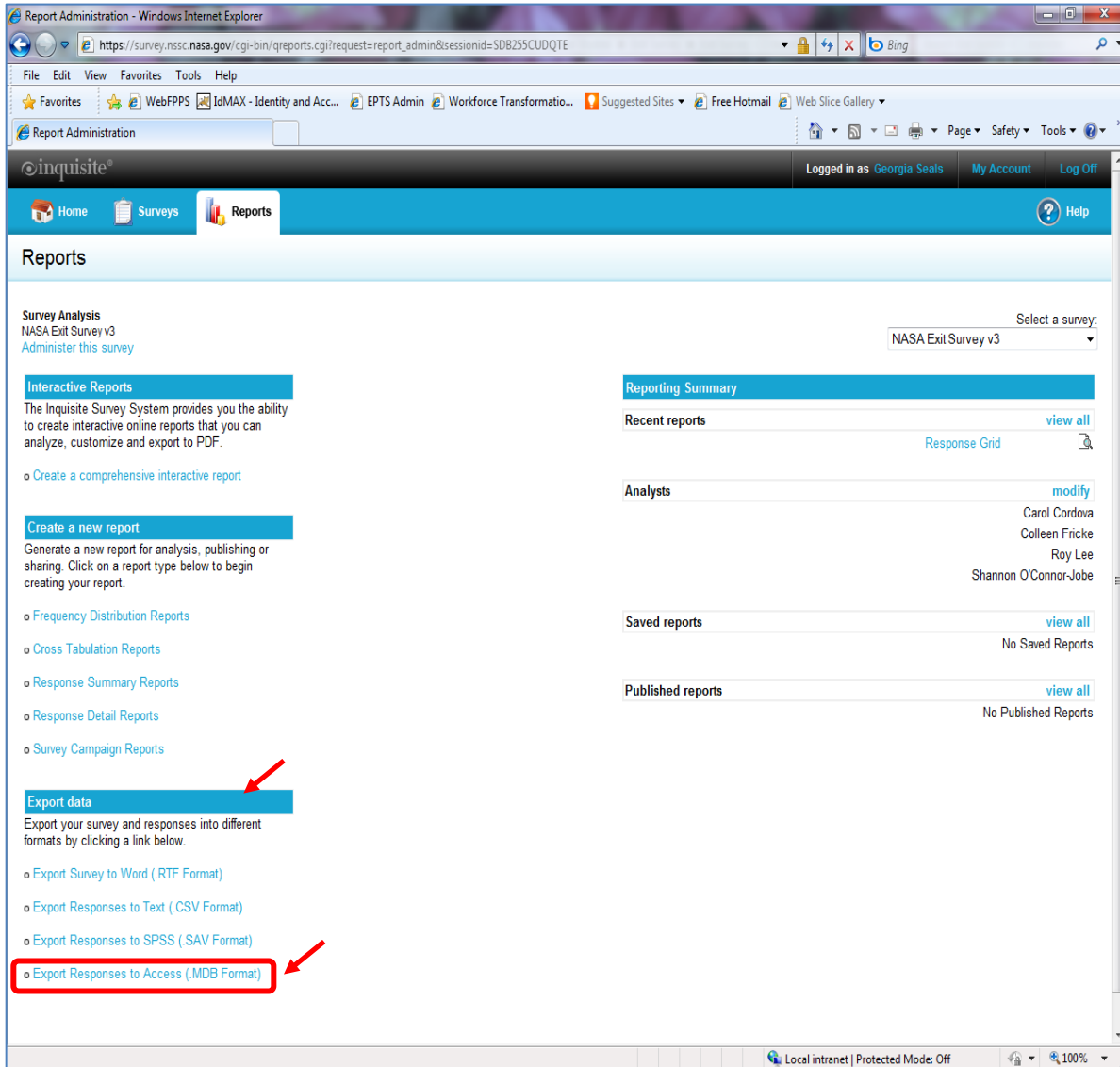


Figure 66. Export data Screen

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g. When the screen appears as shown in Figure 67, choose **Next**.

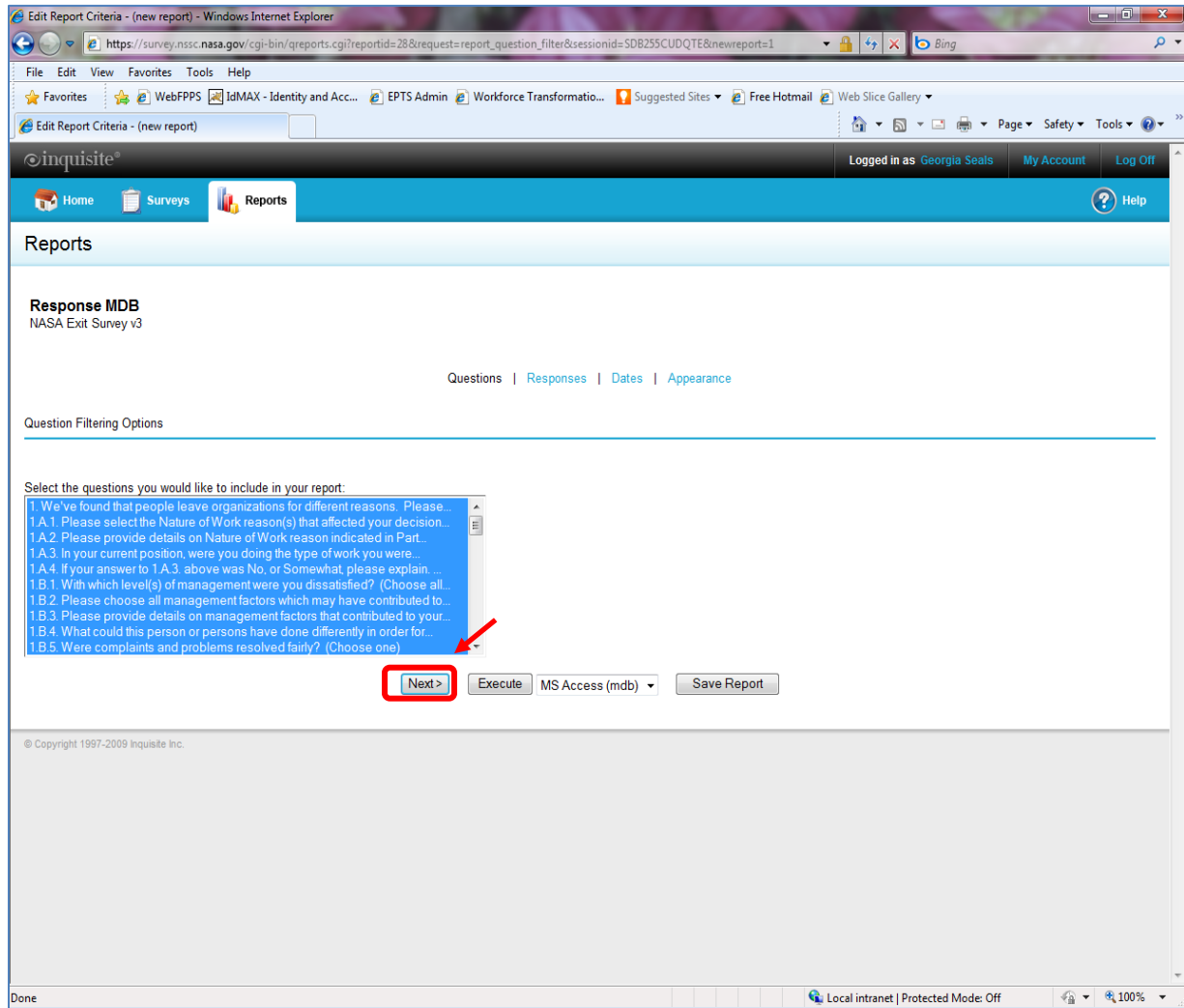


Figure 67. Question Filtering Option Screen

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h. When the screen appears as shown in Figure 68, choose **Next**.

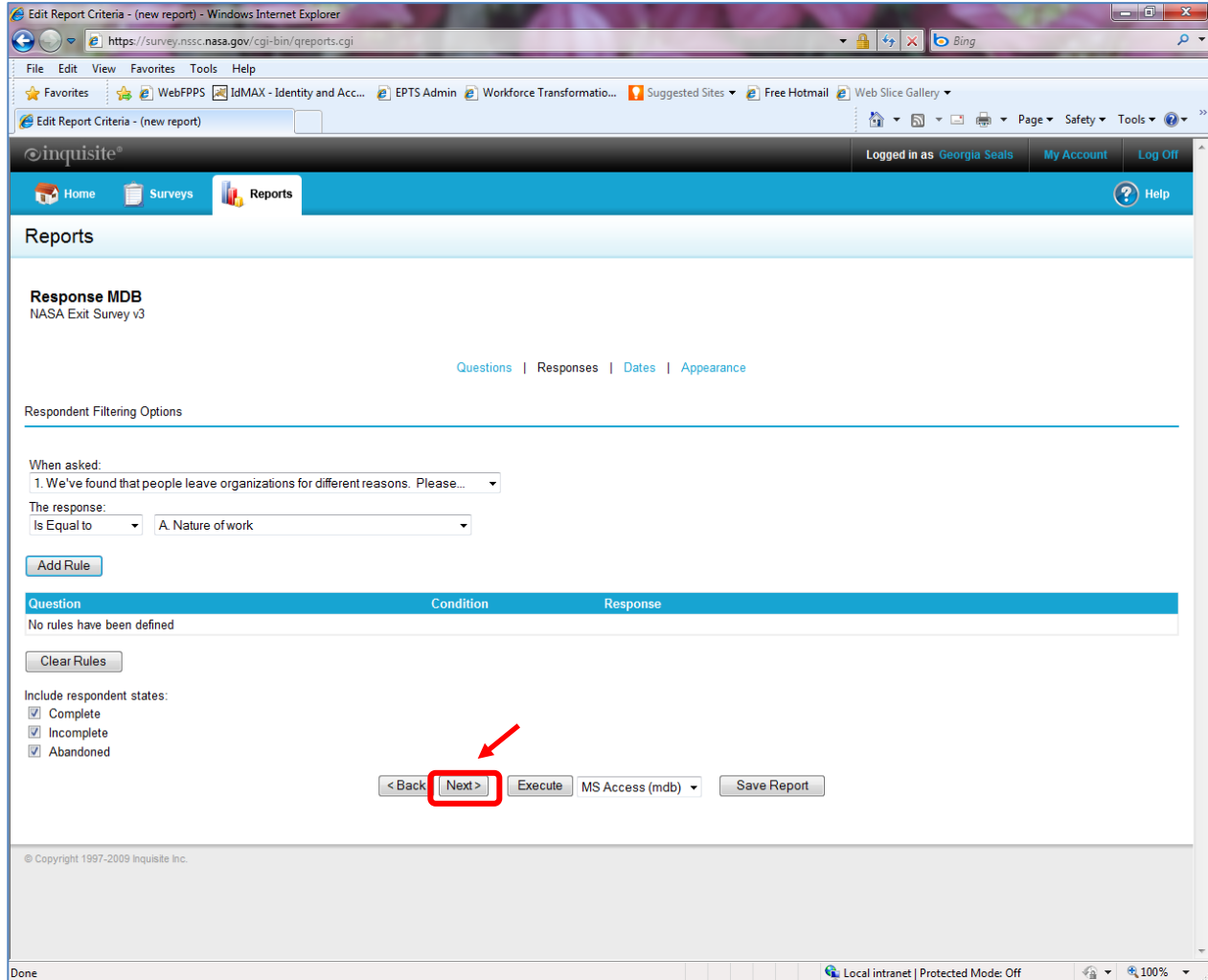


Figure 68. Respondent Filtering Options Screen

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i. When the screen appears, as shown in Figure 69, choose **Next**.

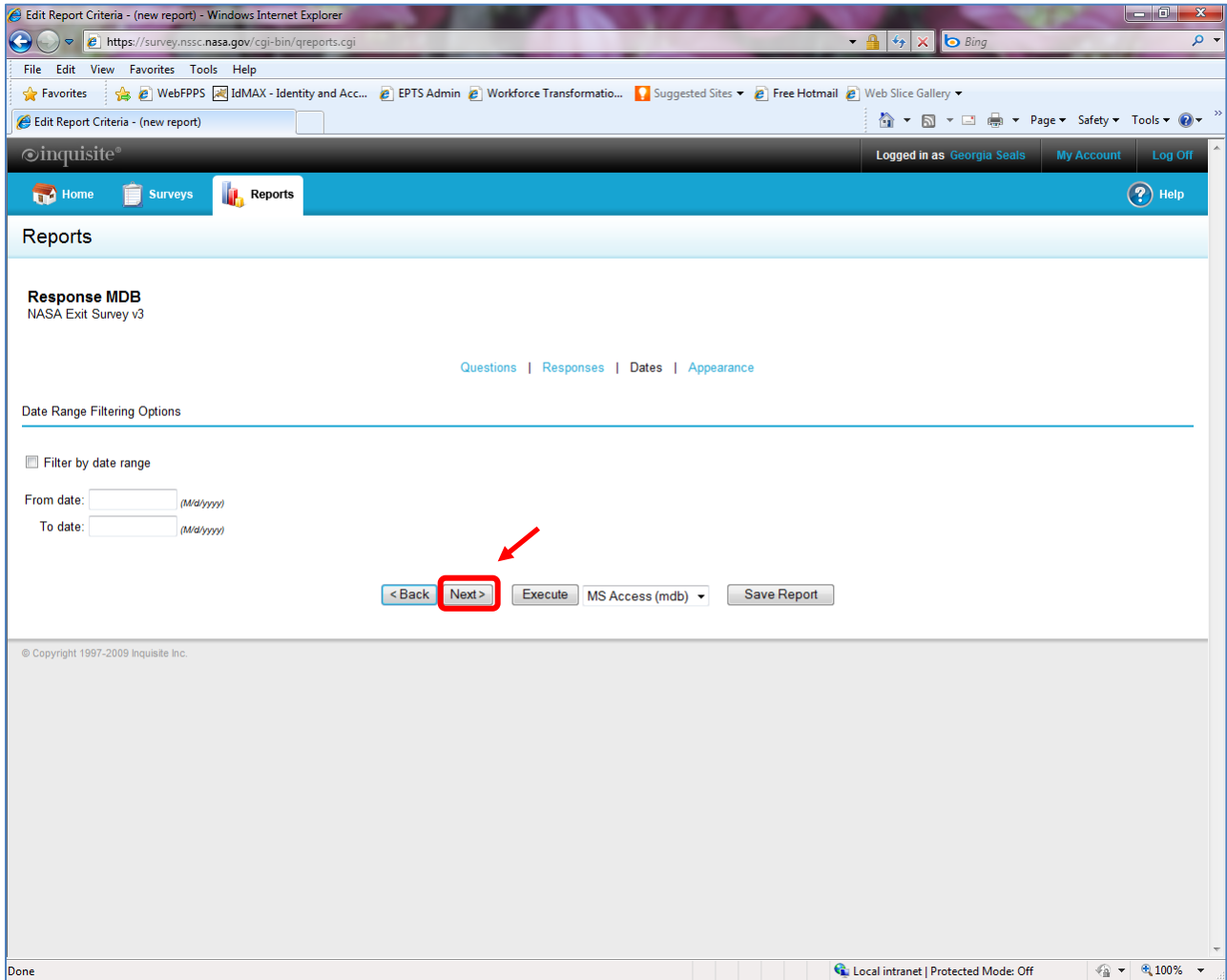


Figure 69. Date Range Filtering Options Screen

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j. When the screen appears as shown in Figure 70, choose **Execute**.

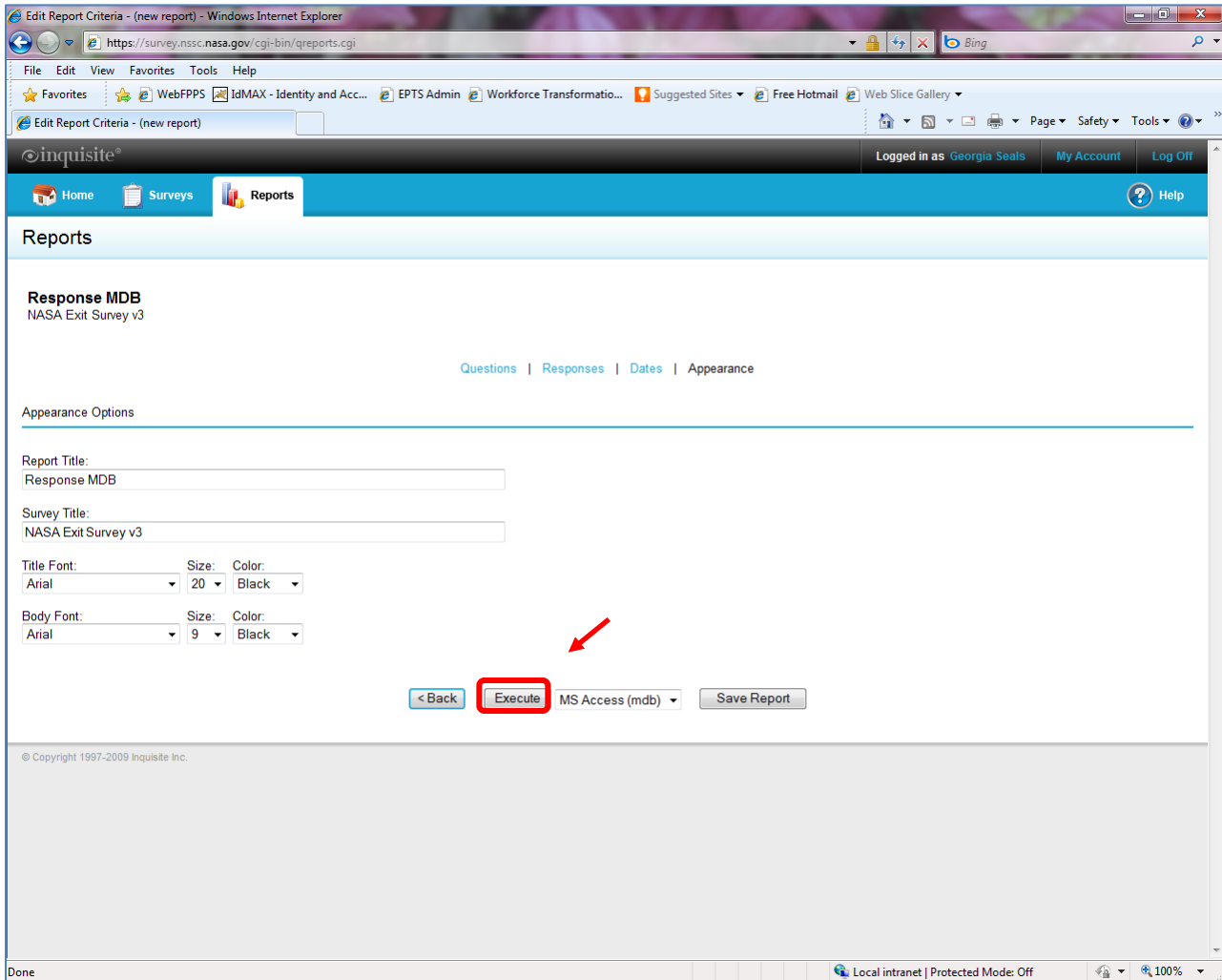


Figure 70. Appearance Options Screen

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- k. Inquisite generates the data.
- l. When the screen appears as shown in Figure 71, click [here](#) in the *Click here to download the file* phrase.

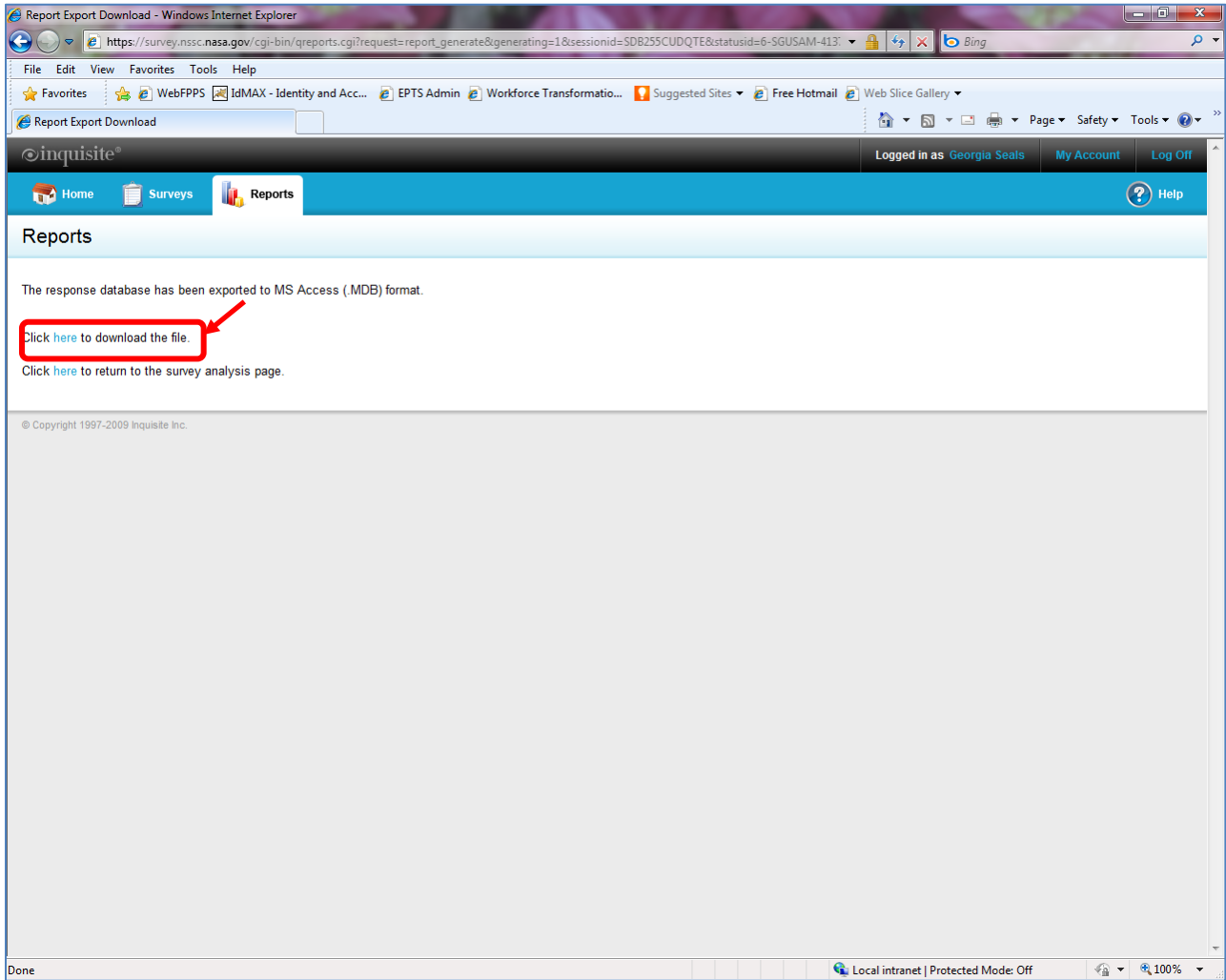


Figure 71. Reports Screen

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m. When the screen as shown in Figure 72 appears, choose **Save**.

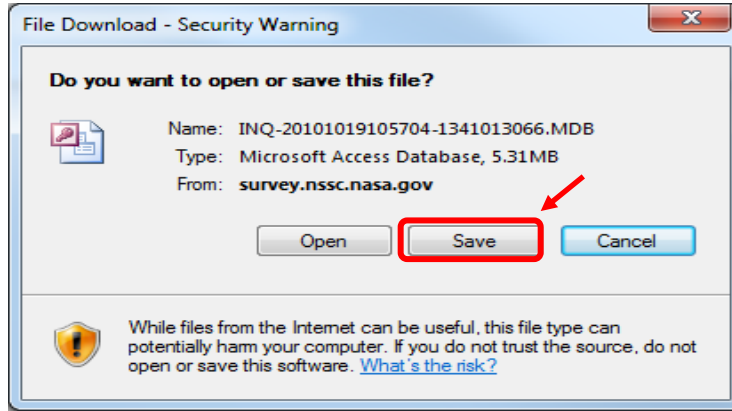


Figure 72. File Download –Security Warning Screen

n. When the screen as shown in Figure 73 appears, choose **Save**.

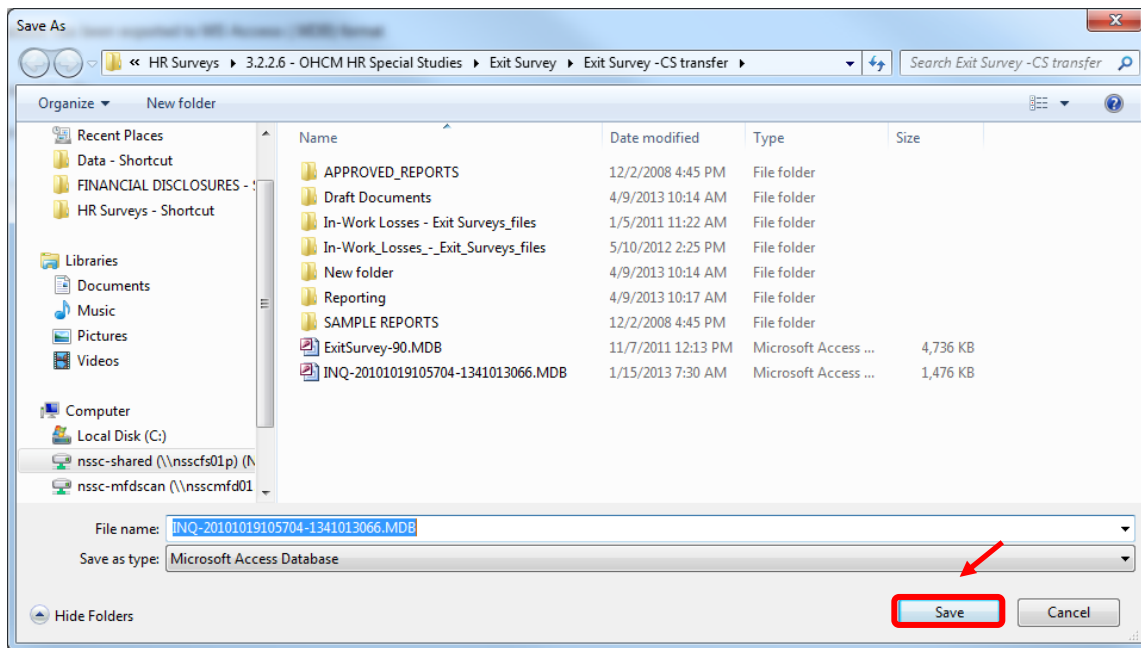


Figure 73. Save As Screen

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- o. When the screen as shown in Figure 74 appears, choose **Yes** (Updates the file connected to the Access Database Source file).

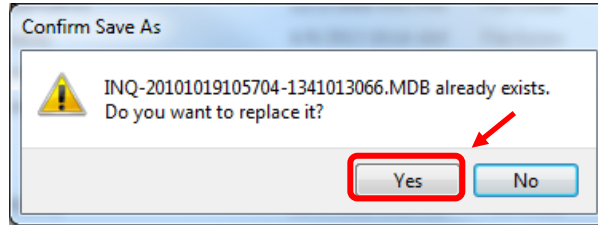


Figure 74. Confirm Save As Screen

- p. When the screen as shown in Figure 75 appears, choose **Close**.

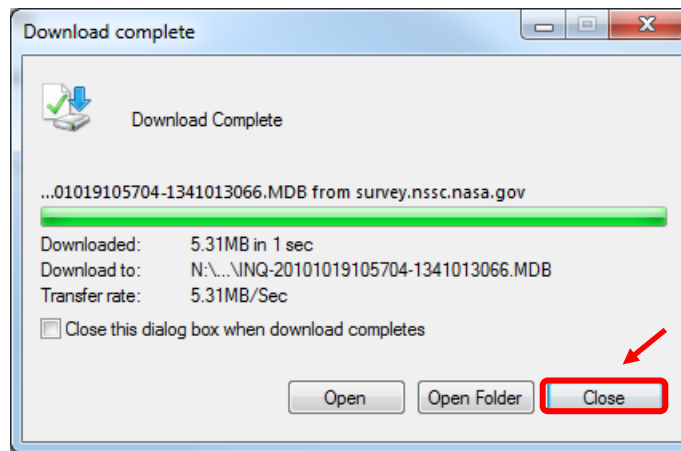


Figure 75. Download Complete Screen

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q. When the screen as shown in Figure 76 appears, confirm the date for the .MDB file is current.

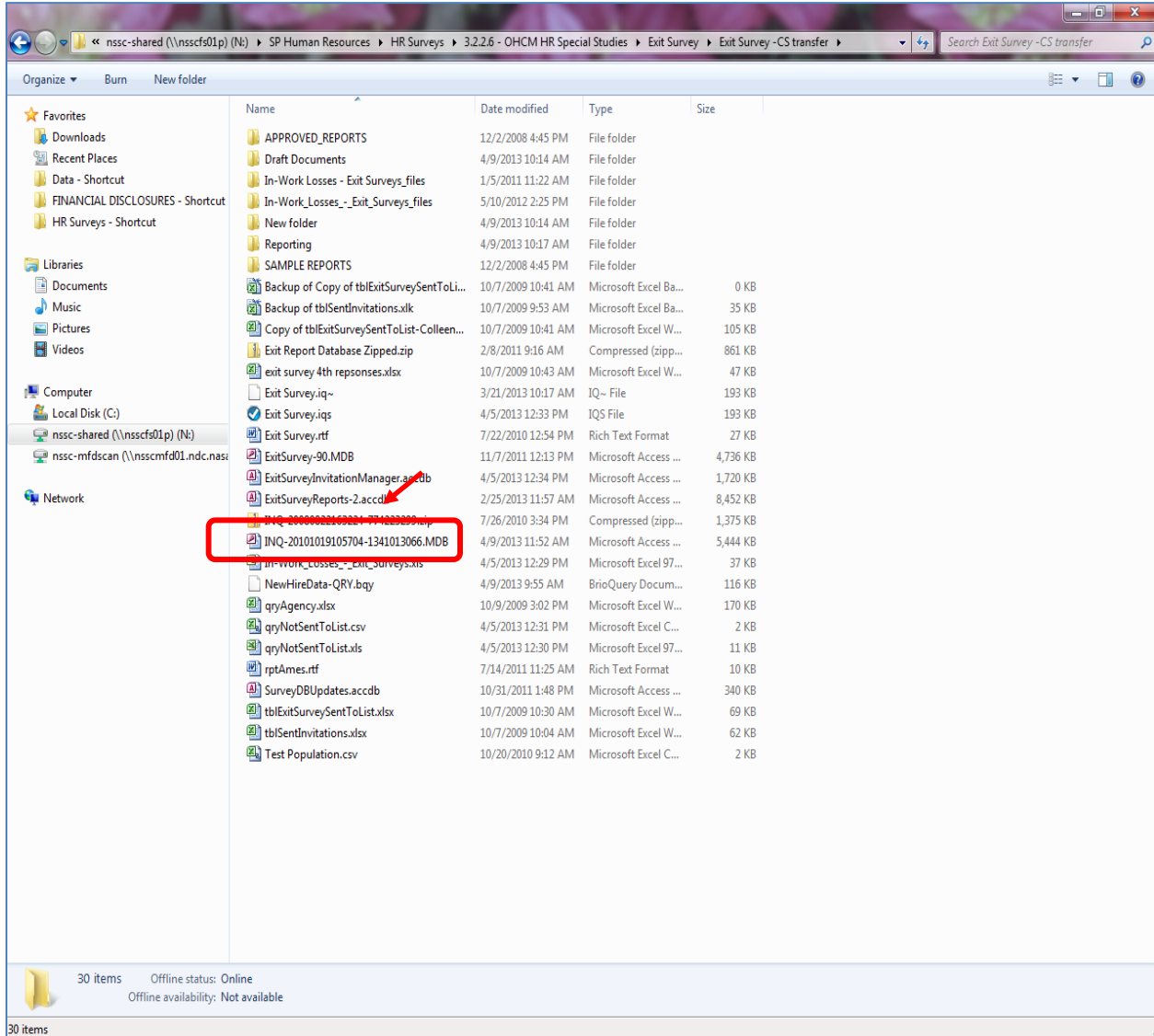


Figure 76. Confirmation Screen for .MDB File

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- r. When the screen as shown in Figure 77 appears, double-click **ExitSurveyReports-2.accdb** to open the Exit Survey Reporting Database.

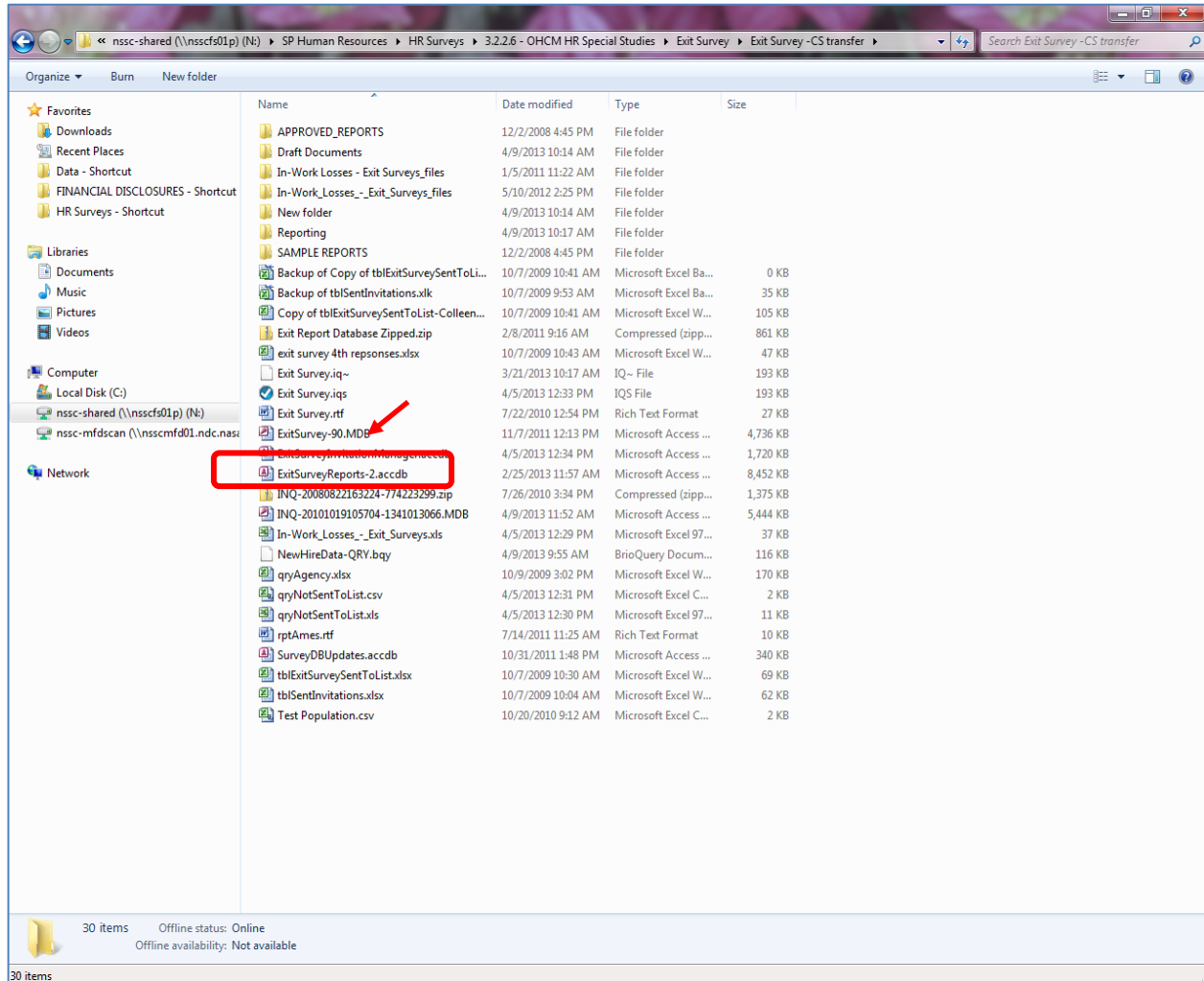


Figure 77. ExitSurveyReports-2.accdb Screen

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s. Figure 32 is a sample of the database when it is opened.

t. Click on **qryAgency** under the *Queries* as shown in Figure 78.

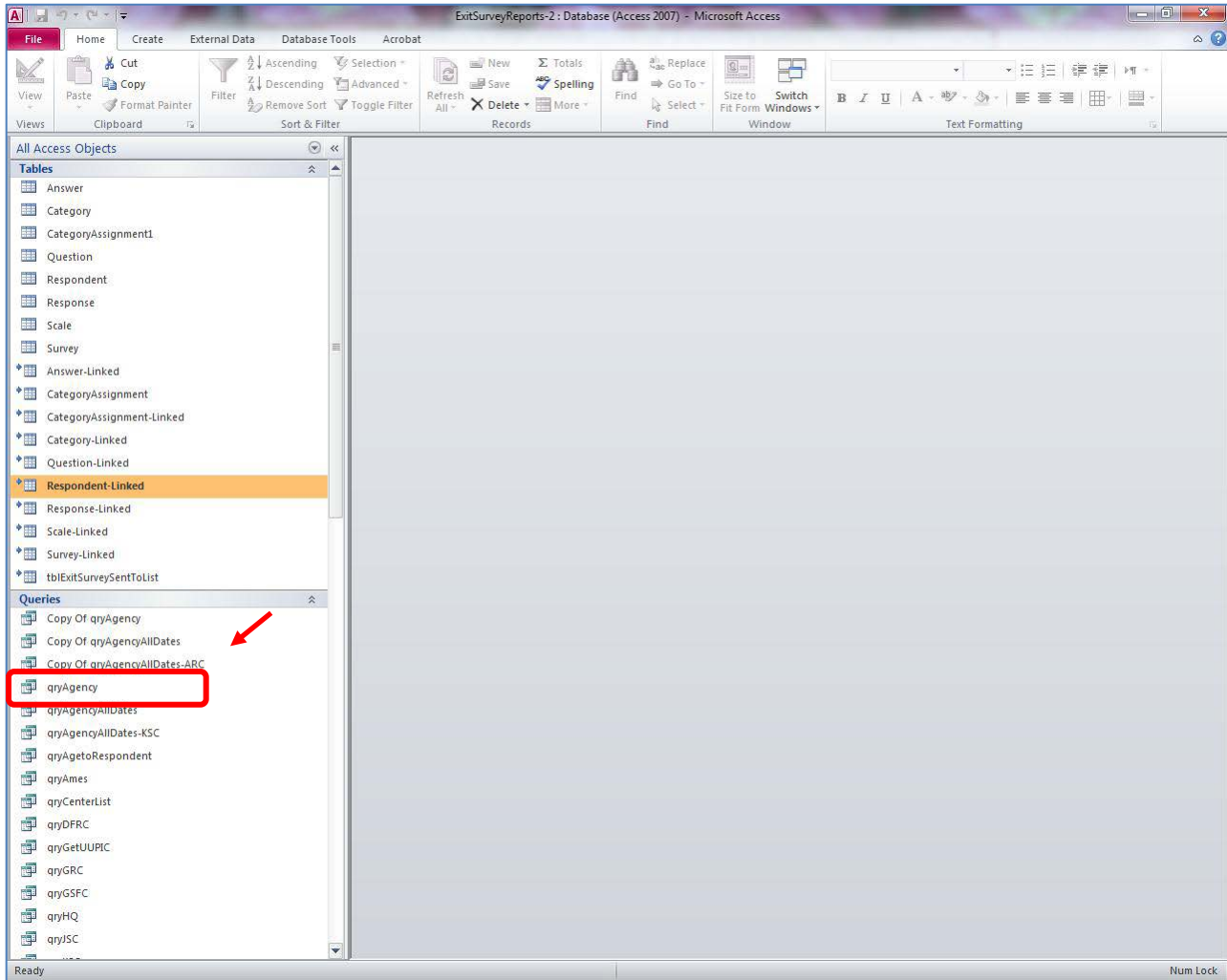


Figure 78. Sample of Opened Database

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u. When the screen as shown in Figure 79 appears, click on the **View** icon.

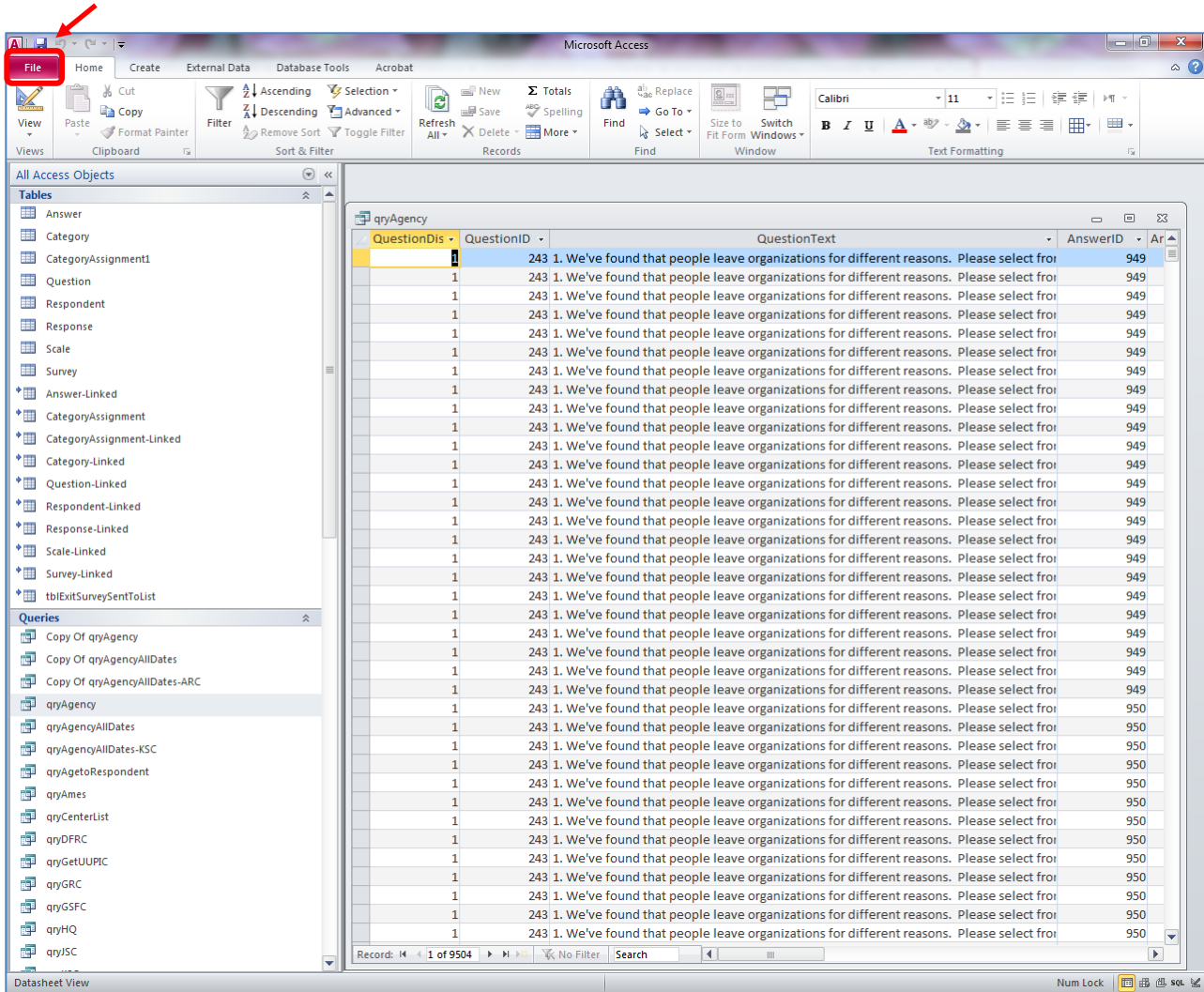


Figure 79. View Screen

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- v. When the screen appears as shown in Figure 80, use the bottom horizontal scroll (1) to scroll over to *Completed Date* (2).
- w. Right click on the **dates** in the *Criteria* row from the drop-down menu, (e.g. >#9/30/2011# and <#1/1/2013#) and select the **Build** icon (3).

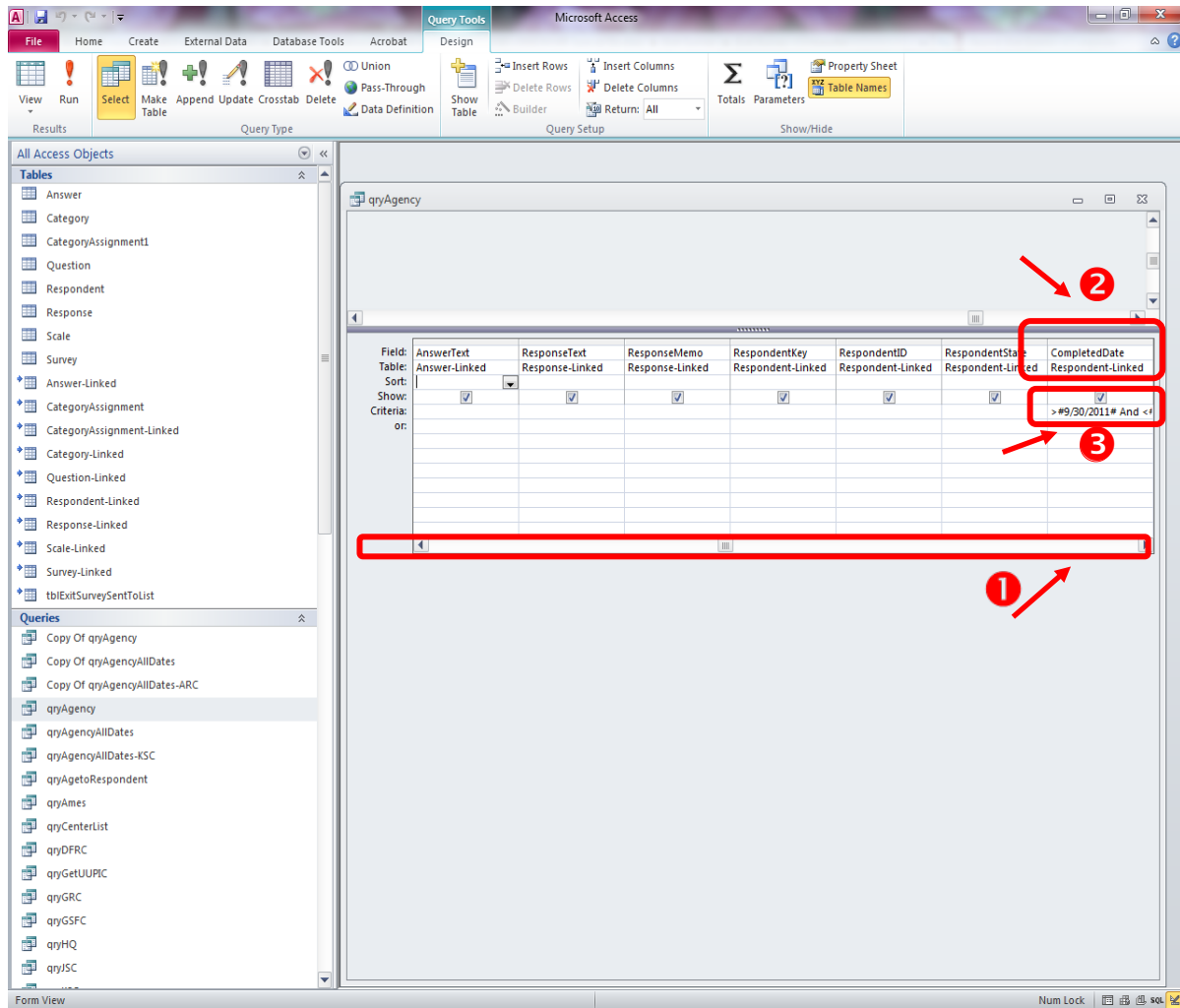


Figure 80. Completed Date Screen

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- x. When the screen as shown in Figure 81A appears, change the **dates** (1) to meet the current quarterly criteria – remember to add an extra day to the beginning of the quarter and one to the end to ensure all the data is captured.
 - y. Click **OK** (2).
- Note: Figure 71A is a sample of the changing the dates and Figure 81B is the result of changing the dates.*
- z. The screen as shown in Figure 81B will appear with the **dates** changed (3).
 - aa. Click **OK** (4).

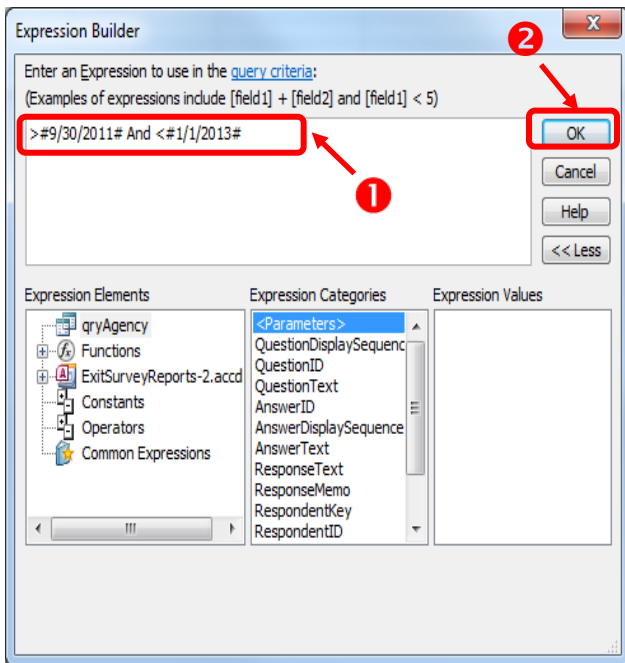


Figure 81A. Change Dates Screen

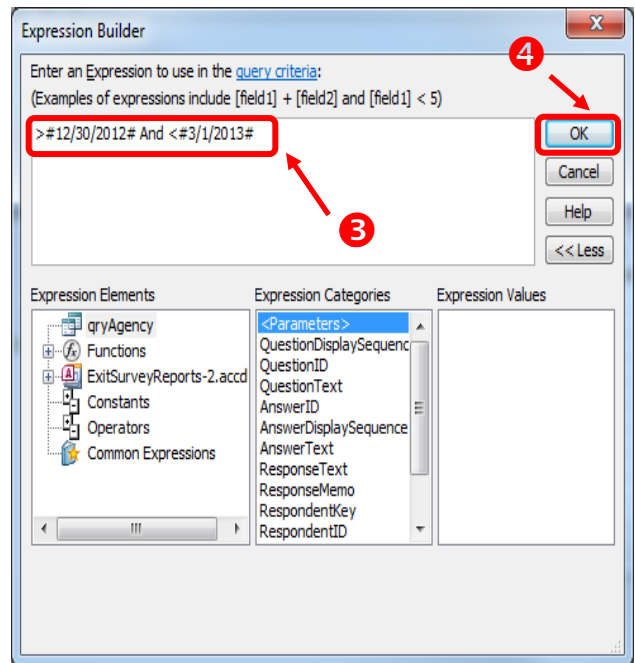


Figure 81B. Result from Changed Dates

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bb. When the screen as shown in Figure 82 appears, click the red

Exclamation Run icon 

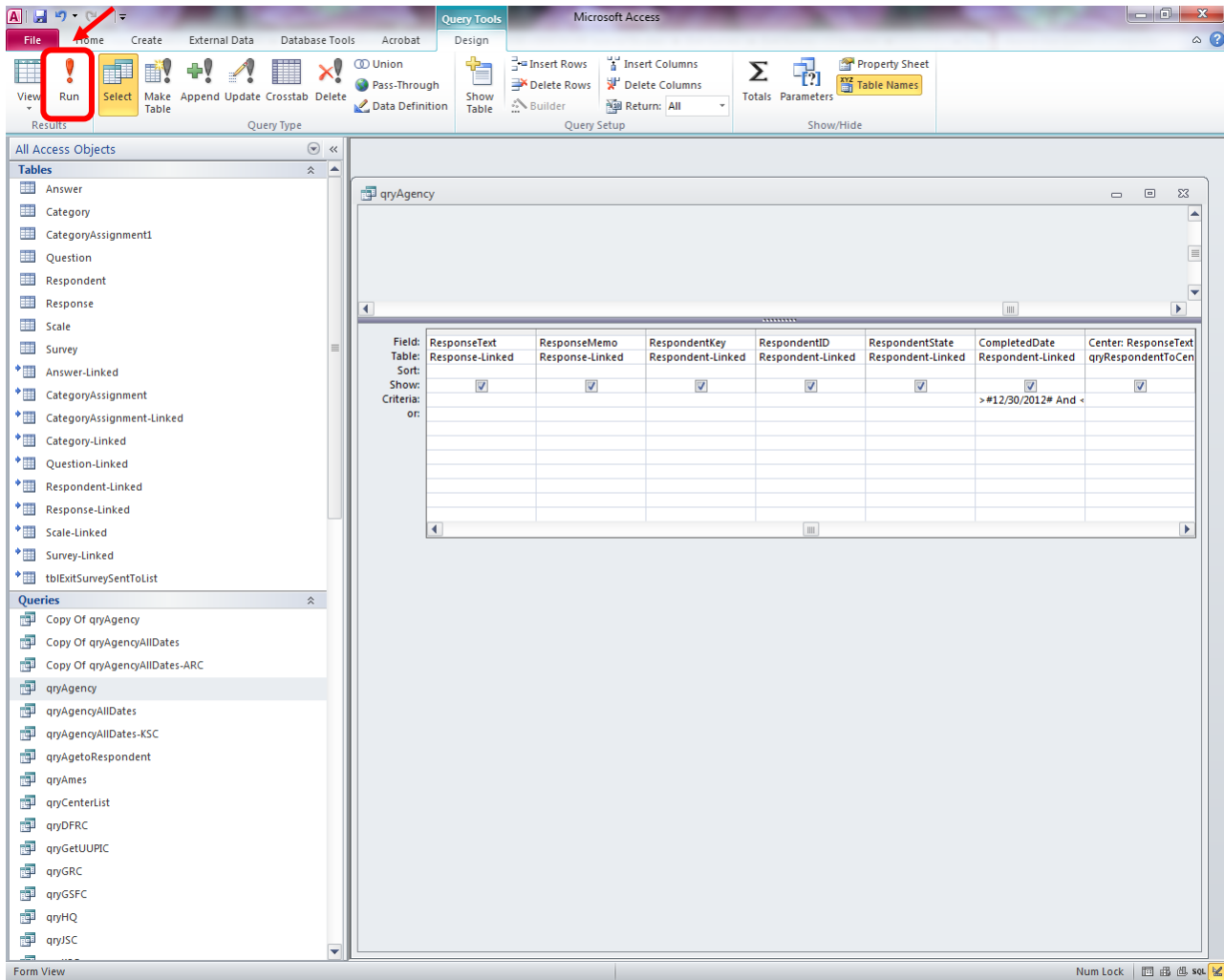


Figure 82. Red Exclamation Run Icon Screen

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cc. The query runs, displaying the page as shown in Figure 83.

dd. Close the query by clicking the **small white**  in the query window.

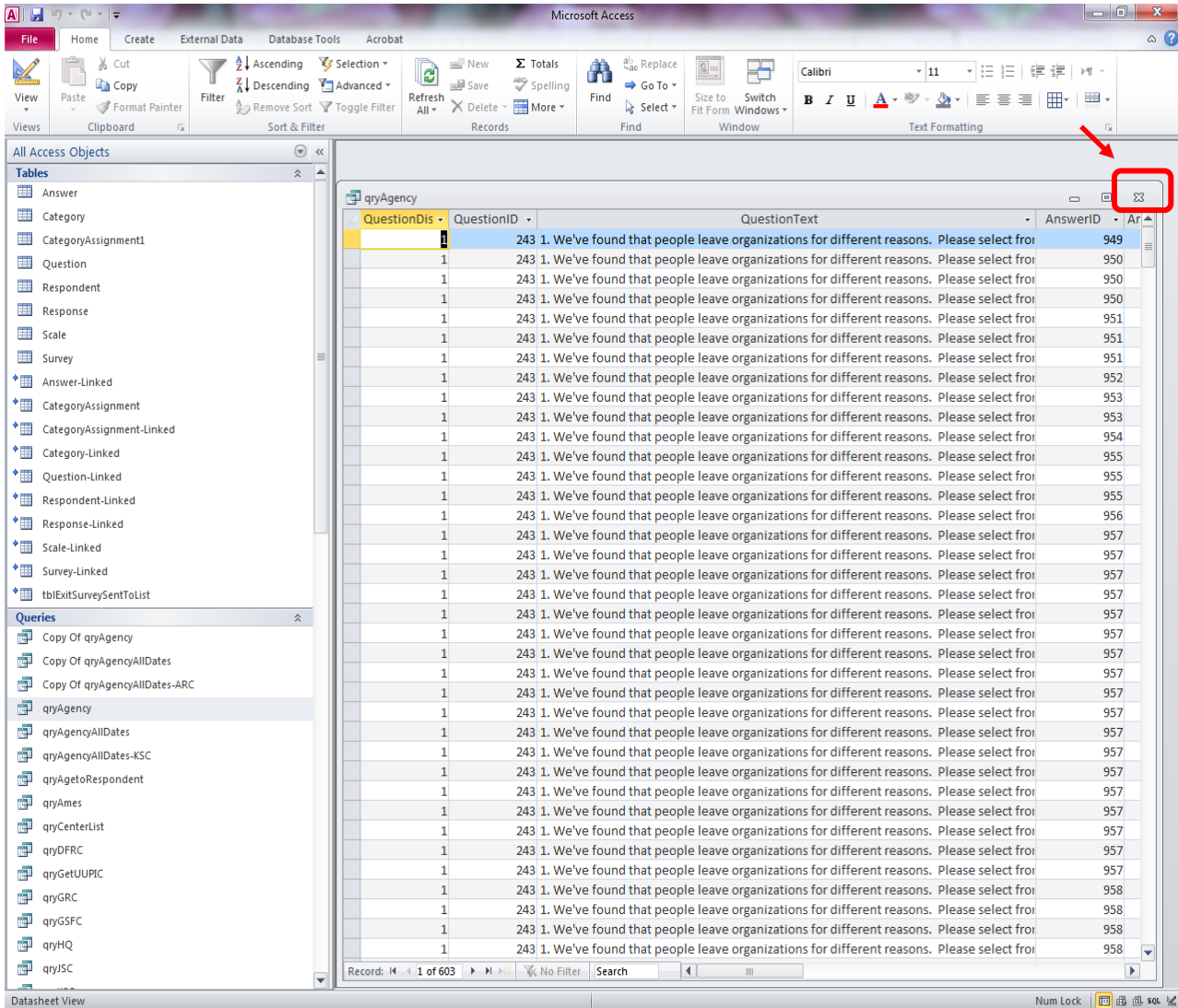


Figure 83. Close Query Screen

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ee. When the screen as shown in Figure 84 appears, click **Yes** to save the changes.

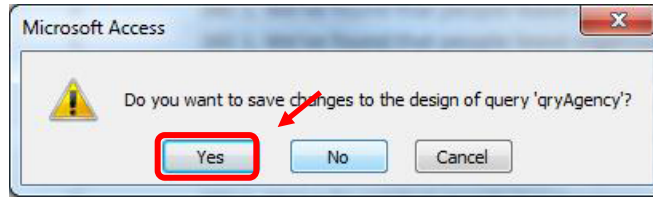


Figure 84. Save Screen

ff. Scroll down the Reports section of the screen and double-click **rptAgency** as shown in Figure 85.

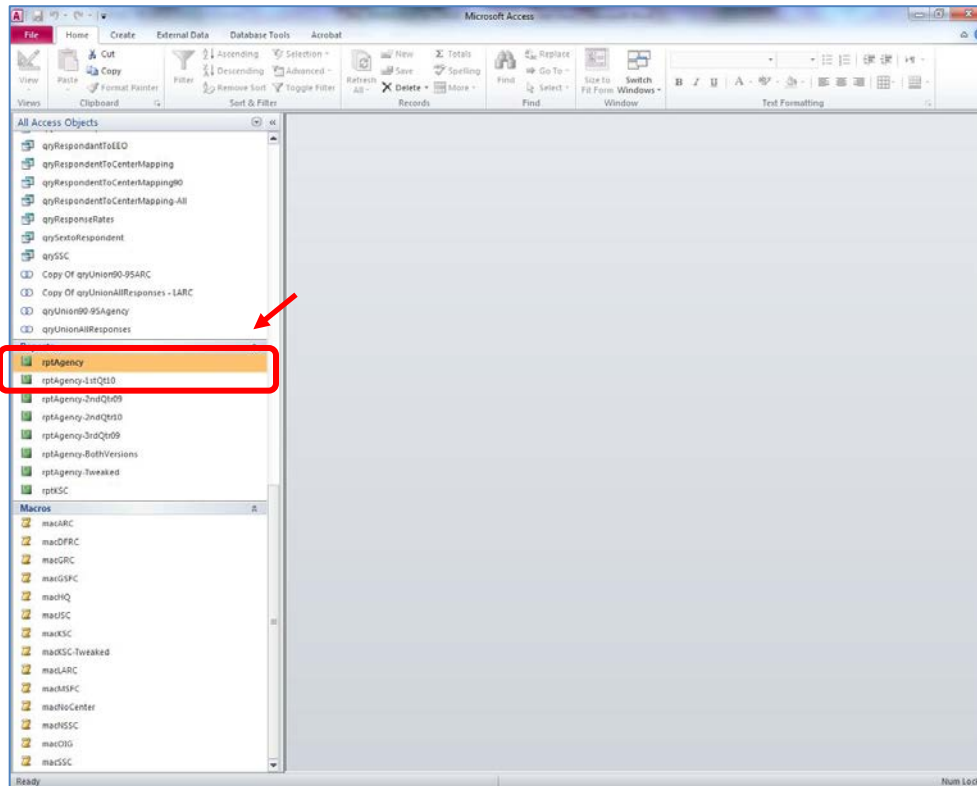


Figure 85. rptAgency Screen

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gg. The report appears as shown in the example in Figure 86.

hh. The dates will not be correct.

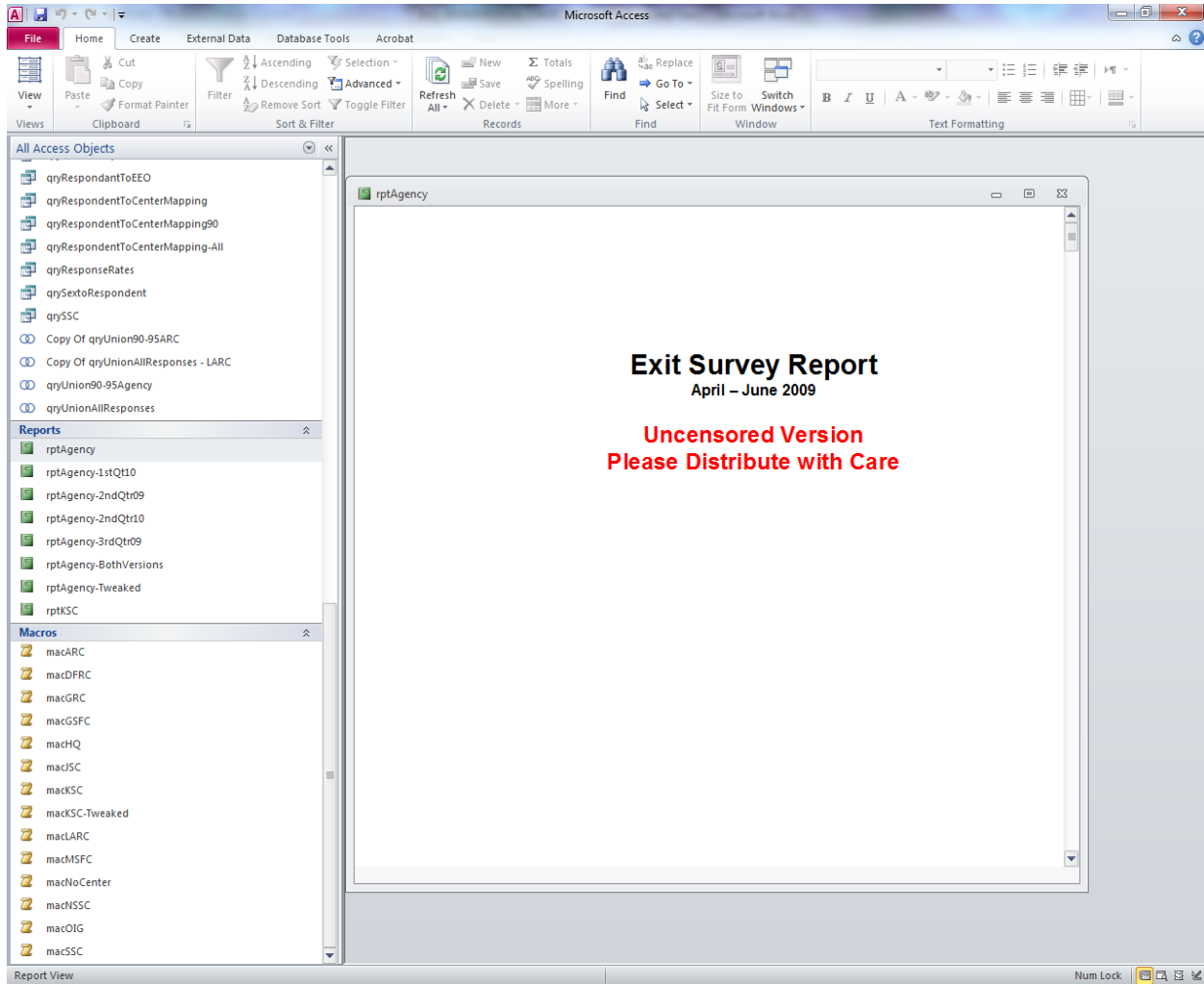


Figure 86. Example of Report

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- ii Use the scroll bar (1) to the right of the report as shown in Figure 87 to scroll down to Question 1 (2).
- jj. In order to ensure the numbers are correct, a separate report (Instructions on how to run the report are in Section 3.2.5) in Inquisite will need to be run.

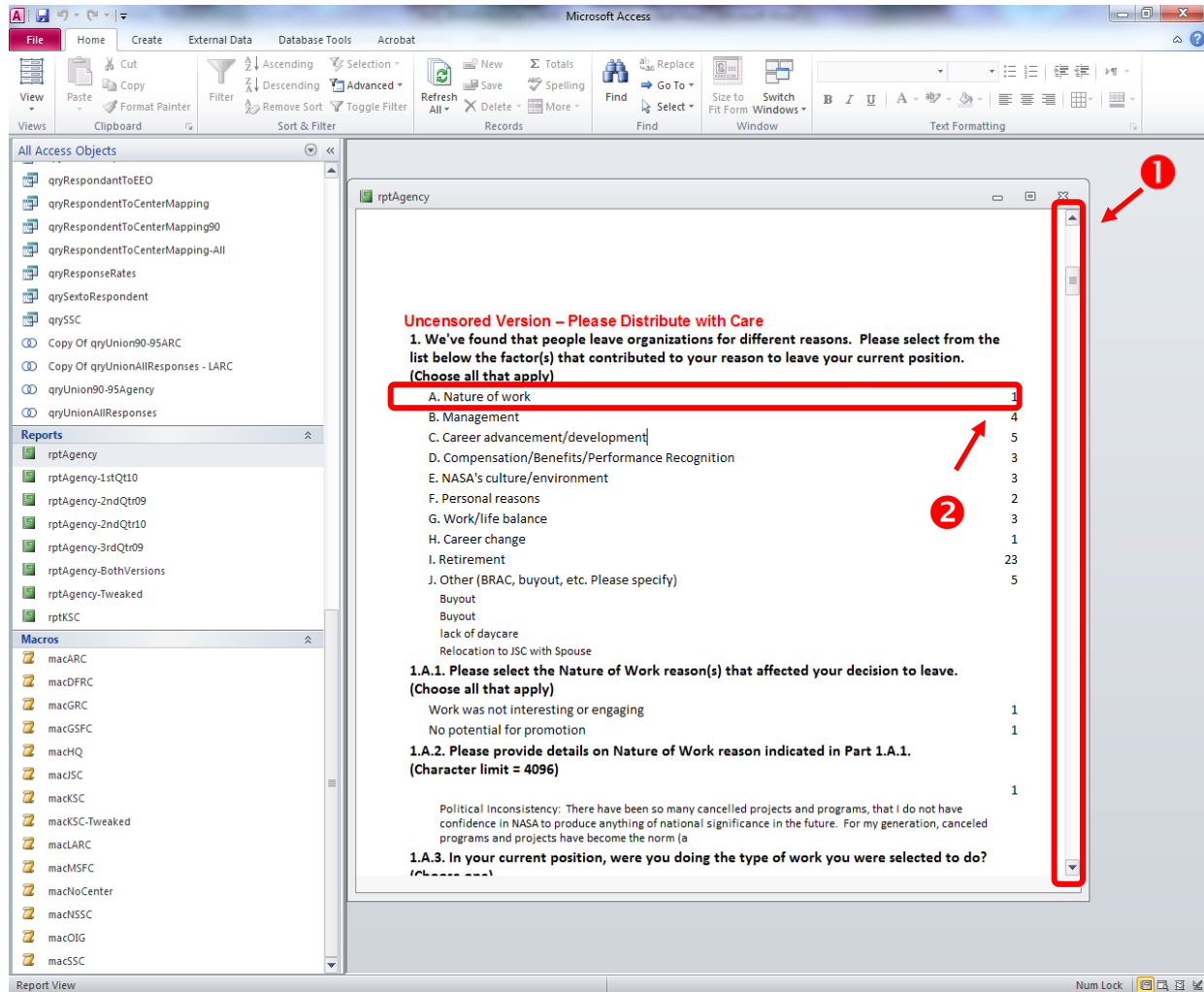


Figure 87. Scroll Bar Screen

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4.3.5 Inquisite Confirmation Report:

- a. Navigate to <https://survey.nssc.nasa.gov/cgi-bin/qsurveyadmin.cgi> (Inquisite).
- b. Log in using **User ID** and **Password**.
- c. Select **NASA Exit Survey v3** (1) in the drop-down menu under *Go directly to a survey* as shown in Figure 88.
- d. Select the blue **Go** (2) button.

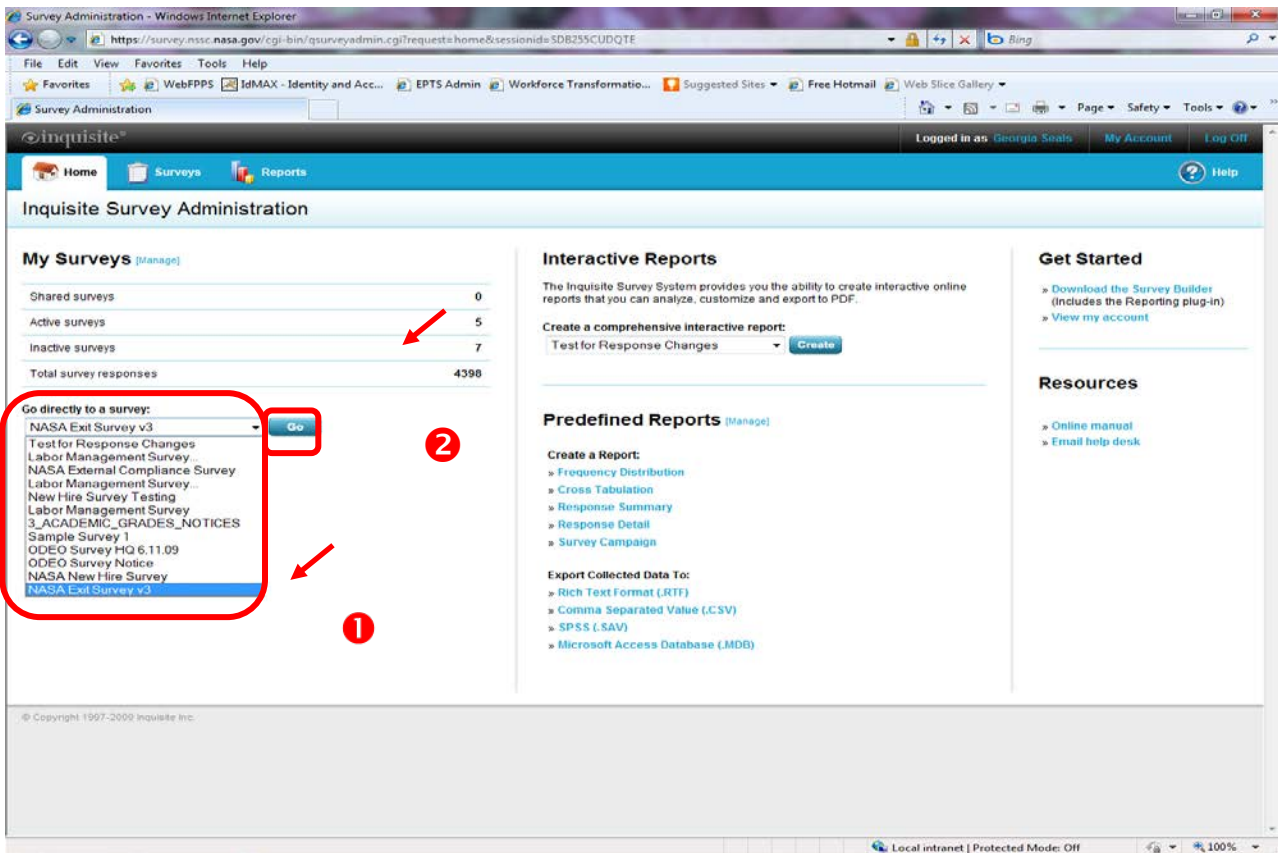


Figure 88. Go directly to a survey Screen

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e. When the screen appears as shown in Figure 89, choose **View Reports**.

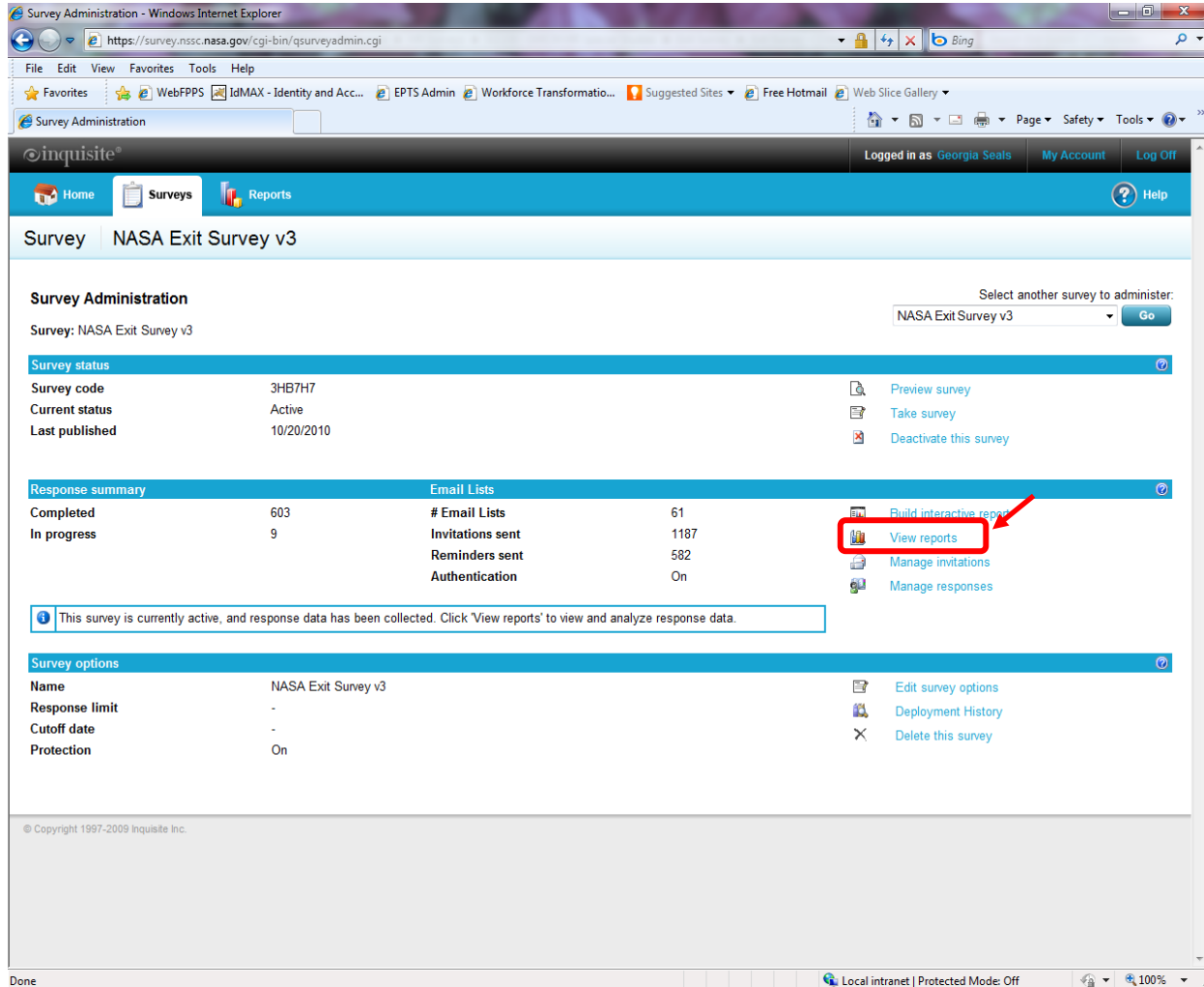


Figure 89. View Reports Screen

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f. When the screen appears as shown in Figure 90, choose **Frequency Distribution Reports (1)** under **Create a new report (2)**.

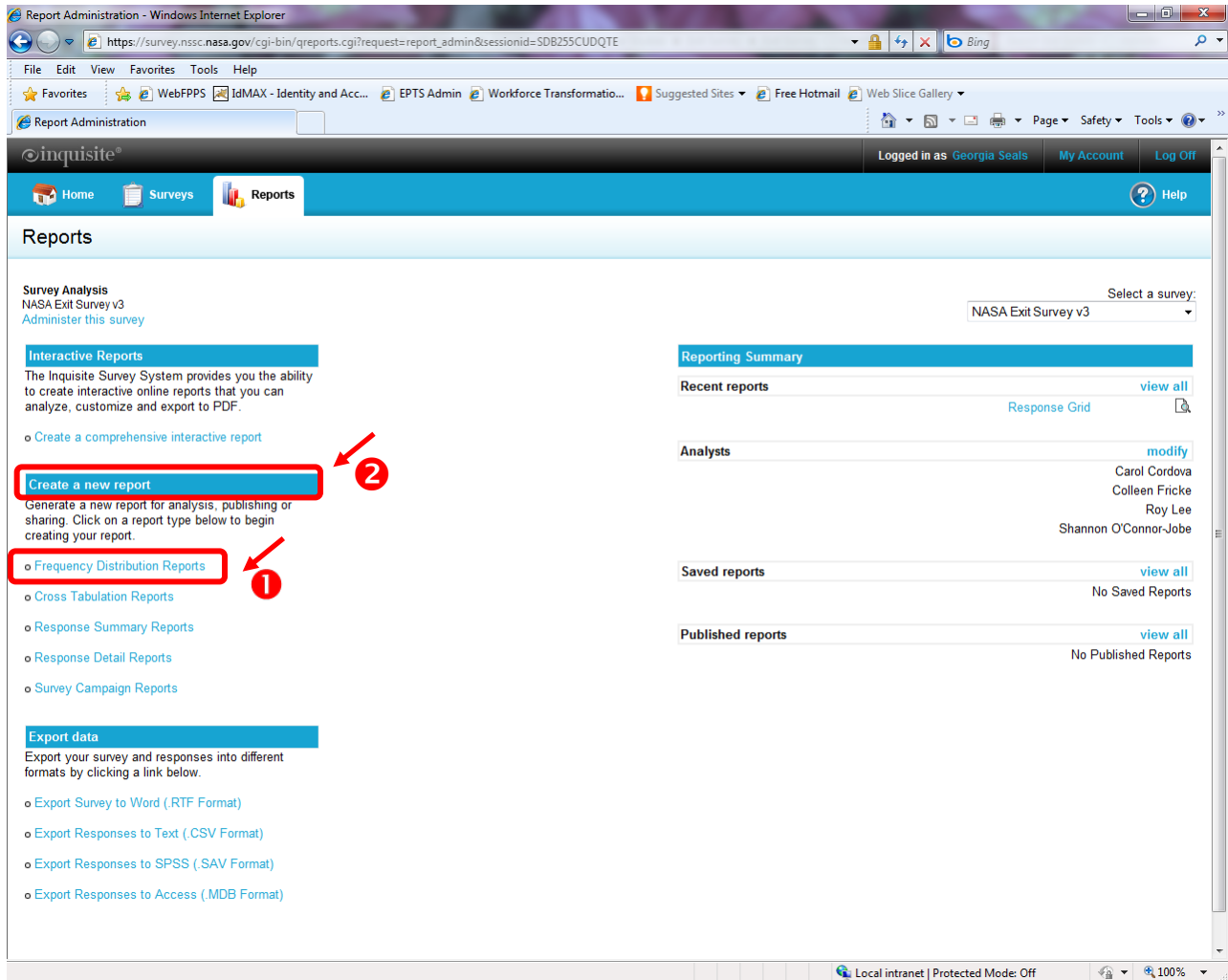


Figure 90. Crate a new report Screen

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- g. When the screen appears as shown in Figure 91, choose **Run With Custom Settings (1)** under **Count and Percent (2)**.

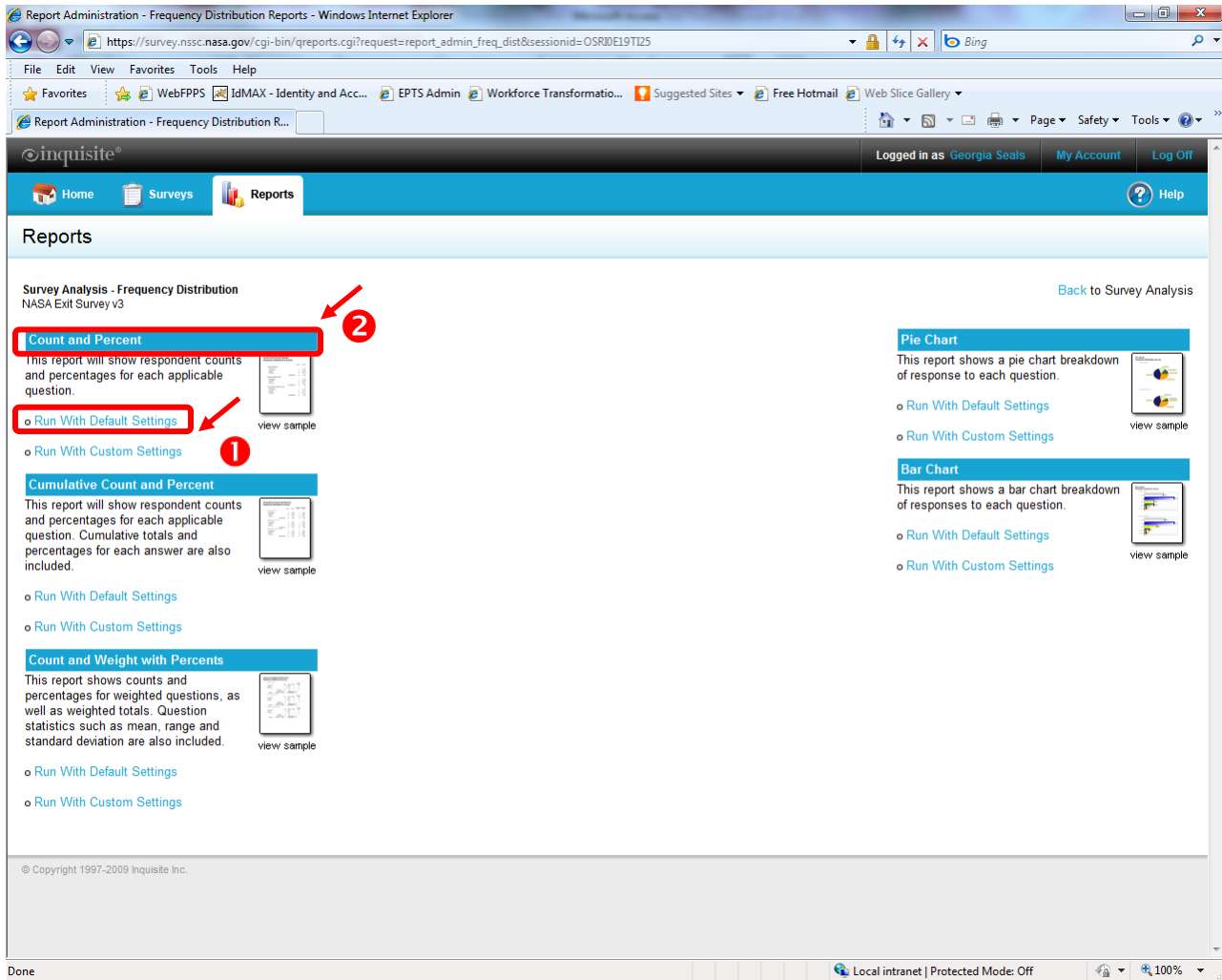


Figure 91. Count and Percent Screen

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h. When the screen as shown in Figure 92 appears, choose **Next**.

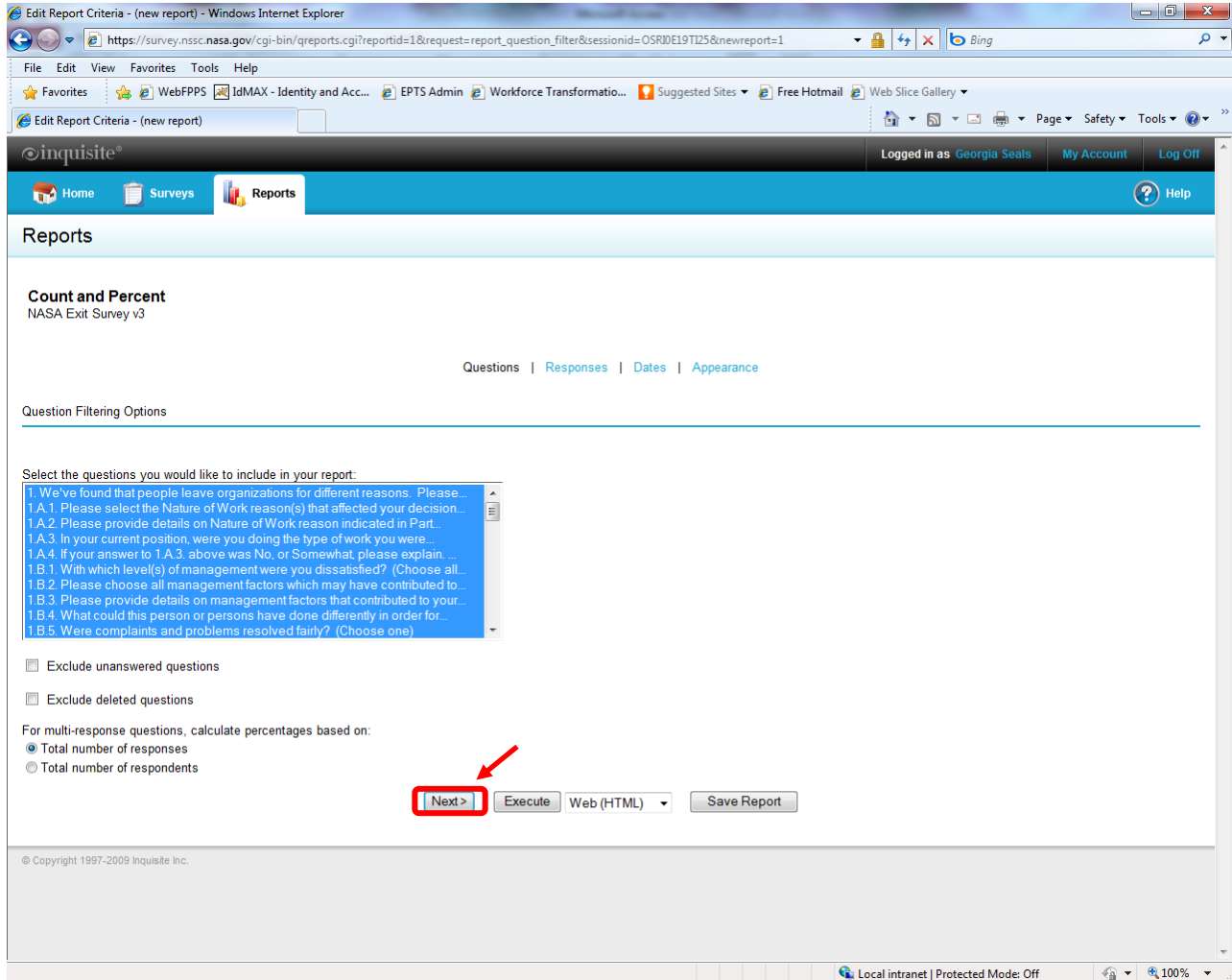


Figure 92. Question Filtering Options Screen

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i. When the screen as shown in Figure 93 appears, choose Next.

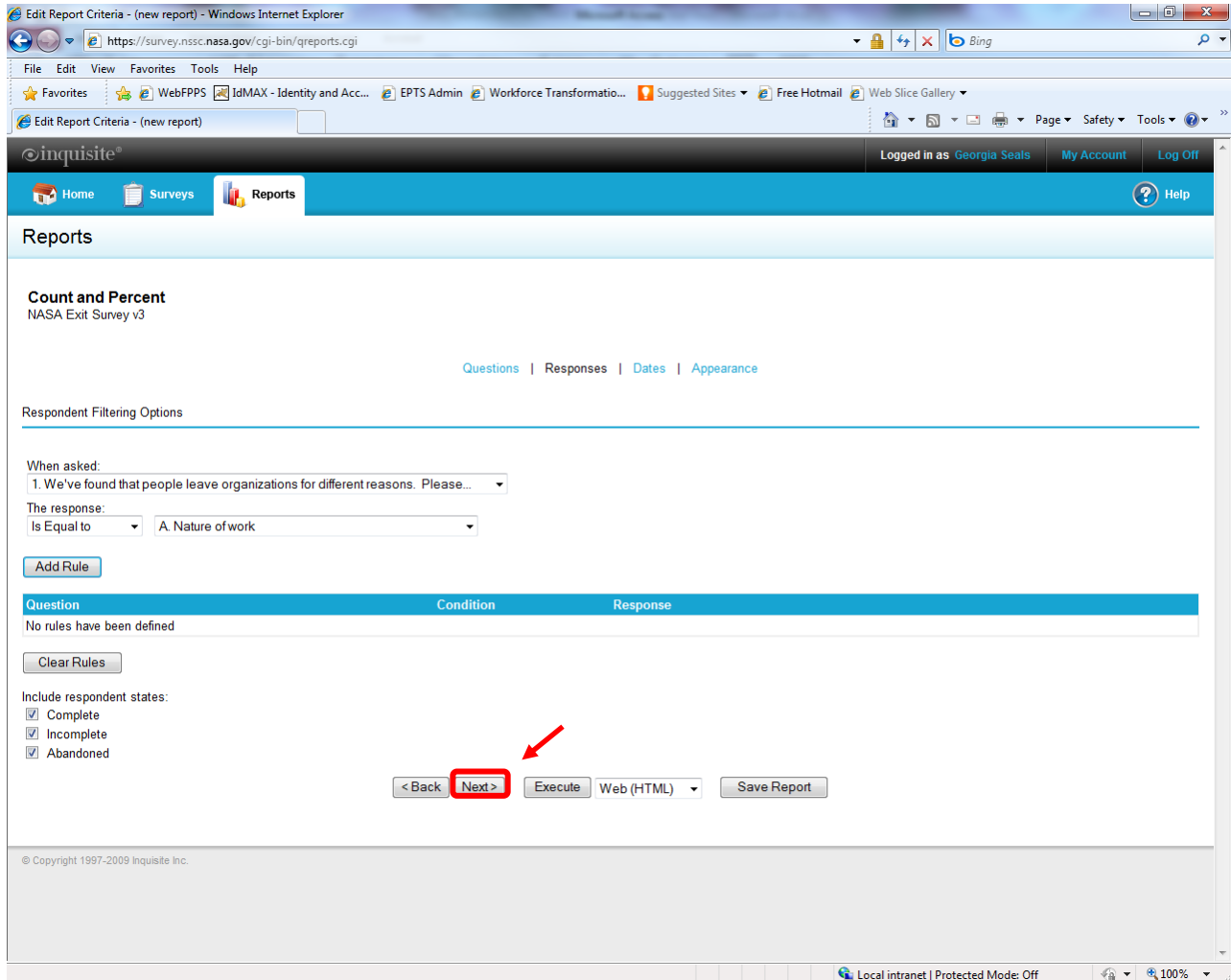


Figure 93. Respondent Filtering Options Screen

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- j. When the screen appears as shown in Figure 94, choose the **Filter by date range** box (1).
- k. Add the **date** (2) of the quarter being reported (Add one day prior to the beginning of the quarter and one day to the end of the quarter to ensure all of the data was captured).
- l. Choose **Next** (3).

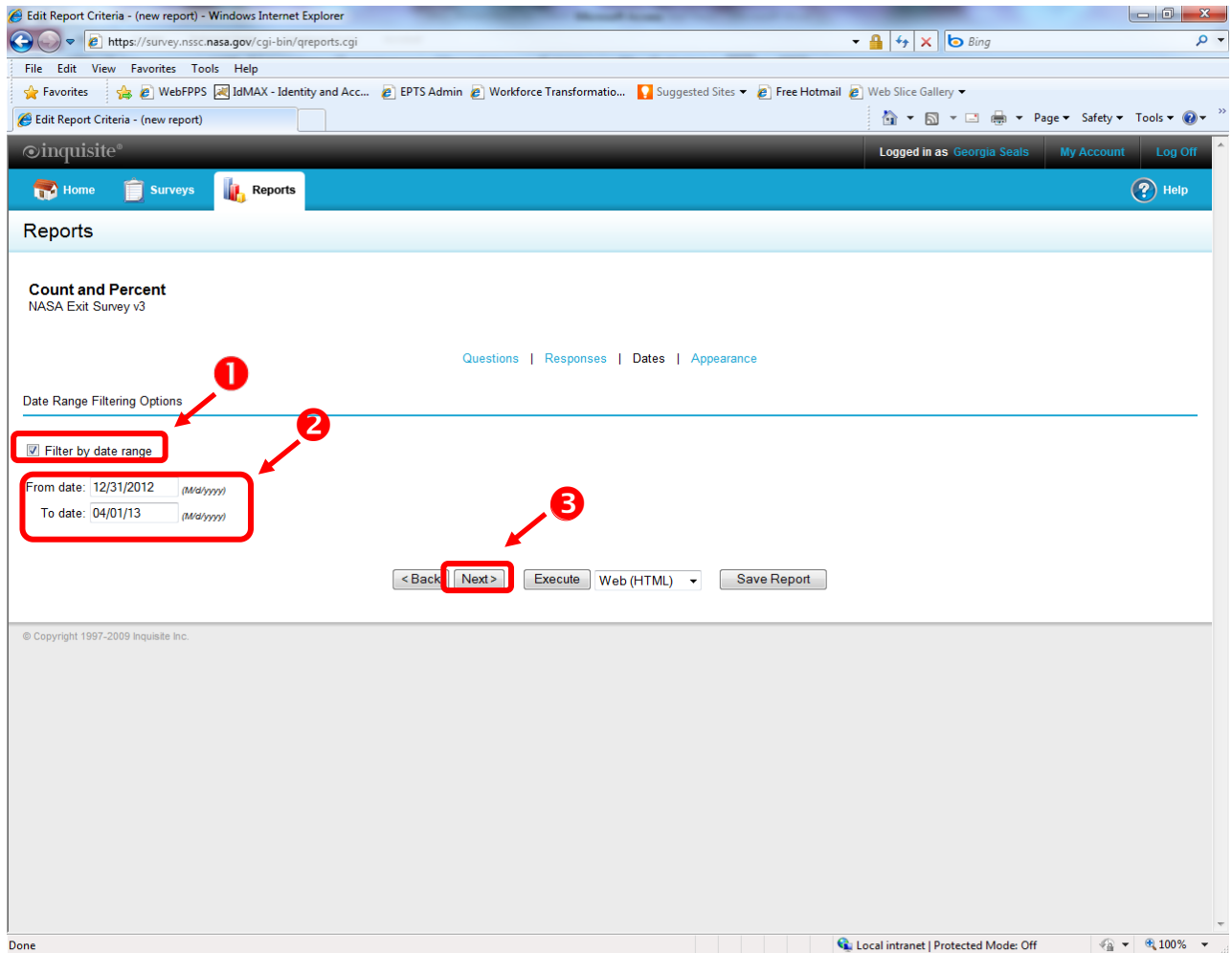


Figure 94. Date Range Filtering Options Screen

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- m. The report is not a saved report so do not change the title of the report.
- n. As shown in Figure 95, choose **Execute**.

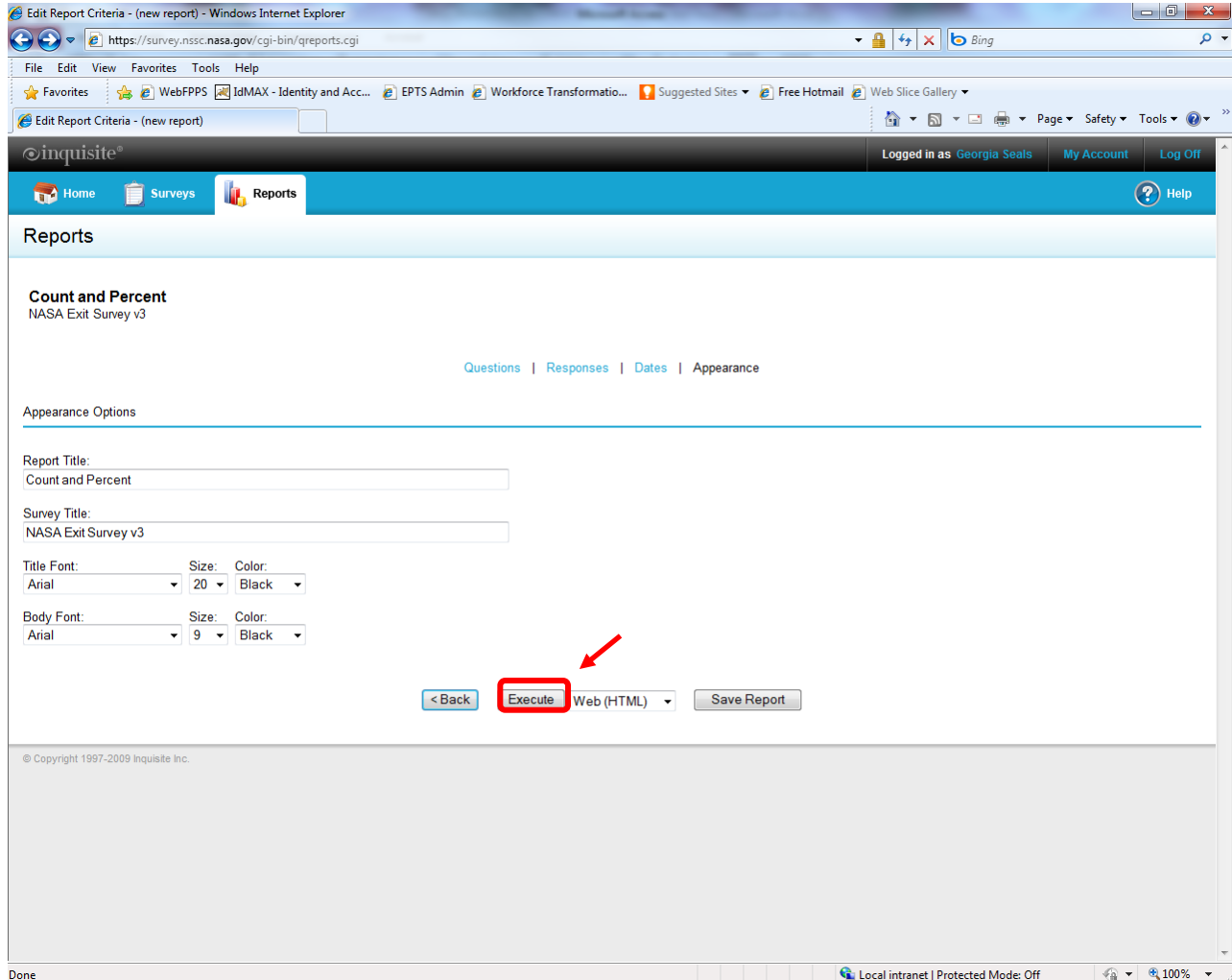


Figure 95. Execute Screen

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o. An example of the report appears as shown in Figure 96.

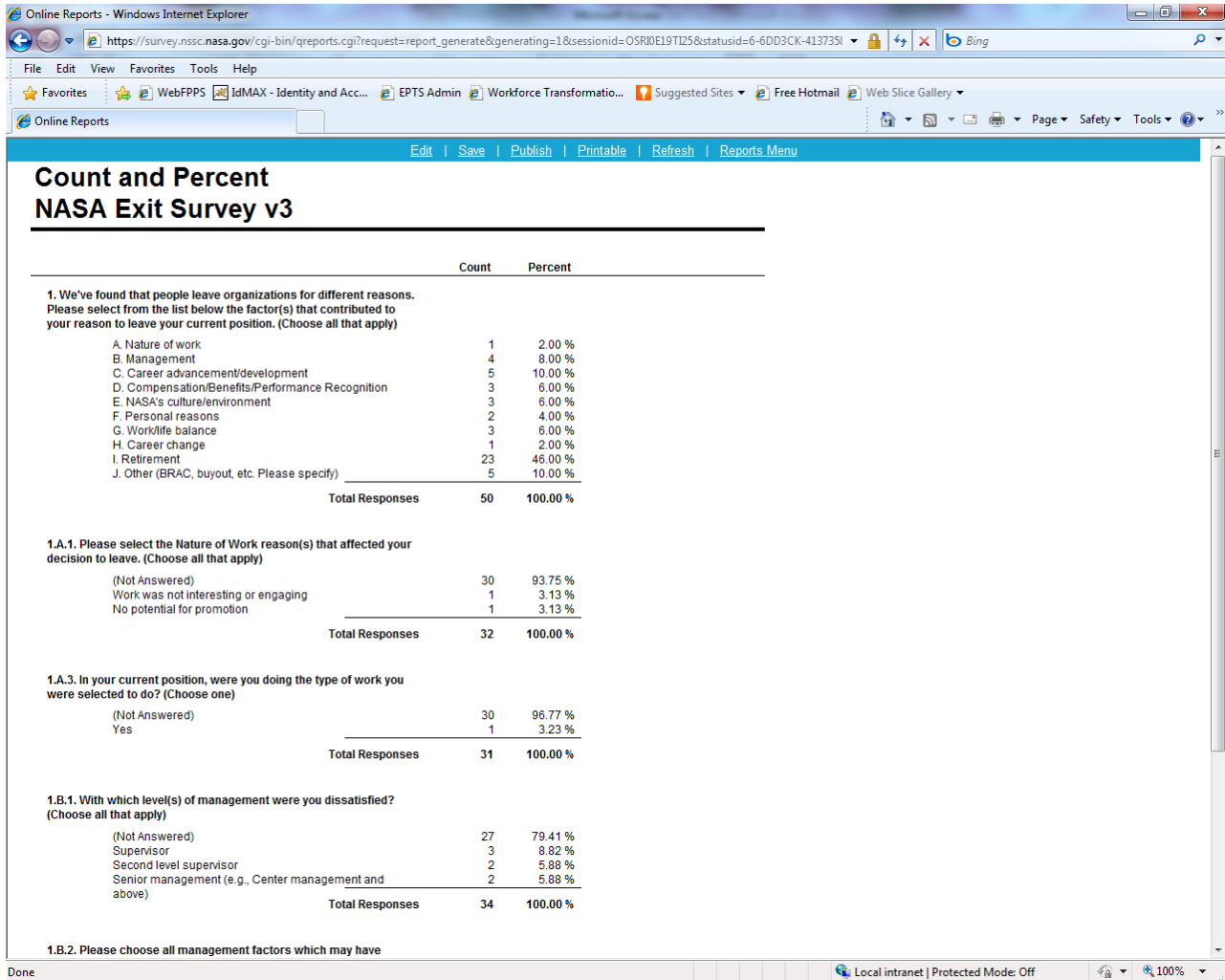
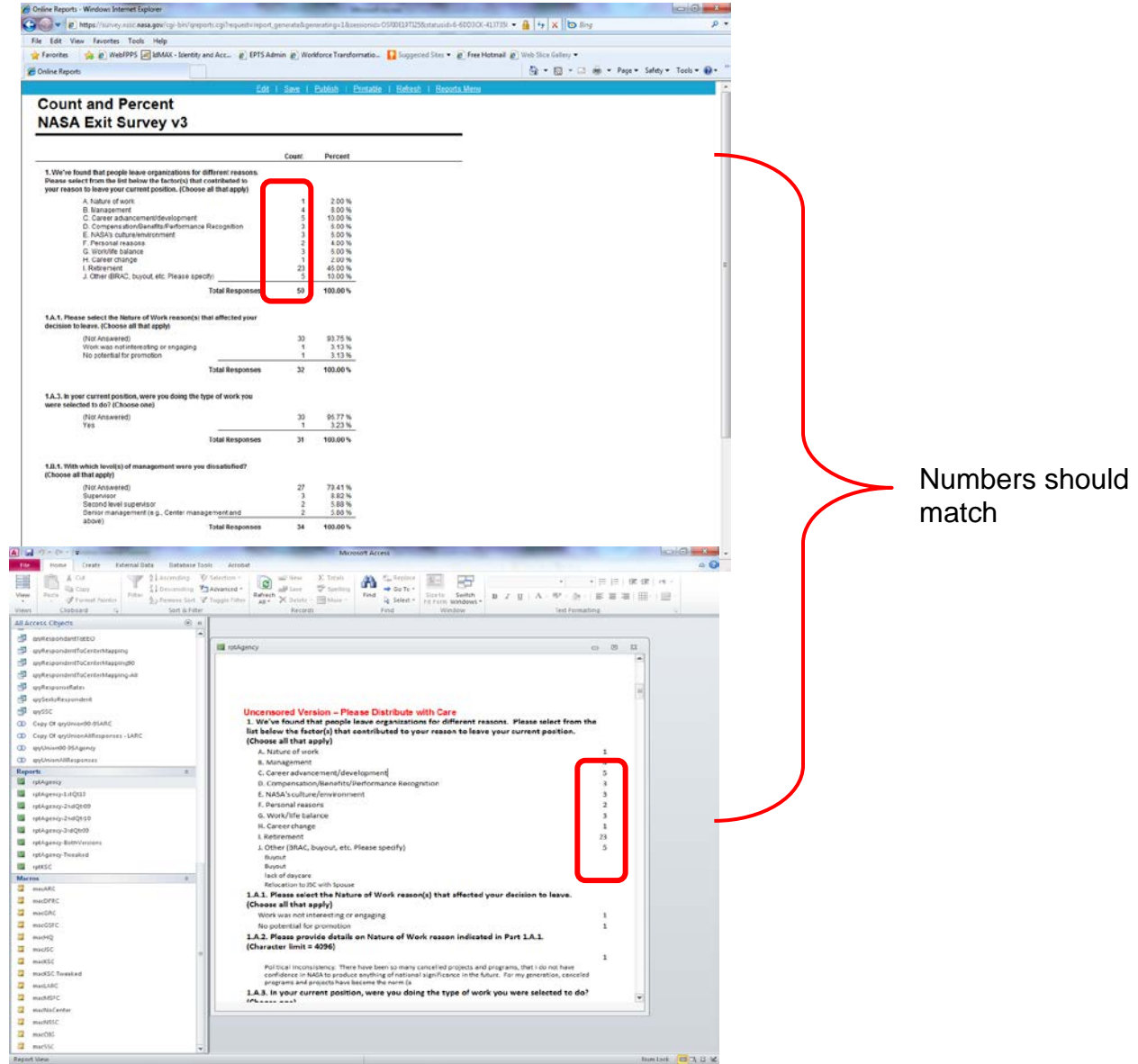


Figure 96. Example of the Report

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- p. Compare the numbers from the Access Report and the Inquisite Report as shown in Figure 97.



Numbers should match

Figure 97. Comparison of Access Report and Inquisite Report

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- q. Once numbers have been checked, the Access Report can be exported for editing.
- r. To export the report into a Word format, choose the **more** (1) drop-down button under the *External Data* tab (2) as shown in Figure 98.

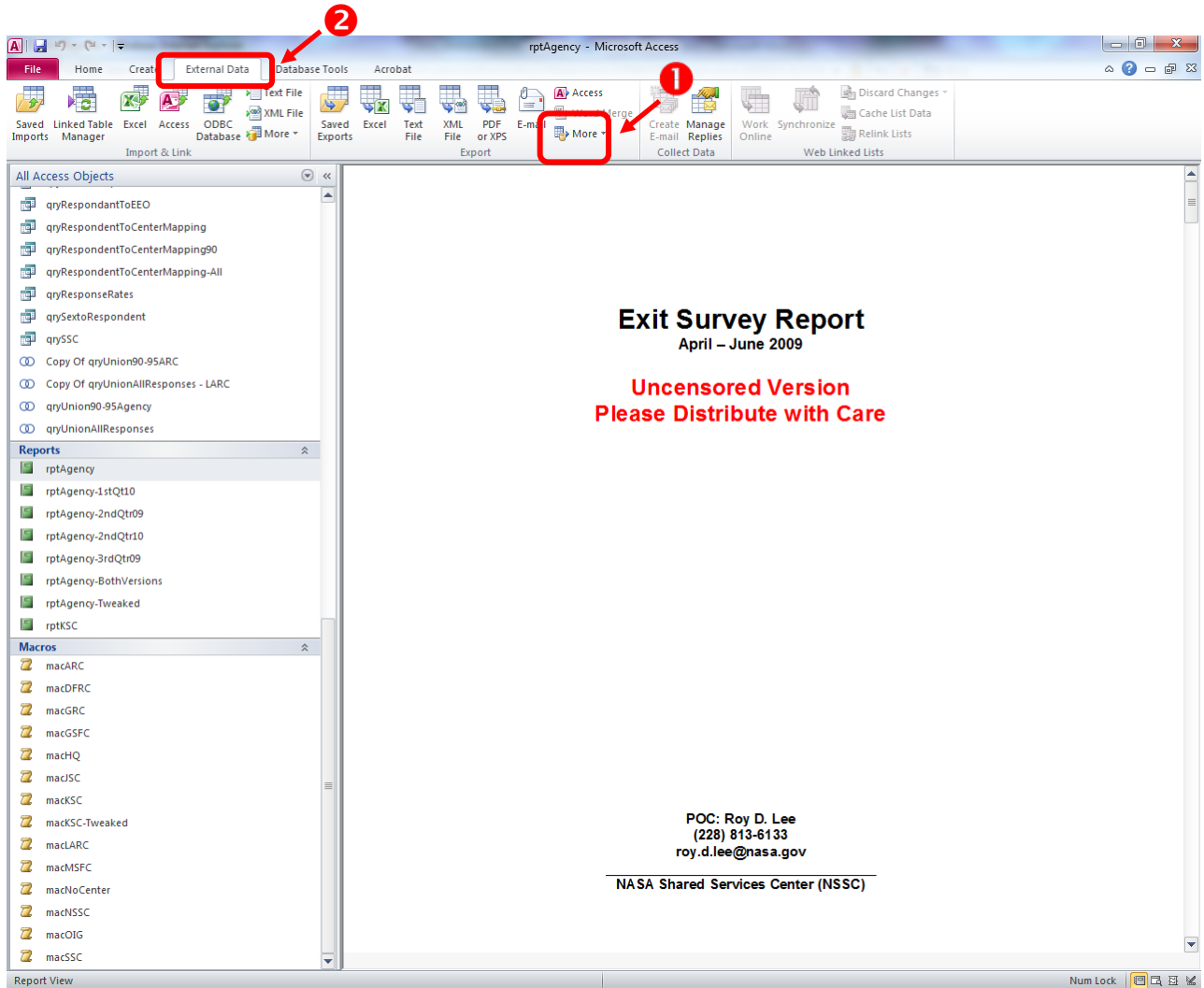


Figure 98. Exit Survey Report

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1. When the screen as shown in Figure 99 appears, choose **Word** from the drop-down menu.

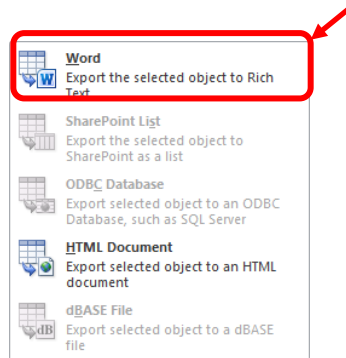


Figure 99. Word Screen

2. When the screen as shown in Figure 100 appears, choose **Browse**.

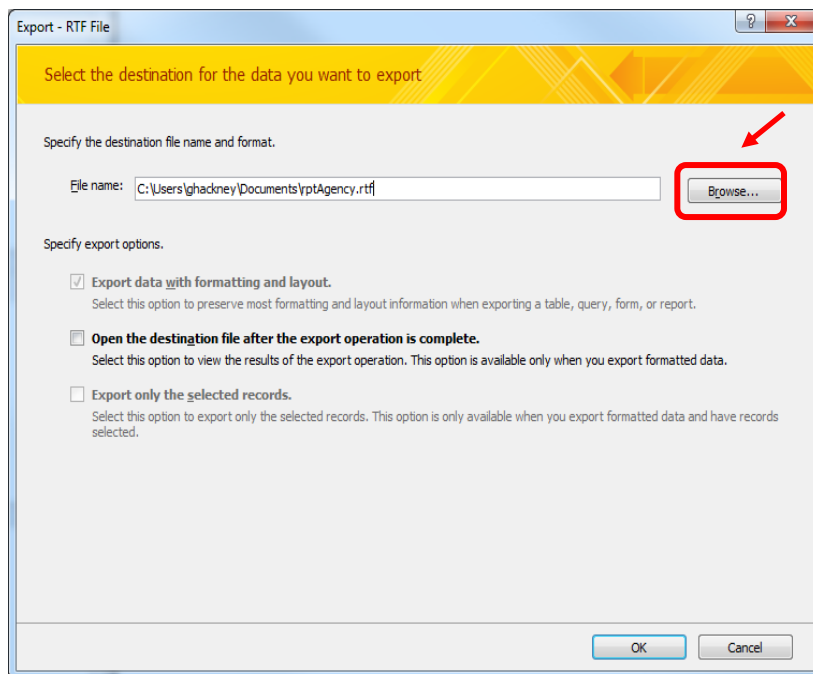


Figure 100. Browse Screen

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3. Navigate to N://SP Human Resources/HR Surveys/3.2.2.6 – OHCM HR Special Studies/Exit Survey/Exit Survey – CS transfer/Reporting (1).
4. Select the **current FY folder** to save the report.
5. Choose **Save** (2) as shown in Figure 101.

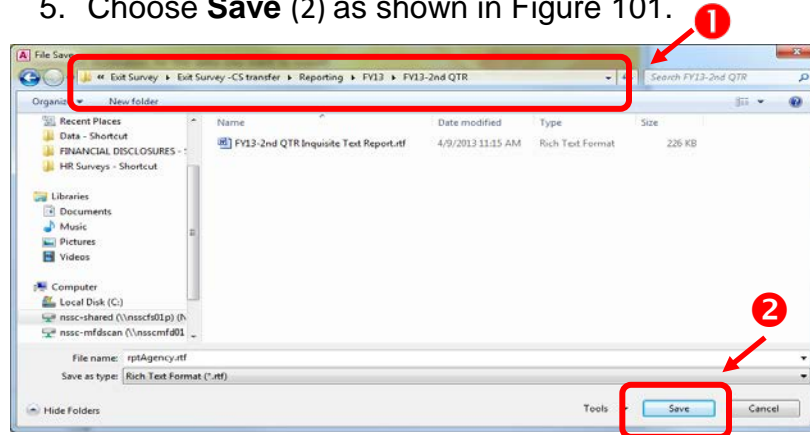


Figure 101. Save Screen

6. When the screen appears as shown in Figure 102, click **OK**.

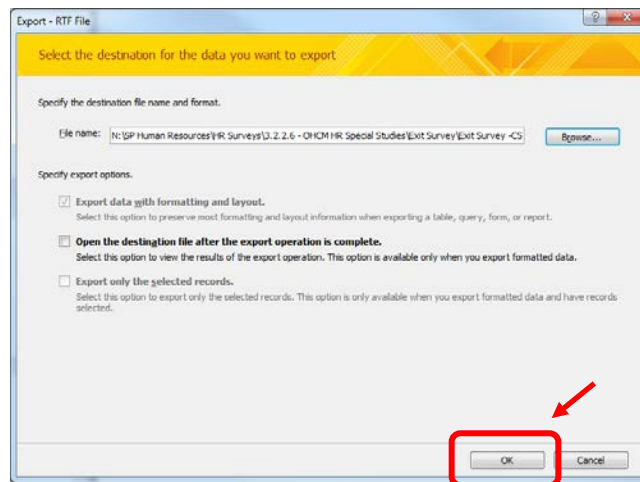


Figure 102. OK Screen

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7. When the screen as shown in Figure 103 appears, click **Close**.

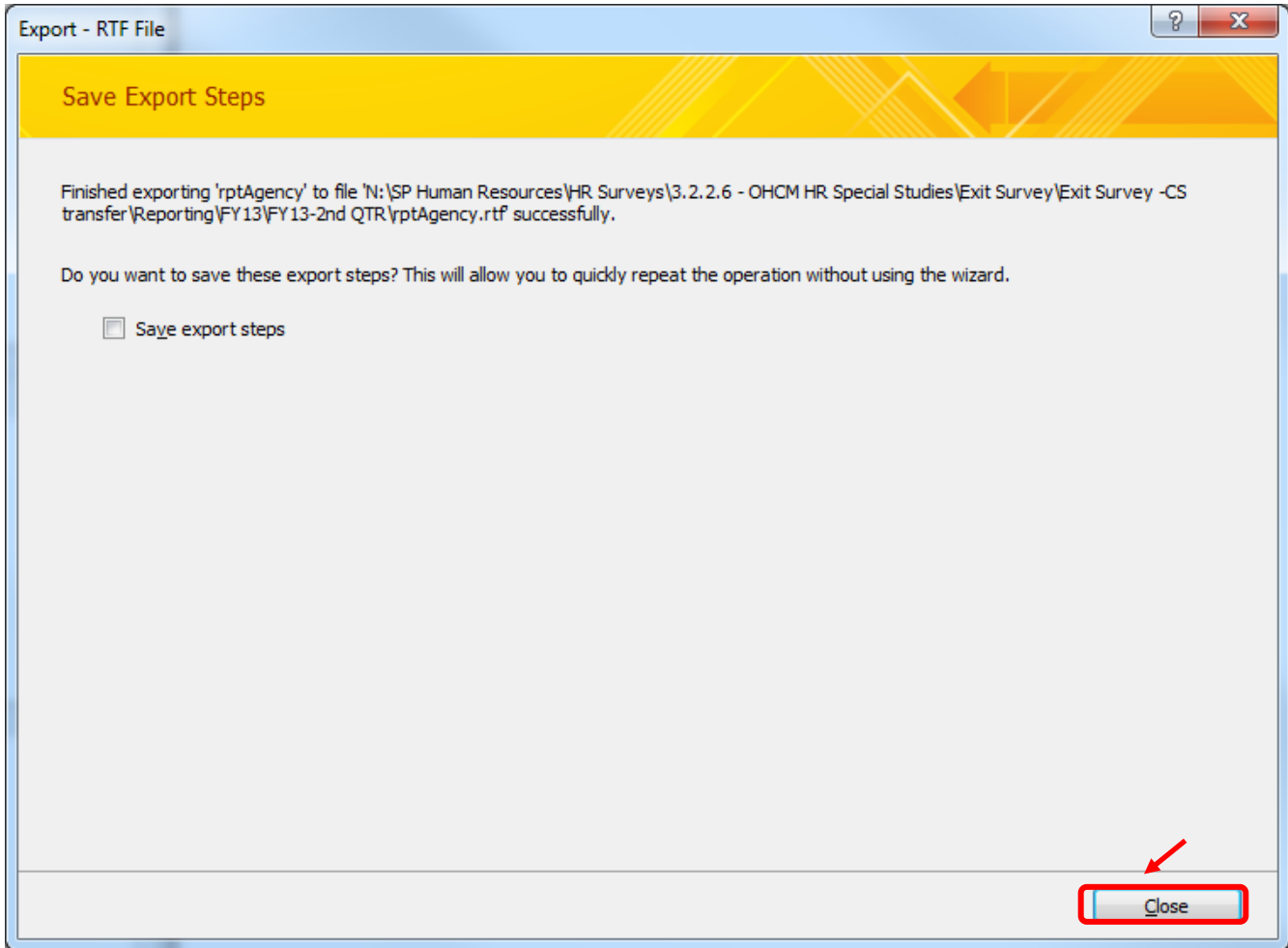


Figure 103. Close Screen

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8. Run the other center reports by clicking each of the **Center Macro** along the left hand side of the screen (macARC, macGRC, macGSFC, macHQ, macJSC, macKSC, macLARC, masMSFC, macNSSC, and macSSC) as shown in Figure 104.
9. Each report will automatically save in the same location as the *rptAgency* which was previously saved.

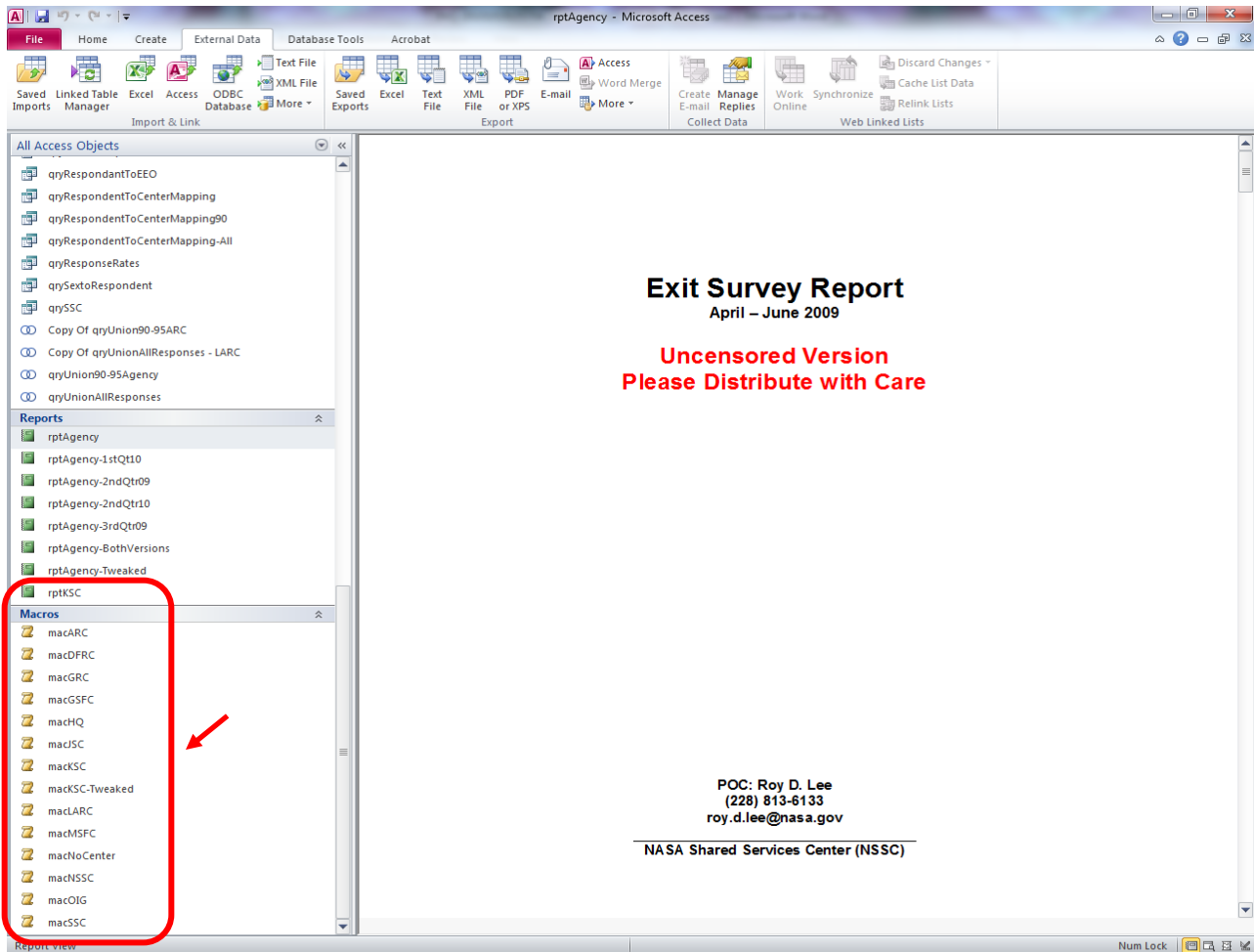


Figure 104. Center Macro Screen

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10. Click the **large X** button to close Access as shown in Figure 105.

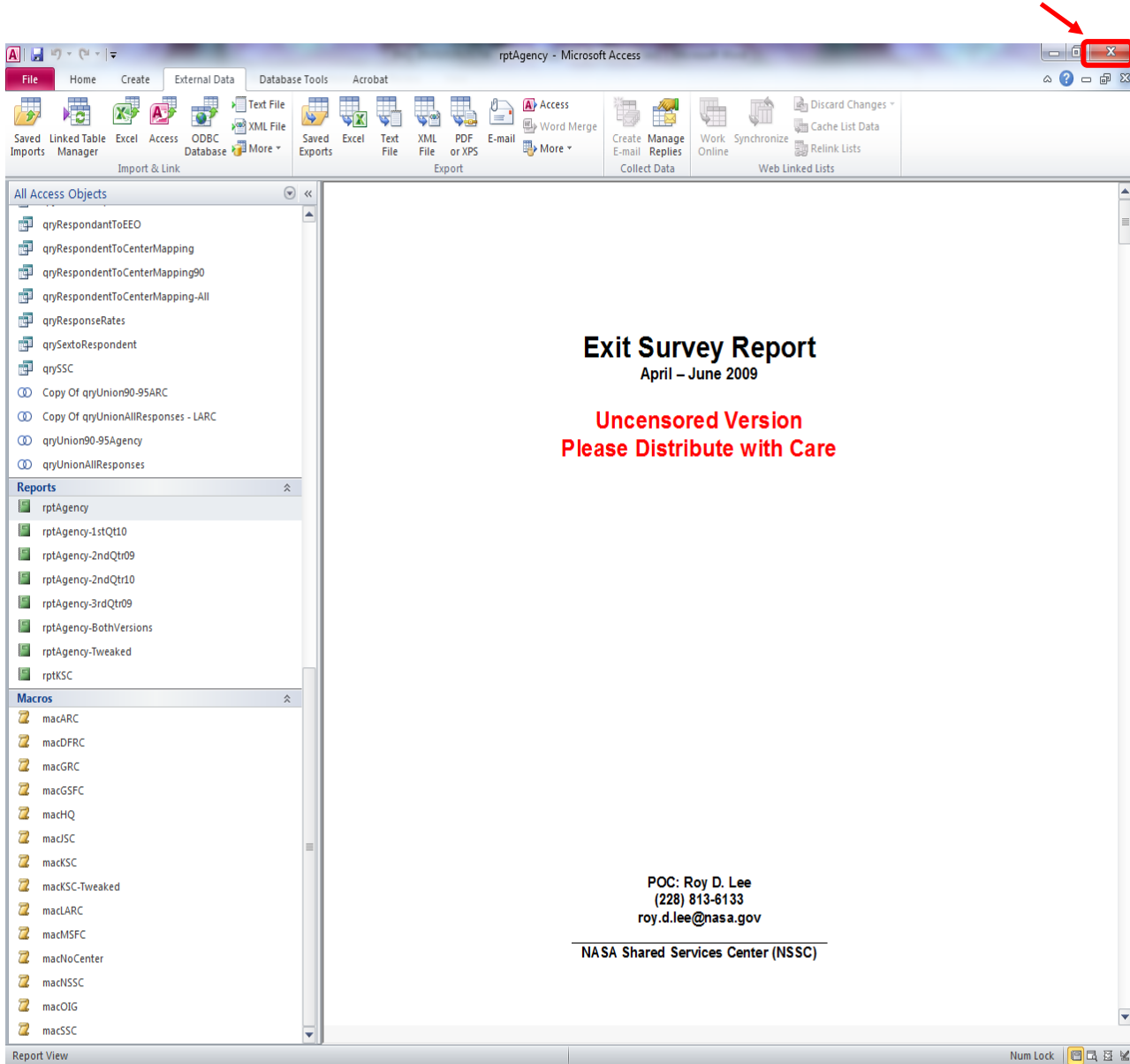


Figure 105. **X** Button Screen

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4.3.6 Format Agency and Center Reports:

- a. Click the **Select** drop-down list found in the top right hand corner of the screen and choose **Select All** as shown in Figure 106.

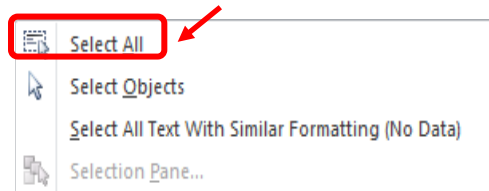


Figure 106. Select All Screen

- b. The entire document is highlighted.
- c. With the document highlighted, select **Aerial** as the font and **9** as the font size.
- d. Scroll down through the document adding a space between each question.
- e. For each question with inserted text answers, a space will need to be added to separate each individual answer; i.e., 1.A.2
 1. Text answers if too long will be cut off, reference the Exit Survey Text Report, find the text answer that was cut short, copy, and paste the answer into the full report.
 2. Confirm the number at the beginning of the text answer question, (i.e., 1.A.2) matches the number of responses.
 3. Delete the number and the wording (Character limit = 4096).
- f. Repeat the process for each report.

4.3.7 Preparing Methodology Page:

- a. Navigate to N://SP Human Resources/HR Surveys/3.2.2.6 – OHCM HR Special Studies/Exit Survey/Exit Survey – CS transfer/Reporting.
- b. Choose the **Excel Document** titled **Working Response Rate Charts**.
- c. Choose **Save As** and save the **Working Response Rate Charts** as a new file in the current quarter's folder.
- d. The chart title includes the date span for which the charts will display, (i.e., FY13 QTR2 Charts will be saved in the FY13-2nd QTR folder and

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would be titled *Chart 1-13 to 3-13* since the chart covers January 2013 through March 2013).

- e. Minimize the Chart.
- f. Log into Inquisite using **User ID** and **Password**.
- g. Choose the **NASA Exit Survey v3**.
- h. Navigate to *Manage invitations*.
- i. Several *Inquisite Invitation Lists* are combined in order to get an accurate number of invitees by center.
- j. Locate the dates, including the quarter, for which the report is being developed as shown in Figure 107.

09.07.12	6	6	5
09.13.12	6	6	3
9.25.12	5	5	3
10.11.12	40	40	23
10-25-12	32	32	22
11/07/12	24	24	10
11.16.12	24	24	11
11.30.12	36	36	24
12.21.12	58	58	23
12.28.12	10	10	4
01.04.13	5	5	0
1.25.13	20	20	9
02.08.13	7	7	3
02.22.13	8	8	2
03.08.13	9	9	6
03.22.13	14	14	2
04.05-13	12	12	0
Total	1187	1187	590

Figure 107. Dates for the Quarter

- k. Each invitation must be exported individually and combined into one spreadsheet.
- l. Click on the **first date** within the quarter as shown in Figure 108.

09.07.12	6	6	5
09.13.12	6	6	3
9.25.12	5	5	3
10.11.12	40	40	23
10-25-12	32	32	22
11/07/12	24	24	10
11.16.12	24	24	11
11.30.12	36	36	24
12.21.12	58	58	23
12.28.12	10	10	4
01.04.13	5	5	0
1.25.13	20	20	9
02.08.13	7	7	3
02.22.13	8	8	2
03.08.13	9	9	6
03.22.13	14	14	2
04.05-13	12	12	0
Total	1187	1187	590

Figure 108. First date within the Quarter Screen

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- m. When the screen appears as shown in Figure 109, choose **Export this email list to a text (CSV) file** under the *Export email list* menu.

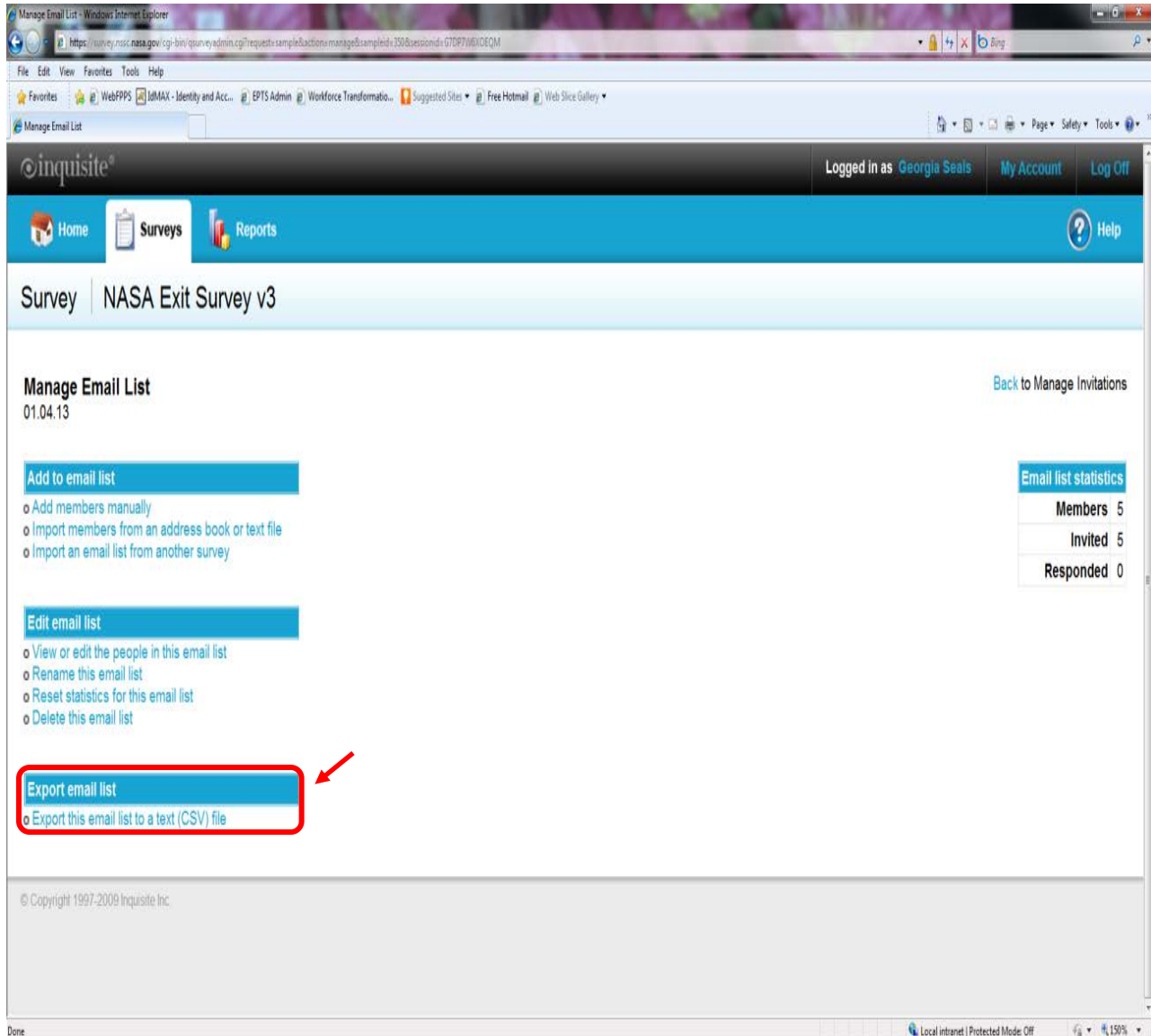


Figure 109. Export email list Screen

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1. When the screen appears as shown in Figure 110, click [here](#) in the *Click here to download the file* phrase.

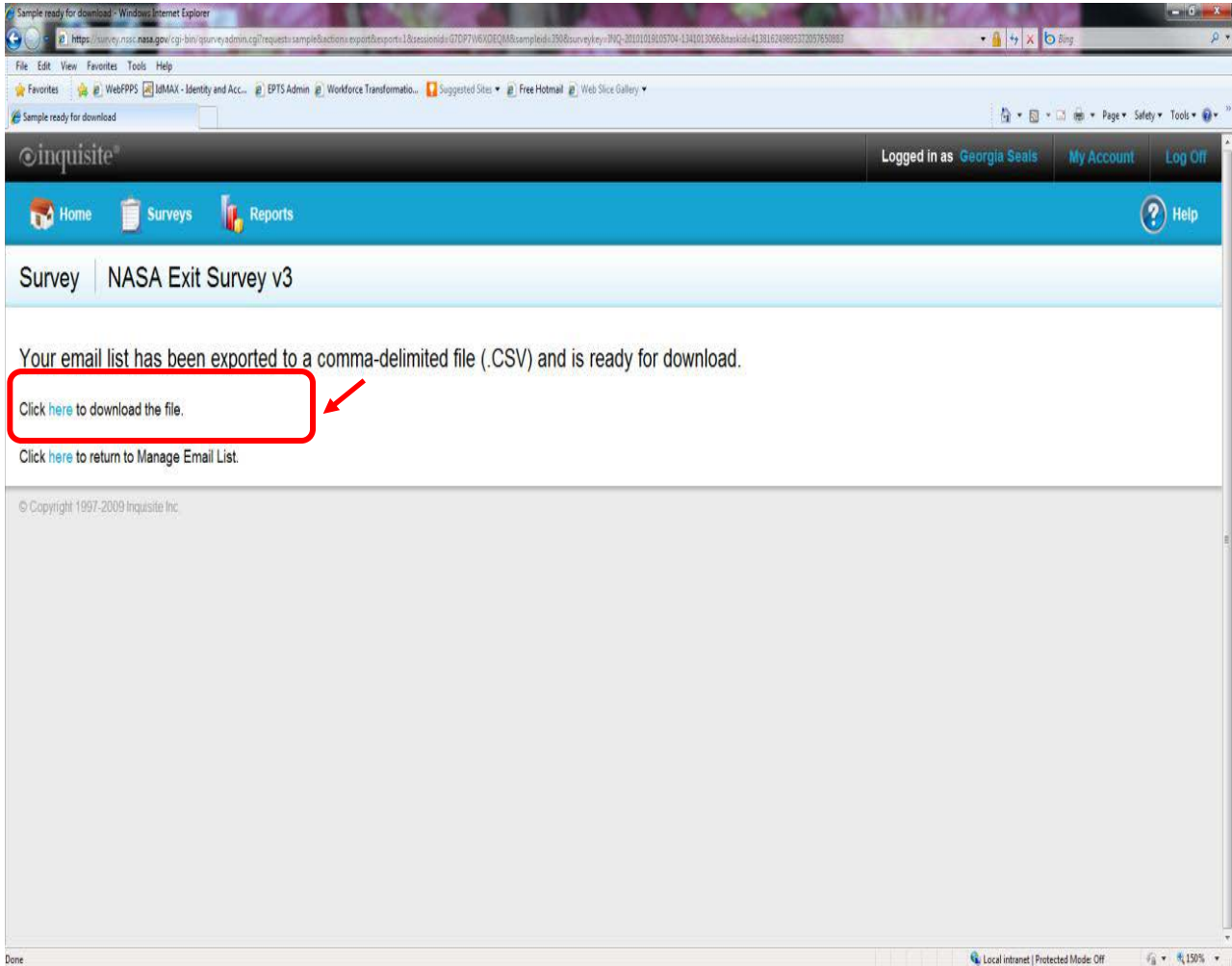


Figure 110. Click here to download the file Screen

2. When the screen as shown in Figure 111 appears, choose **Open**.

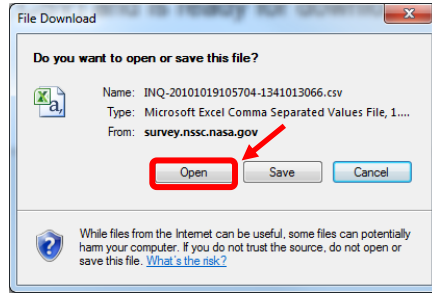


Figure 111. Open Screen

3. The CSV file will automatically open.

4. Minimize the file.

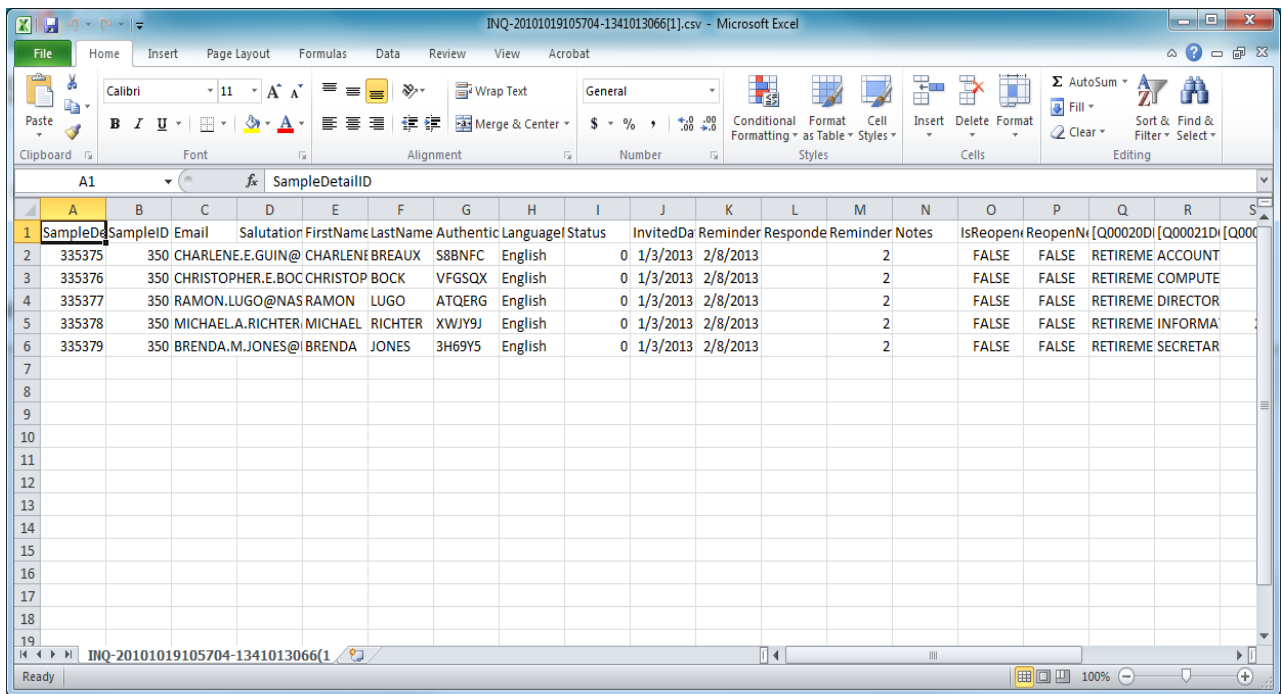


Figure 112. CSV File Screen

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- On the Inquisite screen, click [here](#) in the *Click here to return to Manage Email List* phrase as shown in Figure 113.

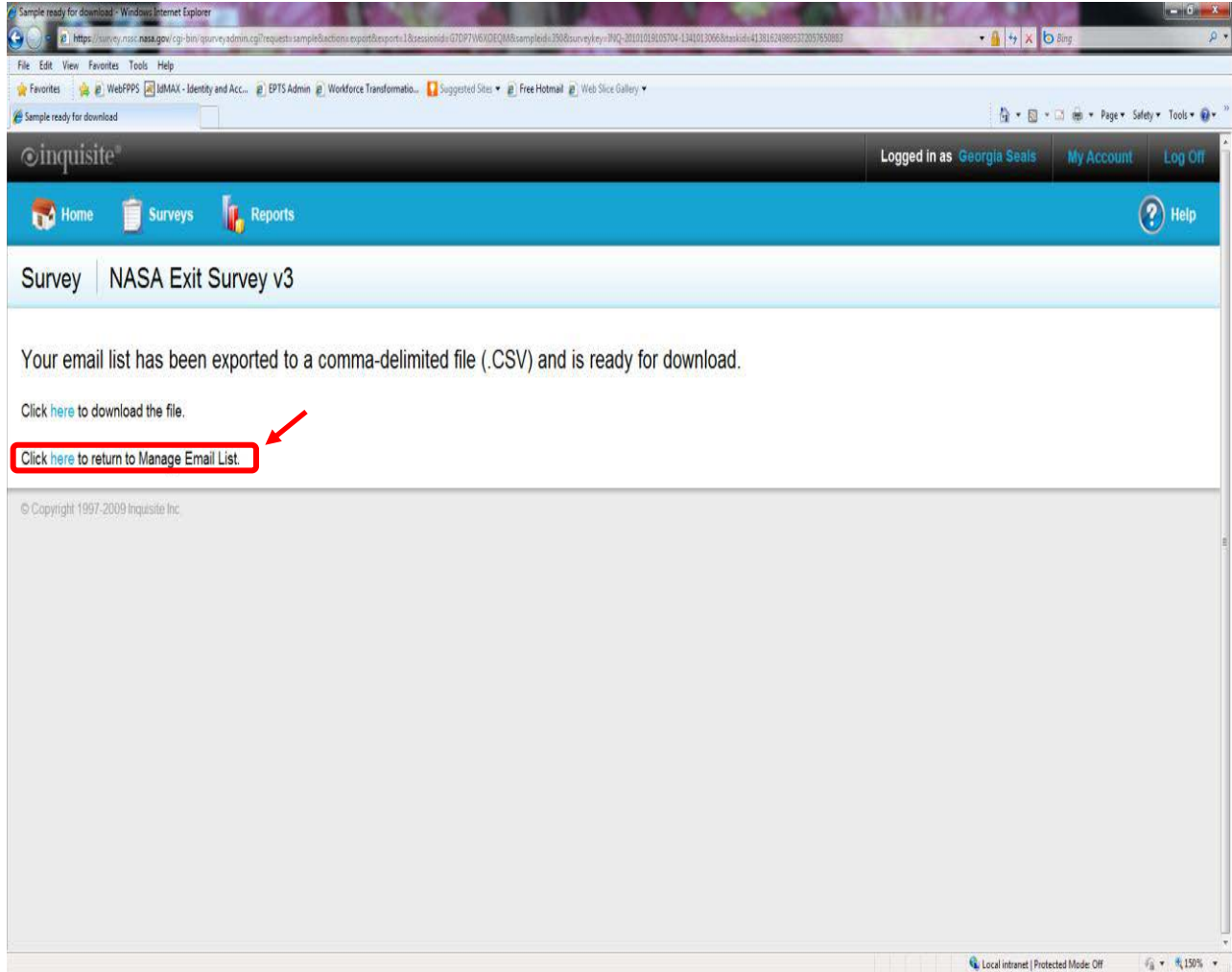


Figure 113. Click [here](#) to return to Manage Email List Screen

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6. When the screen as shown in Figure 114 appears, click **Back** in the *Back to Manage Invitations* phrase.

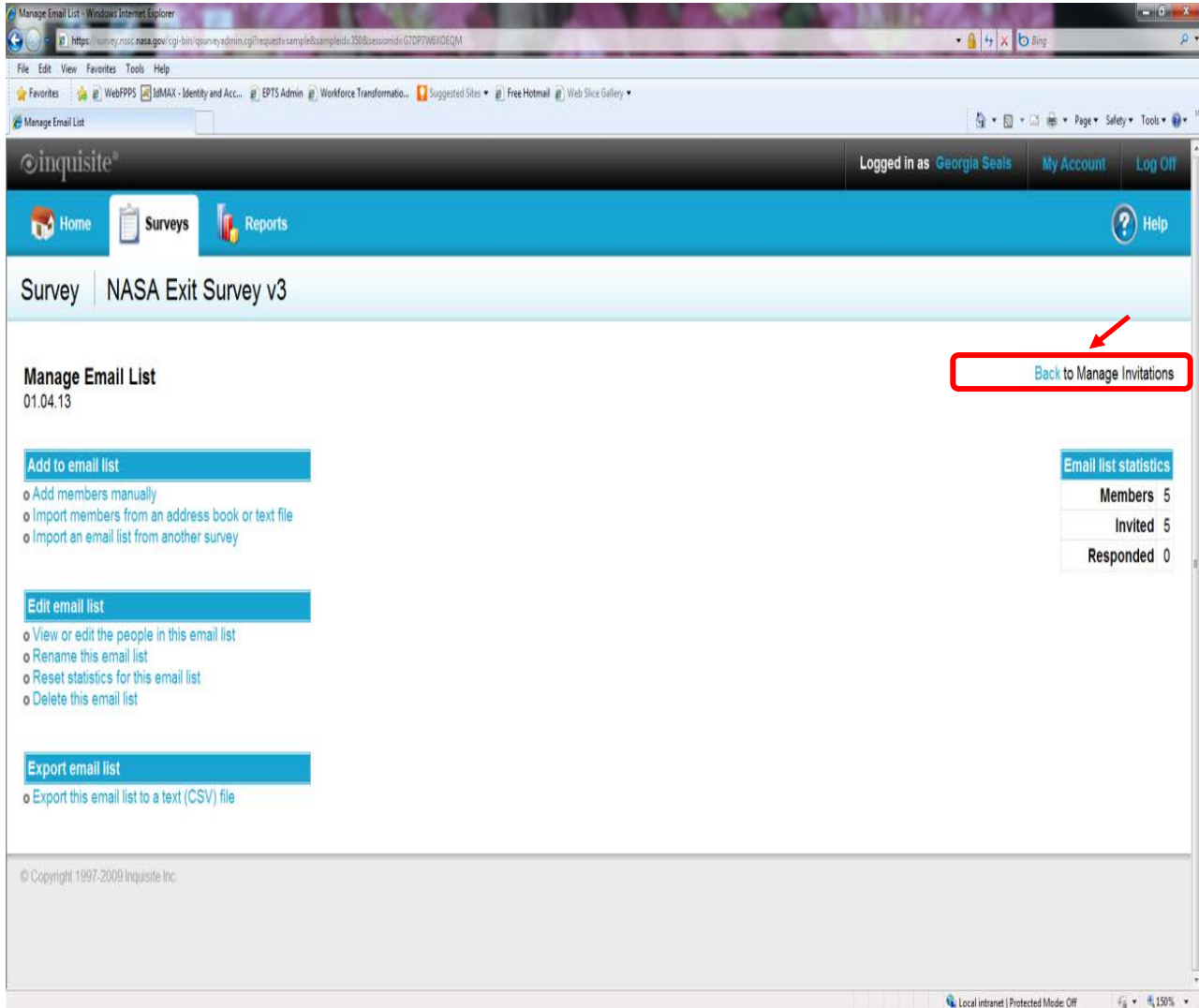


Figure 114. Back to Manage Invitations Screen

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7. When the screen as shown in Figure 115 appears, click on the **next date within the quarter**.

The screenshot shows a web browser window displaying a table with four columns of data. The first column contains dates, and the next three columns contain numerical values. The date 1.25.13 is highlighted with a red box, and a red arrow points to it from the right. Below the table, there is a link labeled 'New email list'.

09.07.12	6	6	5
09.13.12	6	6	3
9.25.12	5	5	3
10.11.12	40	40	23
10-25-12	32	32	22
11/07/12	24	24	10
11.16.12	24	24	11
11.30.12	36	36	24
12.21.12	58	58	23
12.28.12	10	10	4
01.04.13	5	5	0
1.25.13	20	20	9
02.08.13	7	7	3
02.22.13	8	8	2
03.08.13	9	9	6
03.22.13	14	14	2
04.05-13	12	12	0
Total	1187	1187	590

[New email list](#)

Figure 115. Next Date within the Quarter Screen

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- When the screen appears as shown in Figure 116, choose **Export this email list to a text (CSV) file** under the *Export email list* menu.

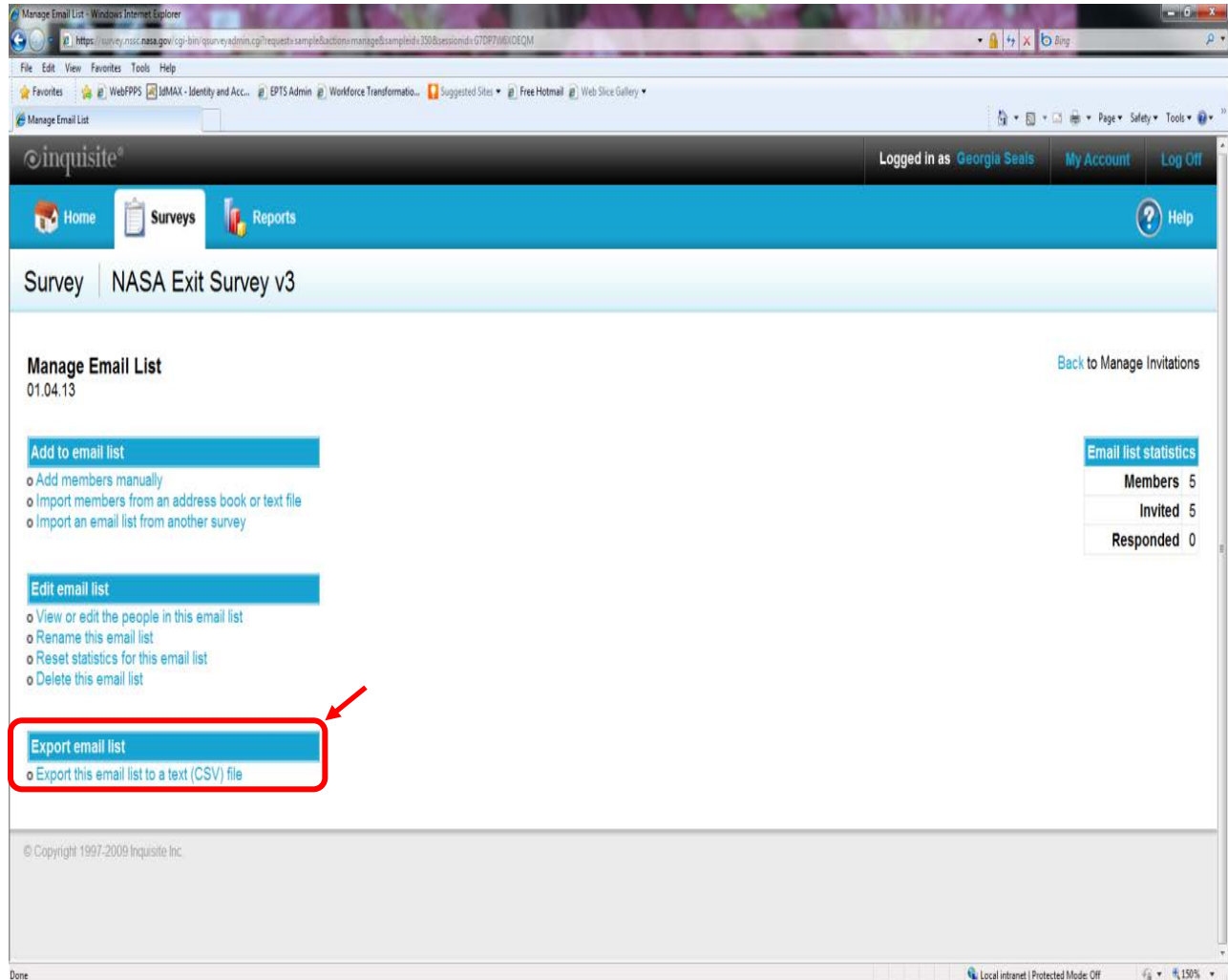


Figure 116. Export email list Screen

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9. When the screen as shown in Figure 117 appears, click [here](#) in the *Click here to return to Manage Email List* phrase.

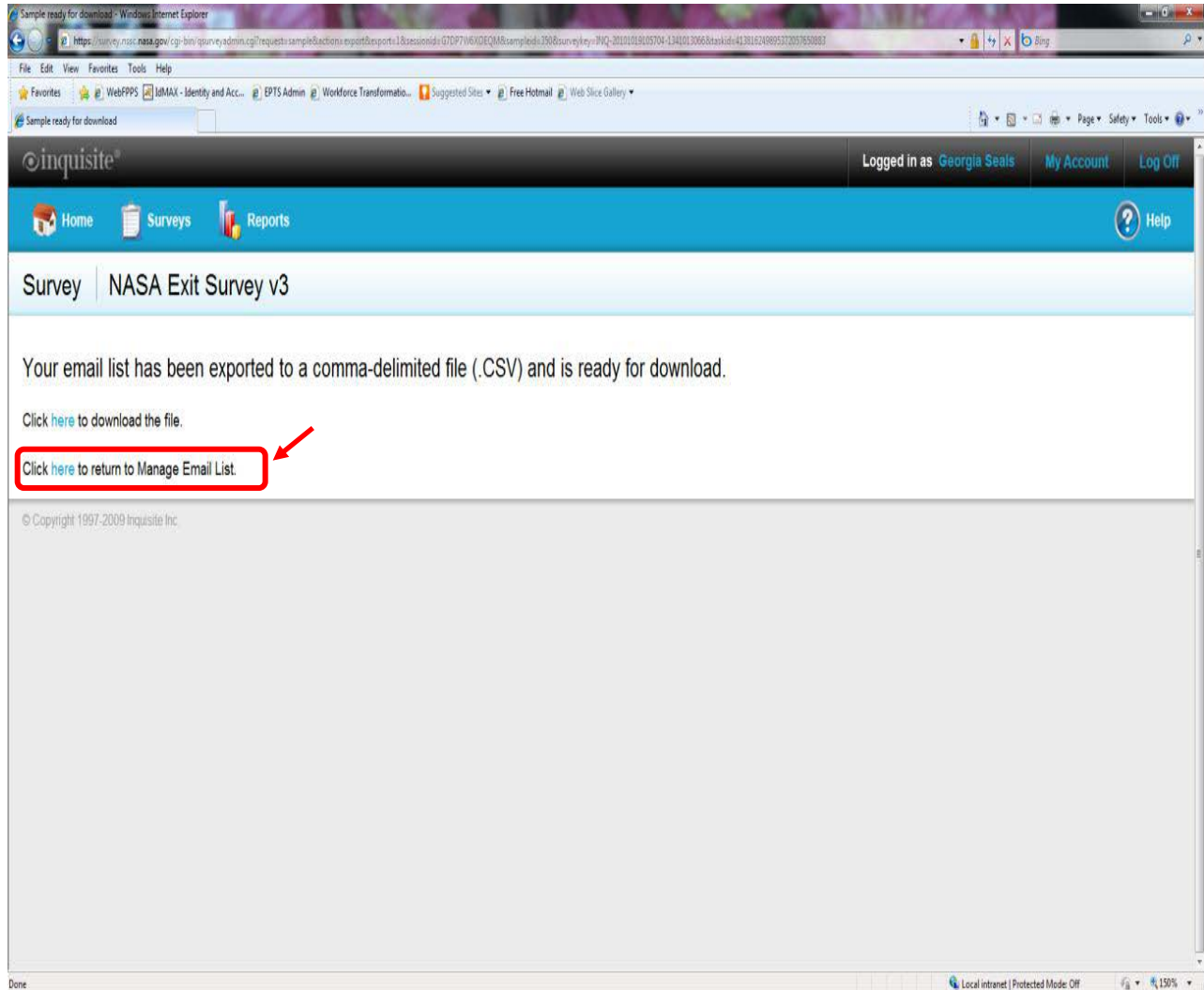


Figure 117. Click here to return to Manage Email List Screen

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10. When the screen as shown in Figure 118 appears, choose **Open**.

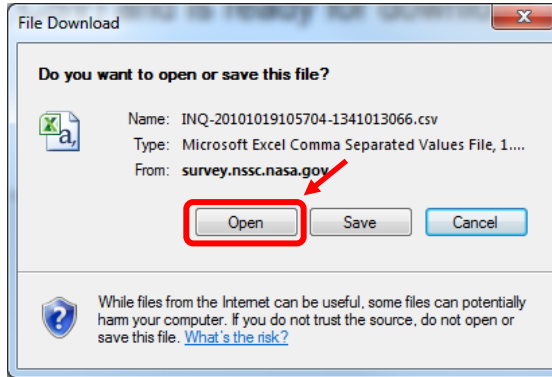


Figure 118. Open Screen

11. The CSV file will automatically open as shown in Figure 119.

SampleID	Email	Salutation	FirstName	LastName	Authentic	Language	Status	InvitedDate	Reminder	Response	Reminder	Notes	IsReopen	ReopenN	[Q00020D]	[Q00021D]	[Q00022D]
346675	GARY.R.SPEXARTH@GARY	GARY	SPEXARTH	255FUA	English	0	#####			2/4/2013	0		FALSE	FALSE	RESIGNAT	AEROSPA	
346676	BRIAN.R.TAYLOR@N	BRIAN	TAYLOR	B2895Z	English	0	#####			#####	2		FALSE	FALSE	RESIGNAT	AEROSPA	
346677	MAE.MANGIERI@NA	VADA	MANGIERI	BP3CA5	English	0	#####	2/8/2013	#####		1		FALSE	FALSE	RESIGNAT	COMMUN	
346678	JONATHAN.L.VANN@	JONATHAN	VAN NOO	A4RT7B	English	0	#####	#####	#####		2		FALSE	FALSE	RESIGNAT	ELECTRICA	
346679	GALEN.P.OVERSTREE	GALEN	OVERSTREE	PJKBDX	English	0	#####			#####	2		FALSE	FALSE	RETIREME	AEROSPA	
346680	MARK.E.PESTANA@I	MARK	PESTANA	8S6J94	English	0	#####	#####	#####		2		FALSE	FALSE	RETIREME	AEROSPA	
346681	CARL.B.PILCHER@N	CARL	PILCHER	AWEKKT	English	0	#####	#####	#####		2		FALSE	FALSE	RETIREME	DIR, NASA	
346682	DONALD.L.PIPKINS@	DONALD	PIPKINS	BEQPD5	English	0	#####	#####	#####		0		FALSE	FALSE	RETIREME	ELECTRON	
346683	WILLIAM.D.PHILLIPS	WILLIAM	PHILLIPS	2SK3GM	English	0	#####	#####	#####		2		FALSE	FALSE	RETIREME	FACILITIES	
346684	MICHAEL.A.RICHTER	MICHAEL	RICHTER	NEMNGN	English	0	#####	#####	#####		2		FALSE	FALSE	RETIREME	INFORMA	
346685	DENISE.M.WHITE@N	DENISE	WHITE	UM86U7	English	0	#####	#####	#####		0		FALSE	FALSE	RETIREME	IT SPECIAL	
346686	RICKY.L.HOFF@NAS	RICKY	HOFF	VKT4FJ	English	0	#####	#####	#####		2		FALSE	FALSE	RETIREME	PHOTOGR	
346687	PAUL.FUNG@NASA.	PAUL	FUNG	GA927N	English	0	#####	#####	#####		2		FALSE	FALSE	RETIREME	PHYSICAL	
346688	DAVID.J.STEIGMAN@	DAVID	STEIGMAN	P27EMW	English	0	#####	#####	#####		2		FALSE	FALSE	RETIREME	PROGRAM	
346689	DAVID.J.BRINKER@	DAVID	BRINKER	XT7NFS	English	0	#####	2/8/2013	2/8/2013		1		FALSE	FALSE	RETIREME	RESEARCH	
346690	PBOUNDS@NASA.G	PHILLIP	BOUNDS	QYF7ZC	English	0	#####	#####	#####		2		FALSE	FALSE	RETIREME	SECURITY	
346691	LESLIE.H.STAPLES@	N LESLIE	STAPLES	5D6F2U	English	0	#####	2/8/2013	2/8/2013		1		FALSE	FALSE	RETIREME	SENIOR AI	
346692	DIANE.H.ANDREWS@	DIANE	ANDREWS	W7T209	English	0	#####	#####	#####		0		FALSE	FALSE	RETIREME	ADMINIST	

Figure 119. CSV File

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12. When the screen appears as shown in Figure 120, click in the top corner of the screen to select **all of the items** (1).

13. Right click the **selected items** (2).

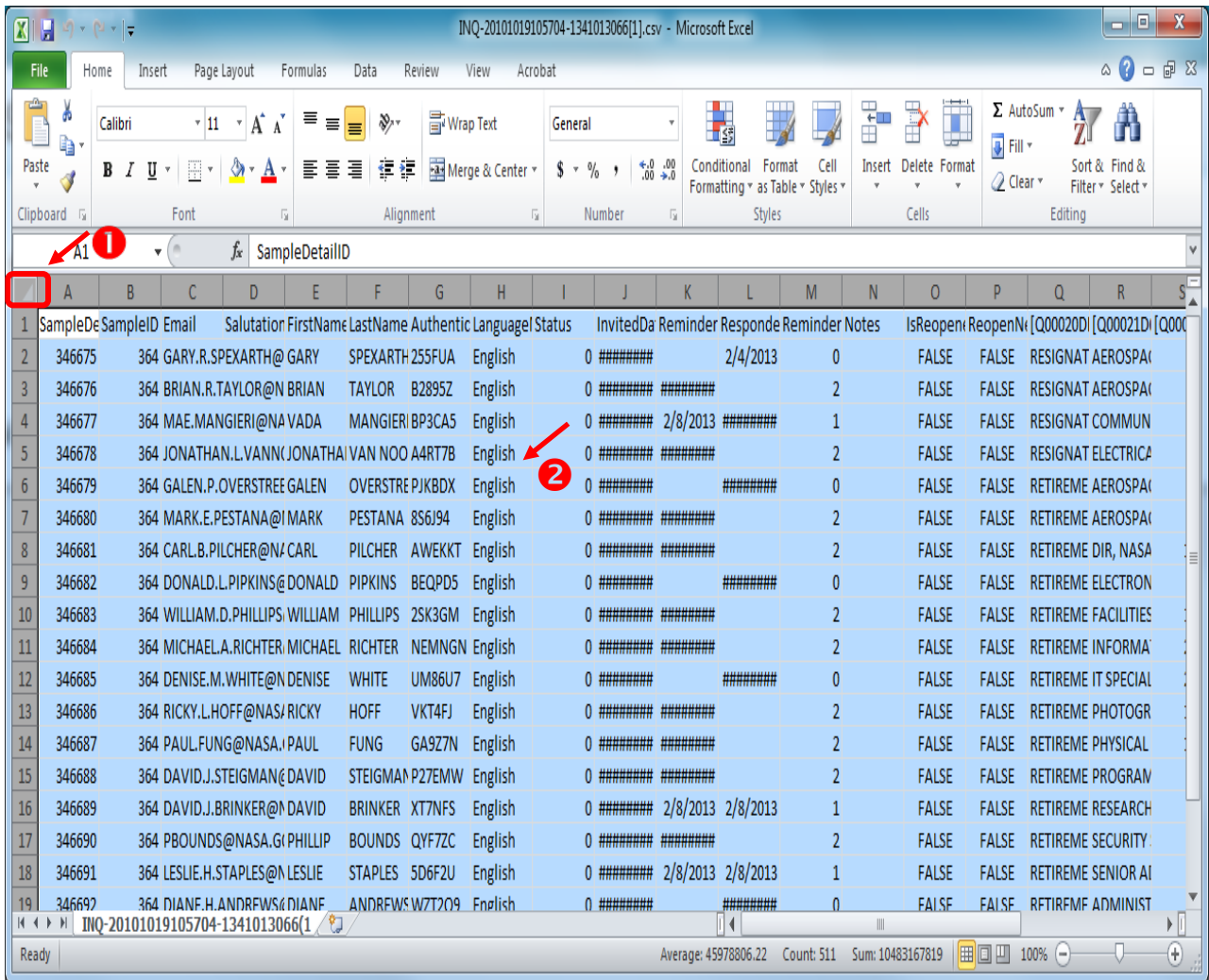


Figure 120. Select All Items Screen

14. When the screen as shown in Figure 121 appears, select **Copy**.

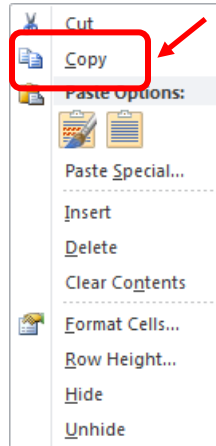


Figure 121. Copy Screen

15. Pull up the previously minimized CSV file as shown in Figure 122.

A screenshot of Microsoft Excel displaying a CSV file. The spreadsheet has a header row and several data rows. The data includes sample IDs, email addresses, names, languages, and dates.

SampleID	Email	Salutation	FirstName	LastName	Authentic	Language	Status	InvitedDa	Reminder	Response	Reminder	Notes	IsReopen	ReopenNe	[Q00020D]	[Q00021D]	[Q00022D]
335375	CHARLENE.E.GUIN@	CHARLENE	BREAUX	S8BNFC	English	0	1/3/2013	2/8/2013			2		FALSE	FALSE	RETIREME	ACCOUNT	
335376	CHRISTOPHER.E.BOC	CHRISTOP	BOCK	VFGSQX	English	0	1/3/2013	2/8/2013			2		FALSE	FALSE	RETIREME	COMPUTE	
335377	RAMON.LUGO@NAS	RAMON	LUGO	ATQERG	English	0	1/3/2013	2/8/2013			2		FALSE	FALSE	RETIREME	DIRECTOR	
335378	MICHAEL.A.RICHTER	MICHAEL	RICHTER	XWJY9J	English	0	1/3/2013	2/8/2013			2		FALSE	FALSE	RETIREME	INFORMA	
335379	BRENDA.M.JONES@	BRENDA	JONES	3H69Y5	English	0	1/3/2013	2/8/2013			2		FALSE	FALSE	RETIREME	SECRETAR	

Figure 122. CSV File

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16. Paste the copies files into the previously minimized CSV file.

17. Repeat the process until all the invitation dates are combined into one document.

SampleID	Email	Salutation	FirstName	LastName	Authentic	Language	Status	InvitedDate	Reminder	Response	Reminder	Notes	IsReopen	Reopen	Q00020DI	Q00021DI	Q00022DI
335375	350 CHARLENE.E.GUIN@	CHARLENE	BREAUX	S8BNFC	English	0	1/3/2013	2/8/2013			2		FALSE	FALSE	RETIREME	ACCOUNT	
335376	350 CHRISTOPHER.E.BOC	CHRISTOP	BOCK	VFGSQX	English	0	1/3/2013	2/8/2013			2		FALSE	FALSE	RETIREME	COMPUTE	
335377	350 RAMON.LUGO@NAS	RAMON	LUGO	ATQERG	English	0	1/3/2013	2/8/2013			2		FALSE	FALSE	RETIREME	DIRECTOR	
335378	350 MICHAEL.A.RICHTER	MICHAEL	RICHTER	XWJY9J	English	0	1/3/2013	2/8/2013			2		FALSE	FALSE	RETIREME	INFORMA	
335379	350 BRENDA.M.JONES@	BRENDA	JONES	3H69Y5	English	0	1/3/2013	2/8/2013			2		FALSE	FALSE	RETIREME	SECRETAR	
346675	364 GARY.R.SPEXARTH@	GARY	SPEXARTH	255FUA	English	0	#####		2/4/2013		0		FALSE	FALSE	RESIGNAT	AEROSPACE	ENG
346676	364 BRIAN.R.TAYLOR@	BRIAN	TAYLOR	B2895Z	English	0	#####	#####			2		FALSE	FALSE	RESIGNAT	AEROSPACE	ENG
346677	364 MAE.MANGIERI@	NA	VADA	MANGIERI	BP3CA5	English	0	#####	2/8/2013	#####		1	FALSE	FALSE	RESIGNAT	COMMUNICATI	
346678	364 JONATHAN.L.VANN	JONATHA	VAN NOO	A4RT7B	English	0	#####	#####			2		FALSE	FALSE	RESIGNAT	ELECTRICAL	ENG
346679	364 GALEN.P.OVERSTREE	GALEN	OVERSTRE	PJKBDX	English	0	#####	#####			0		FALSE	FALSE	RETIREME	AEROSPACE	ENG
346680	364 MARK.E.PESTANA@	MARK	PESTANA	8S6J94	English	0	#####	#####			2		FALSE	FALSE	RETIREME	AEROSPACE	ENG
346681	364 CARL.B.PILCHER@	N	CARL	PILCHER	AWEKKT	English	0	#####	#####		2		FALSE	FALSE	RETIREME	DIR, NASA	ASTR
346682	364 DONALD.L.PIPKINS@	DONALD	PIPKINS	BEQPD5	English	0	#####	#####			0		FALSE	FALSE	RETIREME	ELECTRONICS	EN
346683	364 WILLIAM.D.PHILLIPS	WILLIAM	PHILLIPS	2SK3GM	English	0	#####	#####			2		FALSE	FALSE	RETIREME	FACILITIES	MAN
346684	364 MICHAEL.A.RICHTER	MICHAEL	RICHTER	NEMNGN	English	0	#####	#####			2		FALSE	FALSE	RETIREME	INFORMATION	
346685	364 DENISE.M.WHITE@	N	DENISE	WHITE	UM86U7	English	0	#####	#####		0		FALSE	FALSE	RETIREME	IT SPECIALIST	(C
346686	364 RICKY.L.HOFF@	NAS	RICKY	HOFF	VKT4FJ	English	0	#####	#####		2		FALSE	FALSE	RETIREME	PHOTOGRAPHIC	
346687	364 PAIJI.FIUNG@	NASA	PAIJI	FIUNG	GA977N	English	0	#####	#####		2		FALSE	FALSE	RTIREMF	PHYSICAL	SCFN

Figure 123. Pasted file into Minimized CSV File

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18. Save the file as an Excel file in the correct *Quarter's* folder as shown in Figure 124.

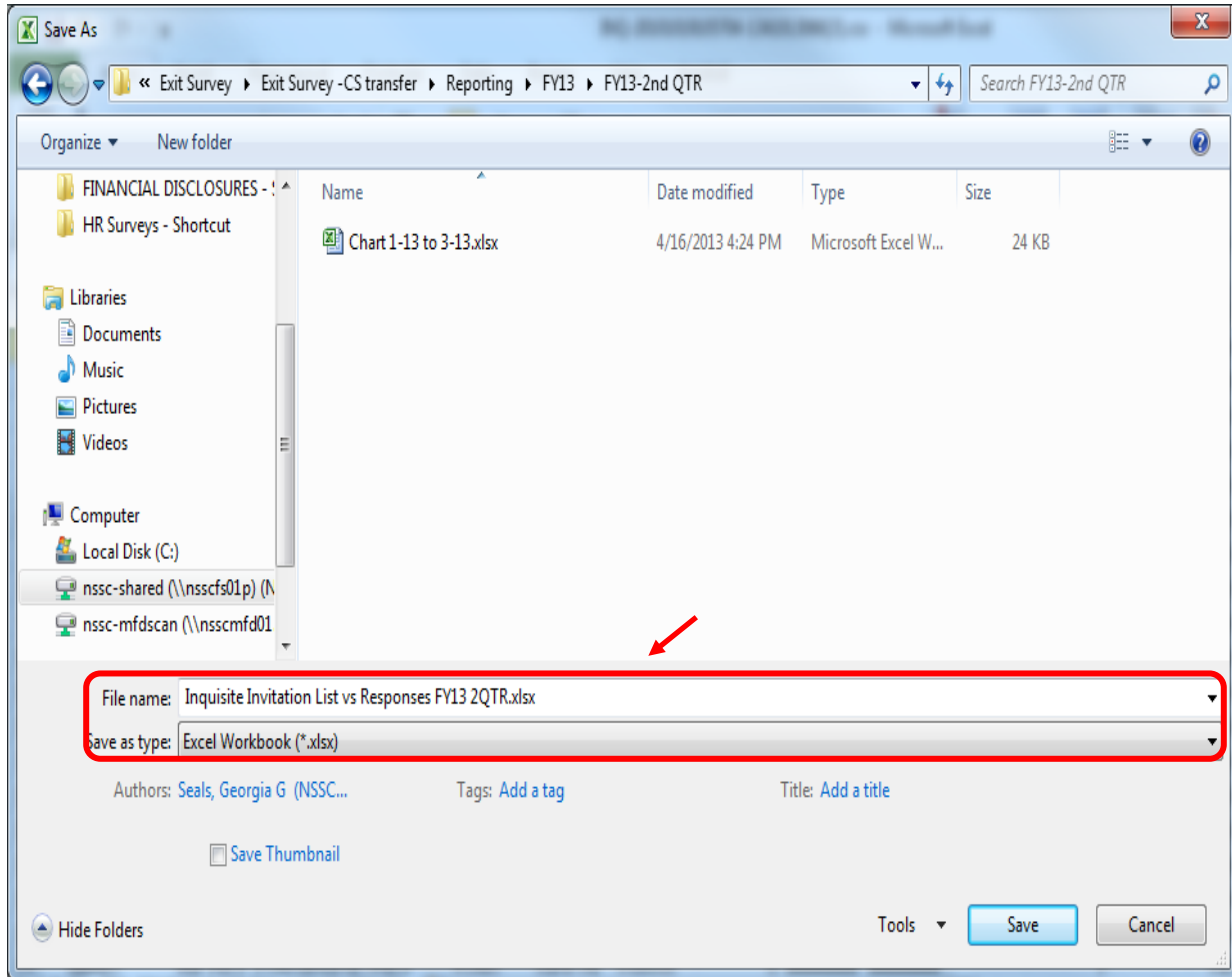


Figure 124. Saved Excel File

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- n. Confirm the number of entries in the Excel file matches the number of invitations sent from Inquisite for the quarter as shown in Figure 125.
 1. As an example for the quarter there were 63 sent invitations and there should be 63 entries in the spreadsheet.

09.07.12	6	6	5
09.13.12	6	6	3
9.25.12	5	5	3
10.11.12	40	40	23
10-25-12	32	32	22
11/07/12	24	24	10
11.16.12	24	24	11
11.30.12	26	36	24
12.21.12	58	58	23
12.28.12	10	10	4
01.04.13	5	5	0
1.25.13	20	20	9
02.08.13	7	7	3
02.22.13	8	8	2
03.08.13	9	9	6
03.22.13	14	14	2
04.05-13	12	12	0
Total	1187	1187	590

Figure 125. Example of Quarter Numbers

2. Open the Invitation List Excel file in one screen and open the chart Excel file in the other screen.
- 3 Apply filters to the *Invitation List Excel* file.
4. Filter the entries by **center** (1) and click **OK** (2) as shown in Figure 126.

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5. Record the number of invited by center in the charts.

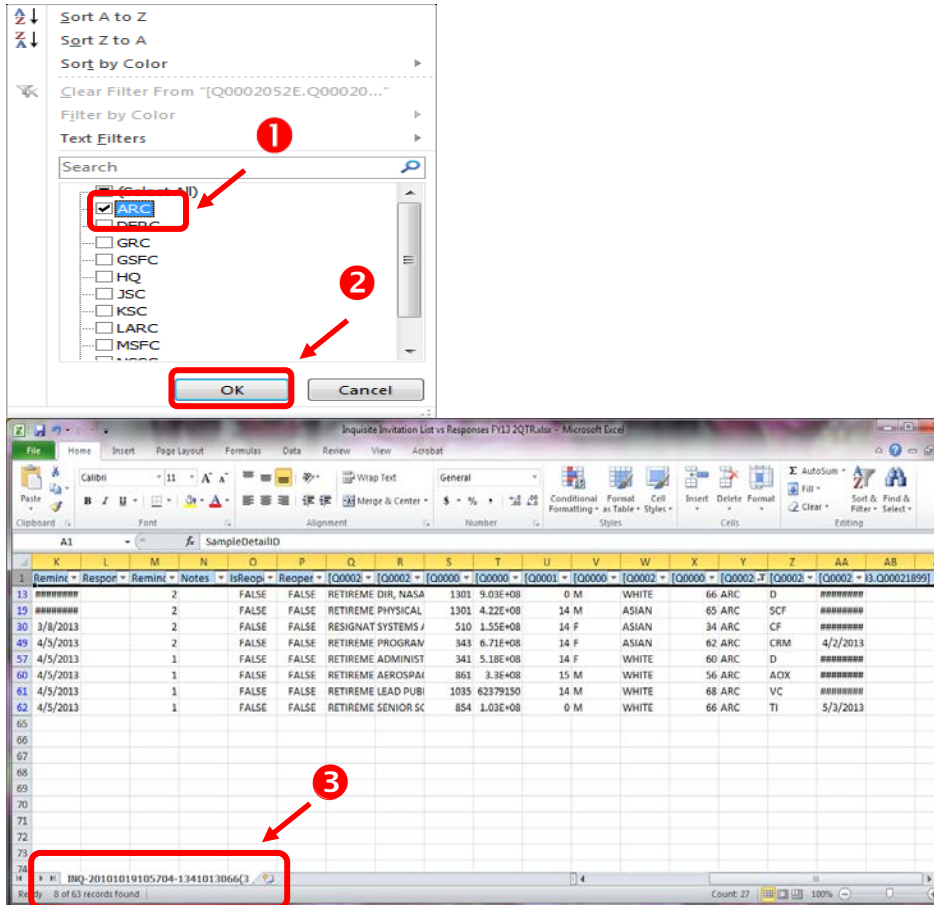


Figure 126. Filter Screen

6. The Bar Chart should automatically begin to fill in color as the invited numbers are typed in.

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7. Repeat the process for each center.

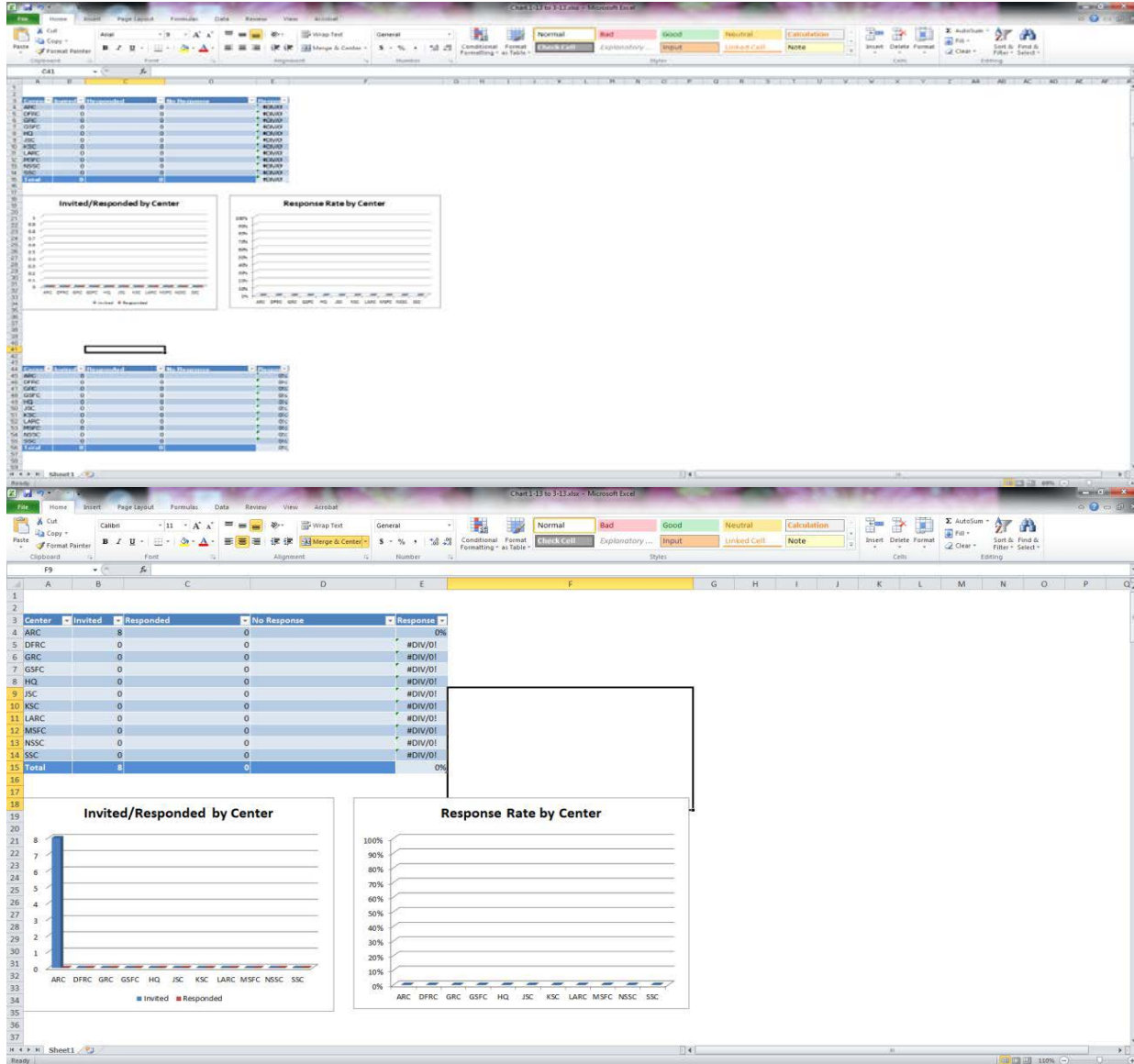


Figure 127. Bar Chart

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- The Bar Chart does not automatically appear accurate as shown in Figure 128.

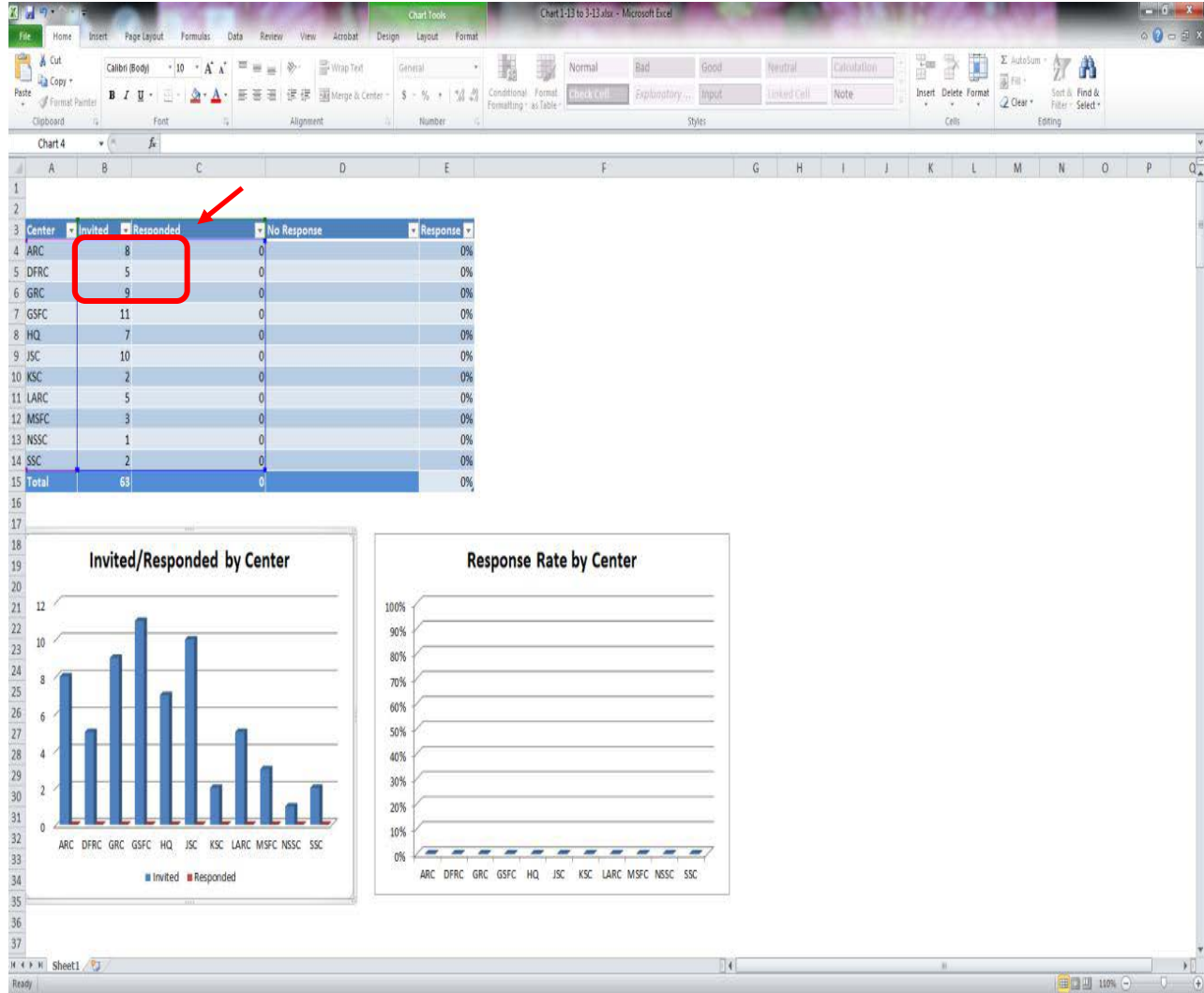


Figure 128. Inaccurate Bar Chart

- Play with the numbers in the chart as shown in Figure 129 to make the bar graph appear accurate (1) (Adding a.2 to each number might be all that is necessary to bump the bar (2) up to the line).

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10. Save the chart file and minimize it.

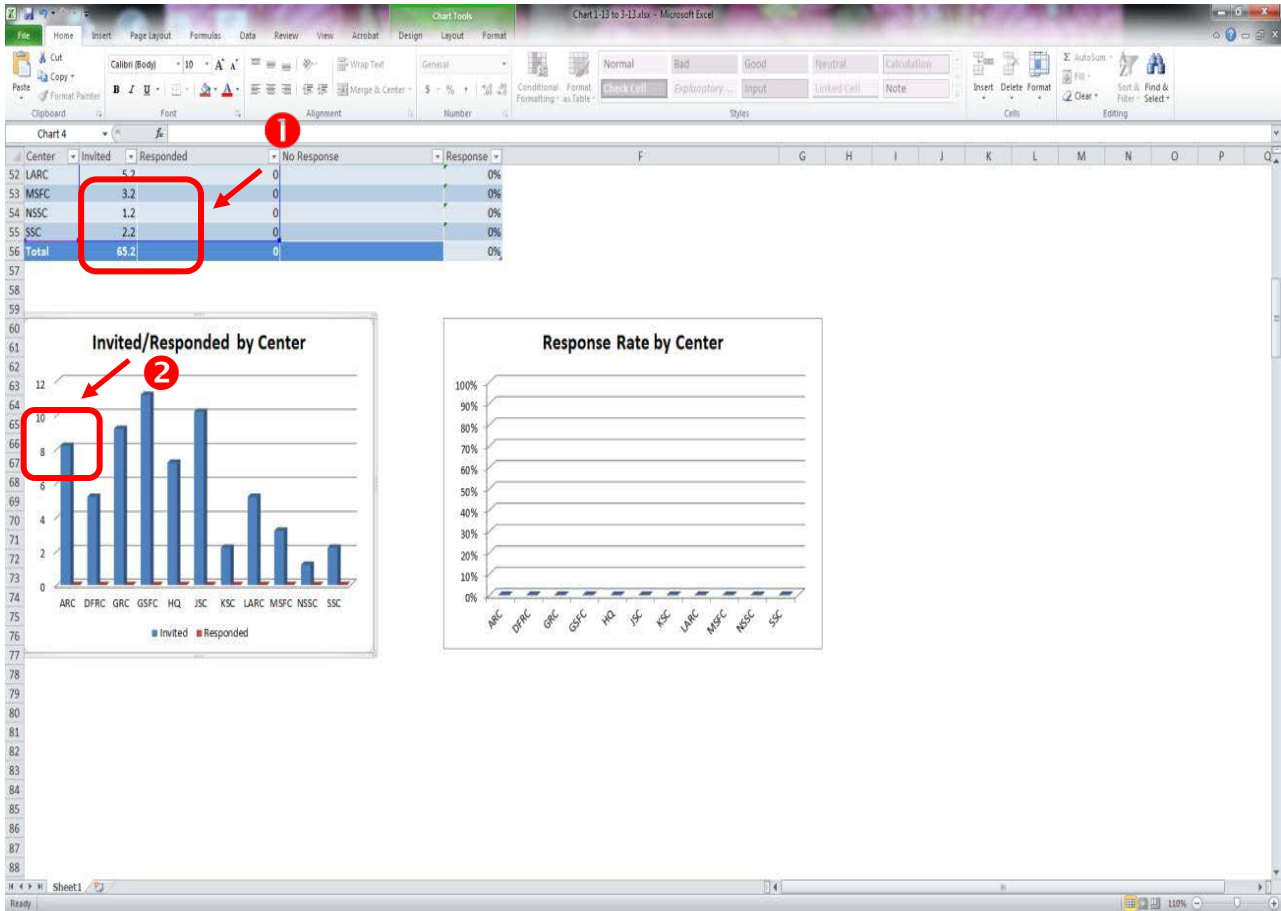


Figure 129. Accurate Chart

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- o. To determine the number of responses by center for the quarter, open Inquisite using **User ID** and **Password**, and navigate to the *NASA Exit Survey v3 Survey Administration* page as shown in Figure 130.

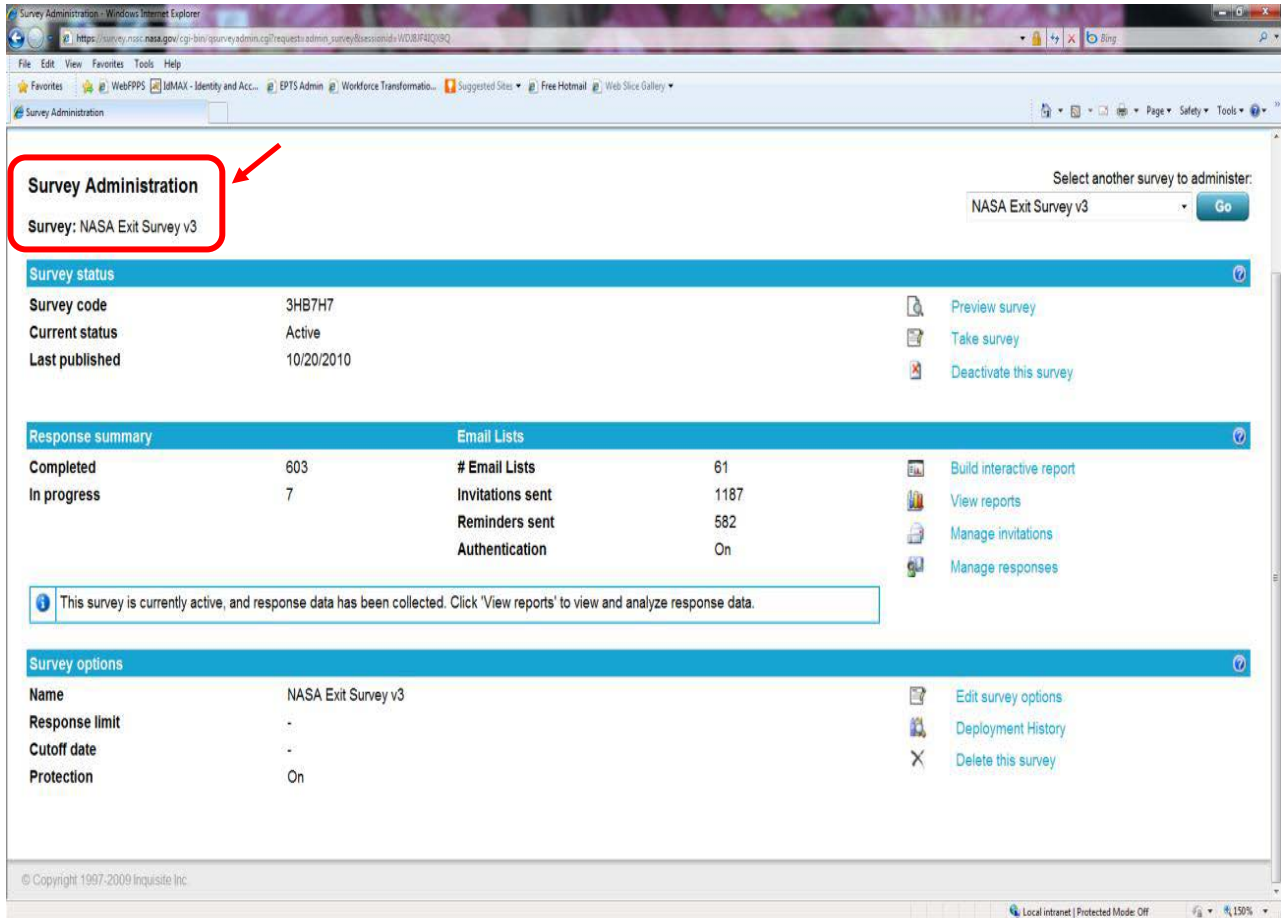


Figure 130. NASA Exit Survey v3 Survey Administration Page

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1. When the screen appears as shown in Figure 131, choose **View Reports**.

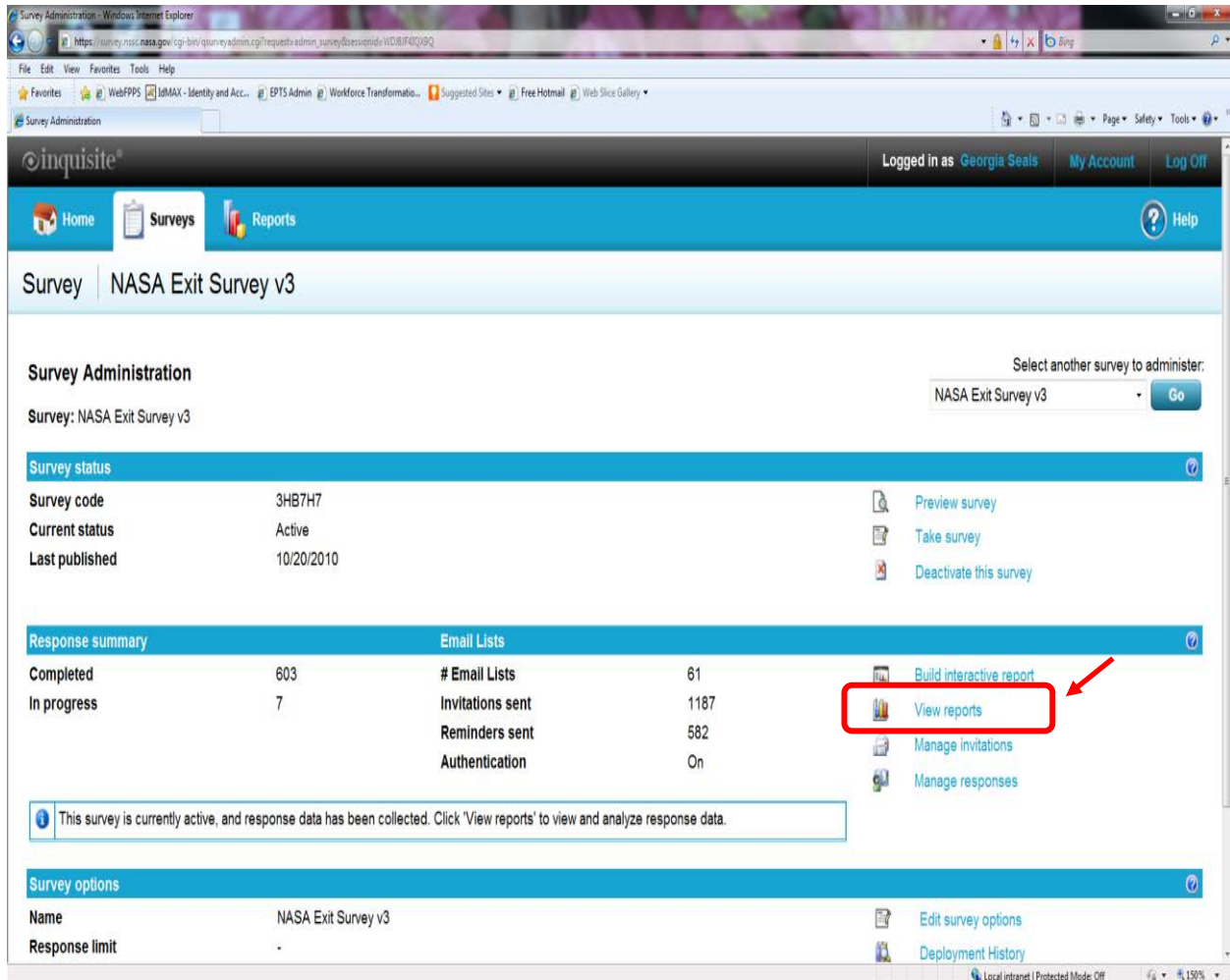


Figure 131. View Reports Screen

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2. When the screen as shown in Figure 132 appears, choose **Export Responses to Text (.CSV Format)**.

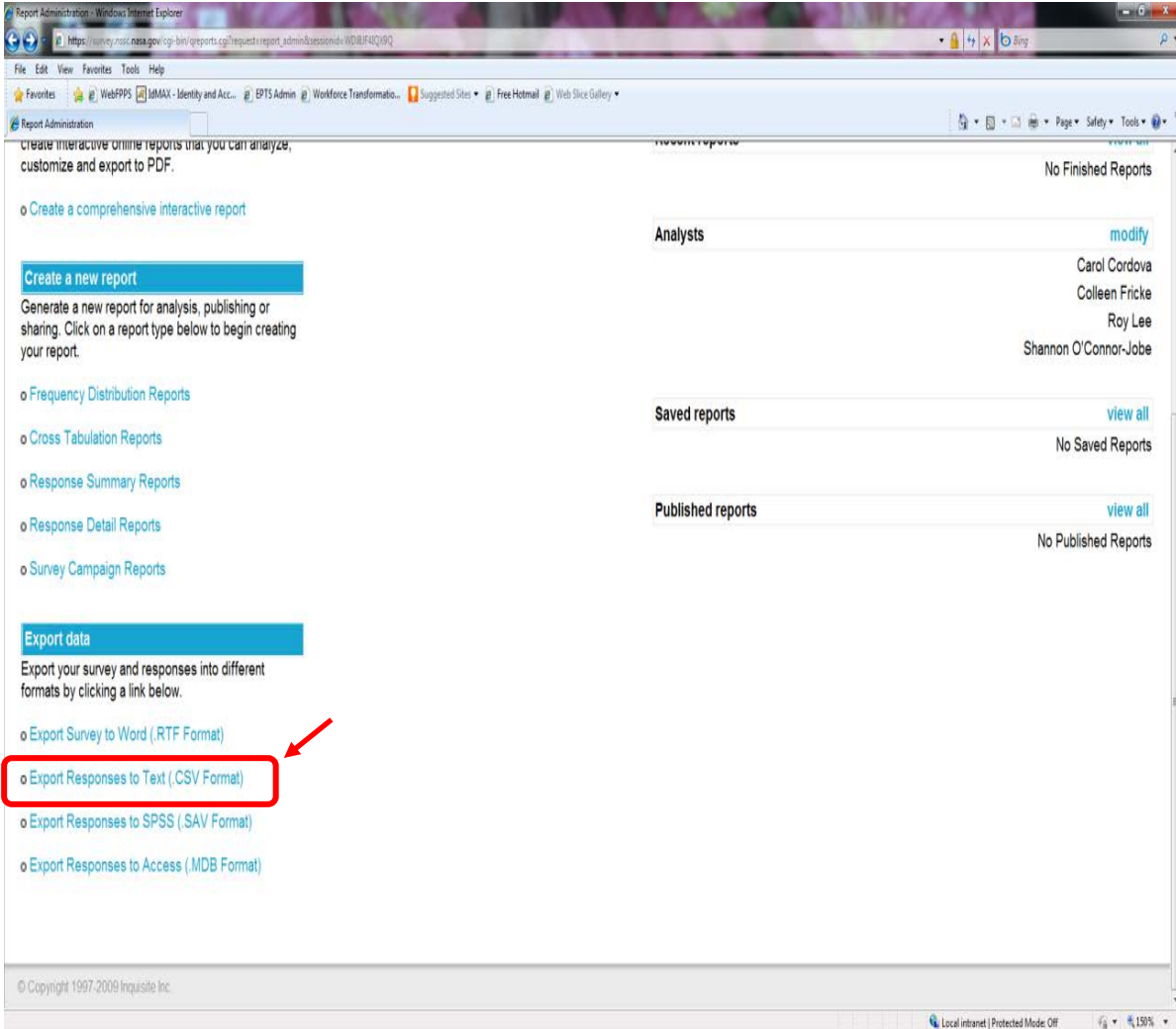


Figure 132. Export Responses to Text (.CSV Format) Screen

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3. When the next two consecutive screens appear, click **Next** on each screen.
4. Check the **Filter by date range** box and key in the **dates** for the quarter as shown in Figure 133.
5. Select **Next**.

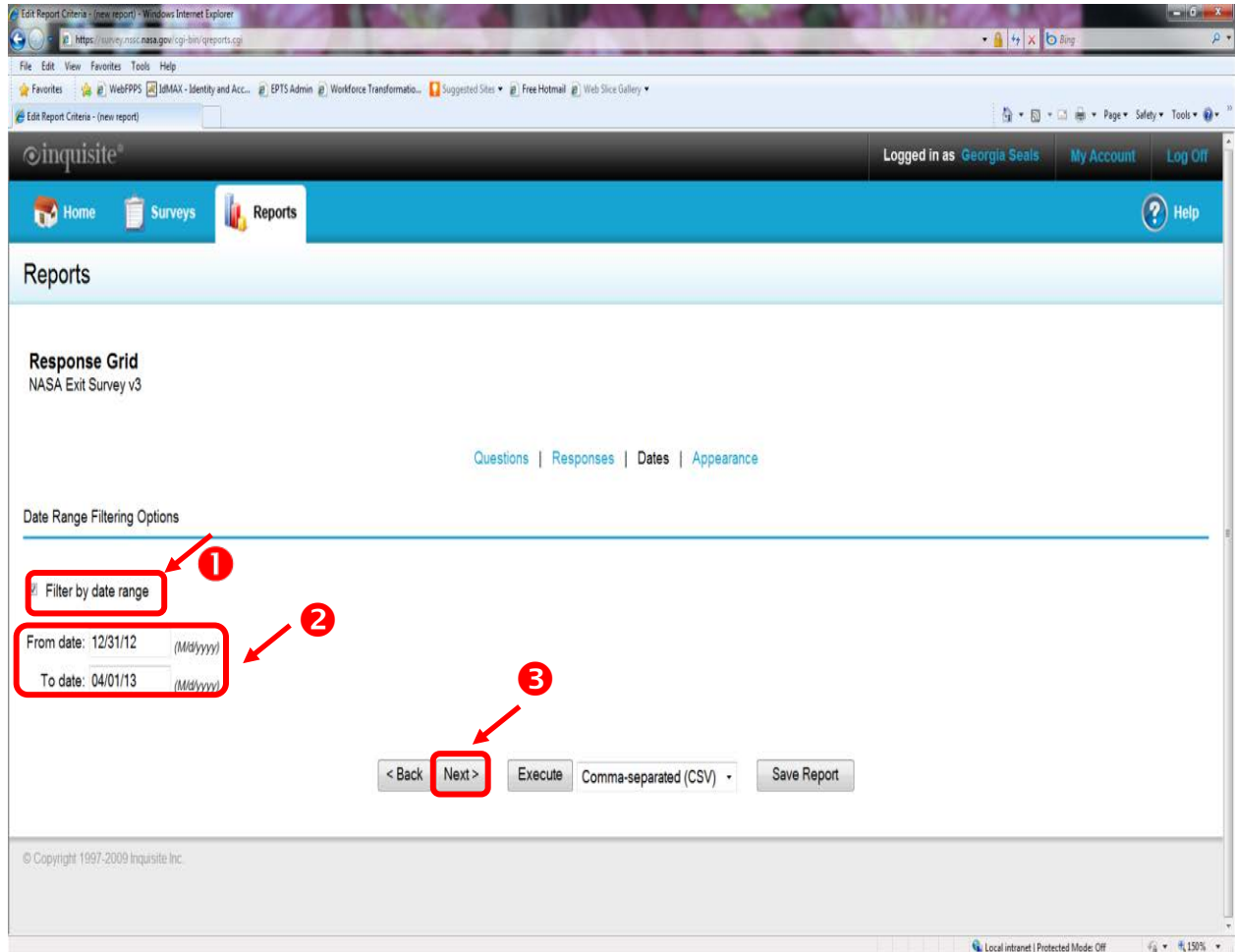


Figure 133. Filter by date range Screen

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6. Select **Execute**.
7. Click [here](#) in the *Click here to download the file* phrase.
8. Open the file.
9. Confirm all dates fall within the quarter being reported under the *Completed Date* column as shown in Figure 134.

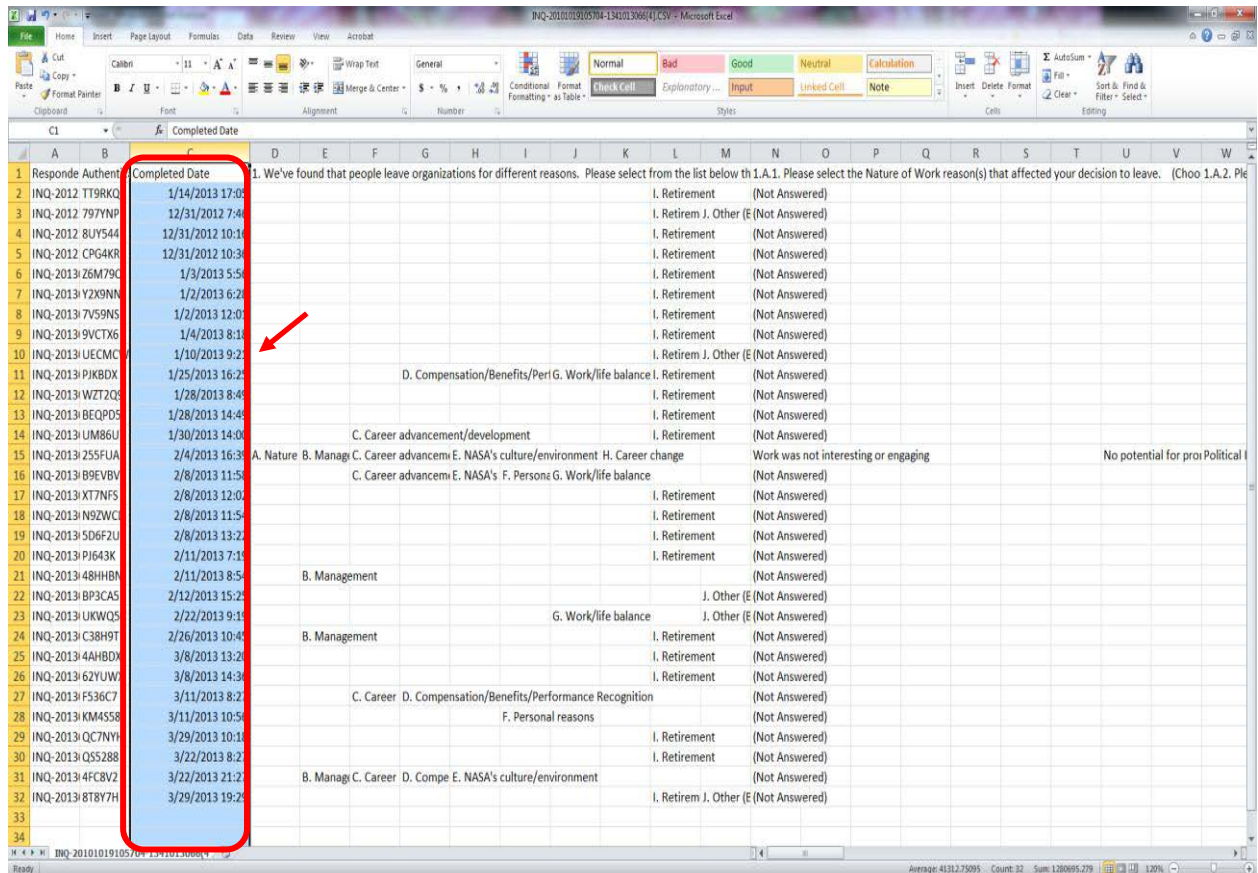


Figure 134. Completed Date Screen

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10. Save the file as an Excel Workbook in the correct quarterly folder.

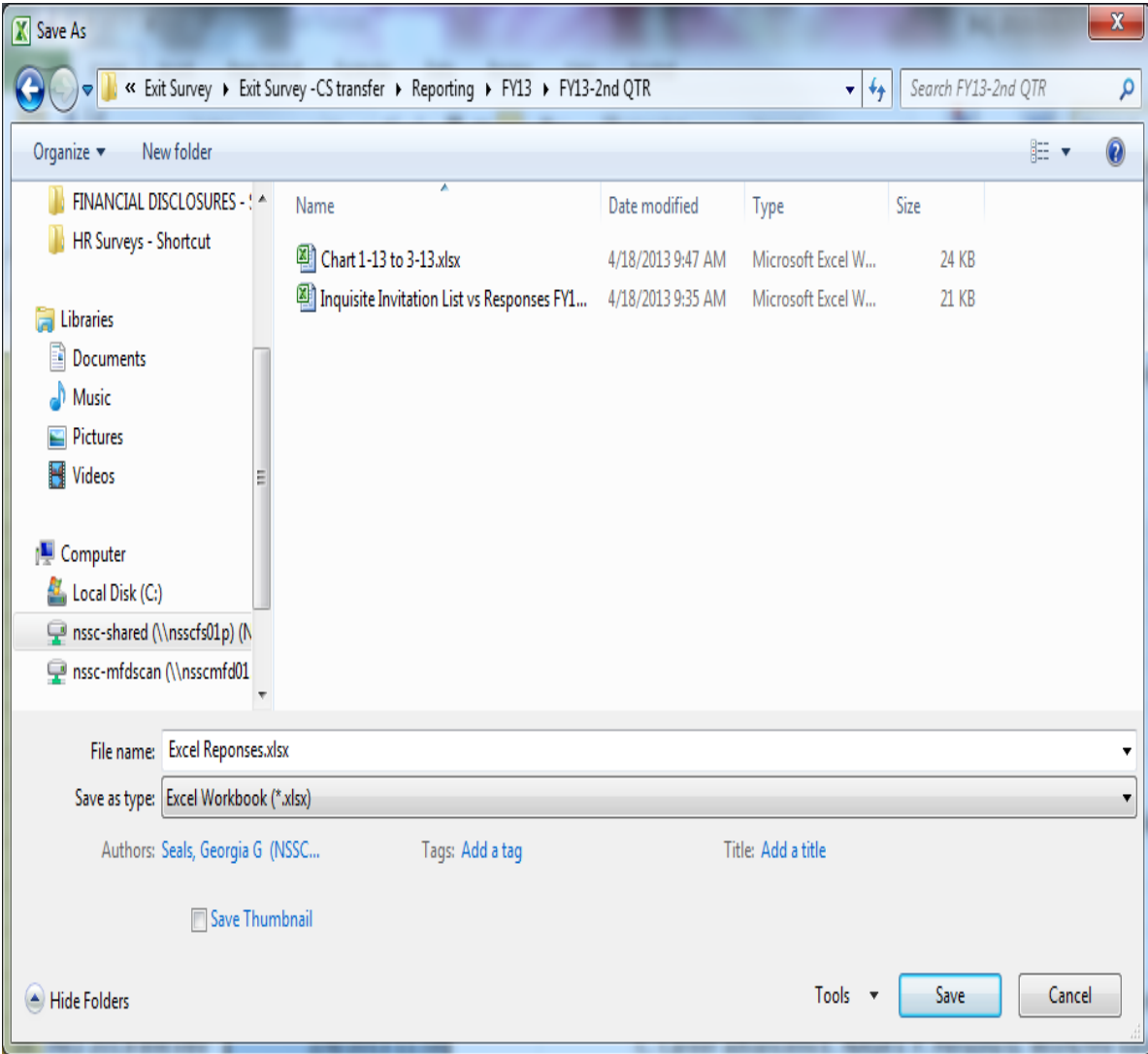


Figure 135. Saved File as Excel Workbook

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- p. Open the chart page again
- q. Filter the responses in the Excel workbook by center and fill in the **Responded** column of the chart
- r. The *Red Bar* in the bar graph should appear with each number
 1. Add (.2) to the chart at the bottom to ensure the bar graph accurately reflects the correct number.
Note: The response rate may go over 100%...this is addressed in the report.
 2. The response rate in the top chart automatically calculates while the response rate in the bottom chart does not.
 3. Manually add the response rate to the bottom chart adding the (.2) or more so the *Response Rate by Center* chart appears accurate.
 4. When adding the numbers to the report use the top numeric chart for accurate numbers and the bottom bar graphs for accurate graphs.
 5. To add the *Methodologies* Page to the report, open the first report and confirm the cursor is at the very top page.
 6. Click the **Insert** tab and **Quick Parts** drop-down menu.
 7. Scroll down and click the **Building Blocks Organizer** icon as shown in Figure 136.

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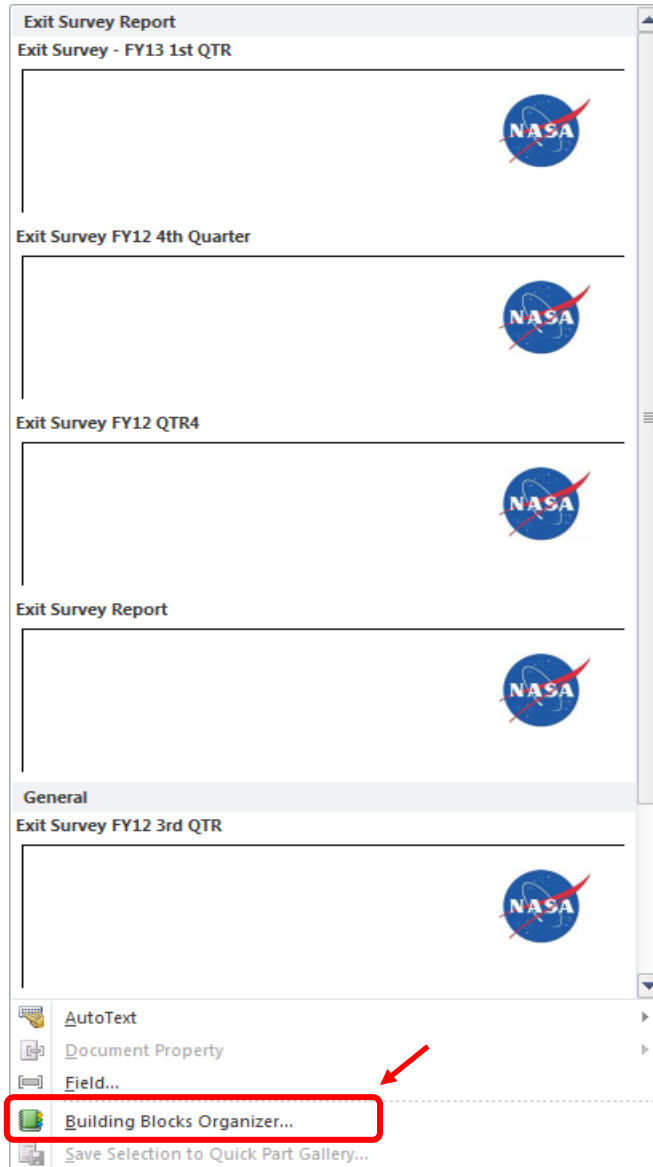


Figure 136. Exit Survey Report

8. Sort the list by Name.
9. Find **Exit Survey** items.

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- Choose the **most recent** (1) and click the **Insert** button (2) as shown in Figure 137.

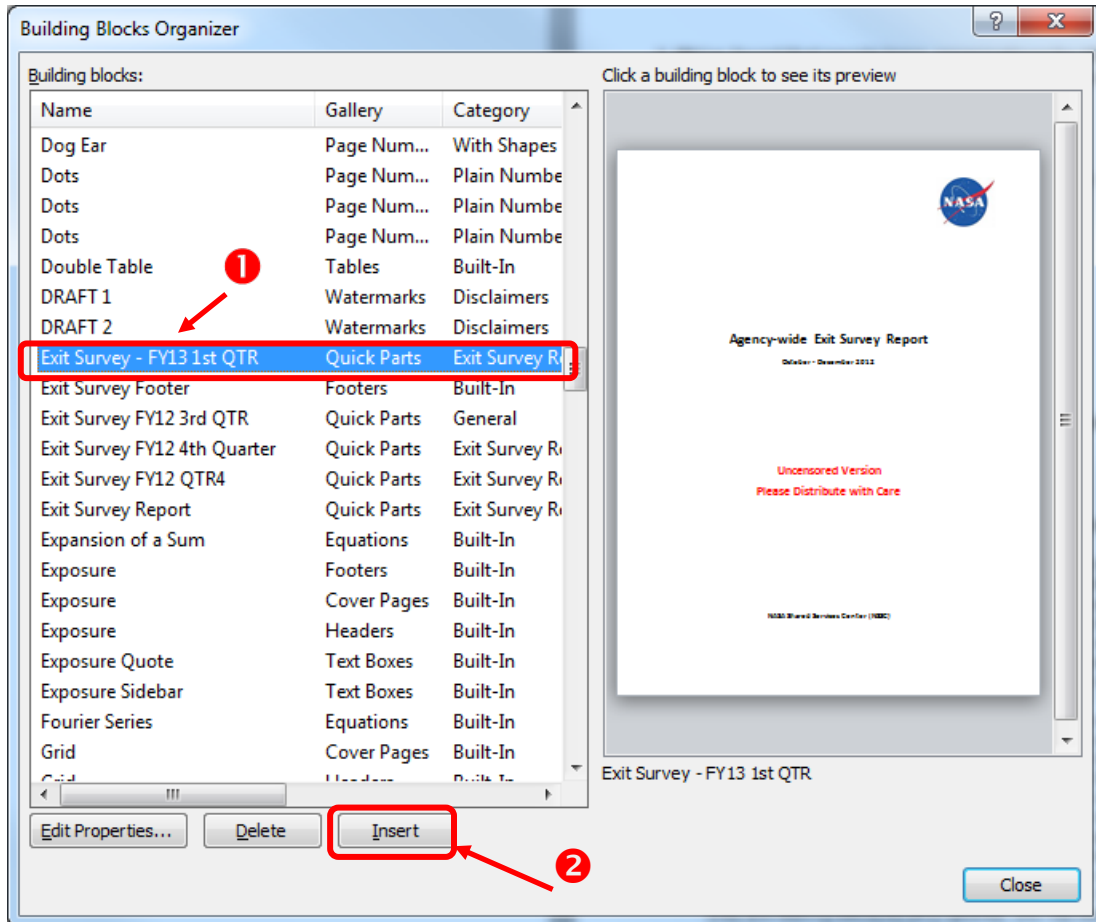


Figure 137. Building Blocks Organizer

- Change the dates on the title page to reflect the current **Reporting Quarter**.
- Change the dates under the *Report* Section of the report to reflect the current **Reporting Quarter**.
- Update the response rate and the charts on Page 2 of the report.
- When adding the numbers to the report use the top numeric chart for accurate numbers and the bottom bar graphs for accurate graphs.

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15. When pasting the charts, the charts often appear too big for the page; simply double-click the **chart** to open it up and resize it to fit in the allotted space.
16. If there is response rate that goes over the 100%; include an explanation in the report (See the FY13 QTR 2 report as an example).
17. Use Quick Parts to add the report footer.
18. The extra space at the bottom of the footer will need to be manually deleted.
19. Format the page numbers to start at zero.
20. Choose **Different First Page** under the *Design* tab.
21. Close the *Header Footer* tab.
22. Double-check the **page spacing** on each page and save the report.
23. Scroll down the last page of the report.
24. Contact information for Question 10 should only be included in center specific reports.
25. Delete the contact information on the Agency Report and add the note below:

Example: After the question paste the note:

10. Would you be willing to talk with someone in Human Resources (HR) about your reason(s) for leaving?
(Choose one)
Yes 7
No 24

Example: This is the actual note to be pasted - *Contact information, as provided by the respondents, can be found on the Center-level reports.*

- s. Scroll to the top of the report and save as follows:
 1. Save the report as a Portable Document Format (PDF).
 2. In the .rtf version of the Agency Report, highlight everything in the first 3 pages of the report.
 3. Right click and choose **copy**.
 4. Navigate to the *Insert* tab and select **Quick Parts**.
 5. Choose **Save Selection to Quick Part Gallery**.

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6. Name the selection and use it to insert into each center level report (Saves time in changing the dates and charts).

- t. Repeat formatting process for each center report.
- u. Change the title to reflect the individual center.
- v. Leave the contact information for Question 10.
- w. Save each report as a PDF.

4.3.8 Distributing Reports:

- a. The following two documents are needed to complete the task
 - 1. Most current Exit Quarterly Report Distribution List located at (N:\SP Human Resources\HR Surveys\3.2.2.6 - OHCM HR Special Studies\Exit Survey\Exit Survey -CS transfer\Draft Documents\Exit Quarterly Report Distro List).
 - 2. Draft Email for Exit Reports located at (N:\SP Human Resources\HR Surveys\3.2.2.6 - OHCM HR Special Studies\Exit Survey\Exit Survey -CS transfer\Draft Documents\Draft Email for Exit Reports)
- b. E-mail the Agency Report to Surveys Lead for quality check.
- c. After Surveys Lead has approved the report e-mail the Agency Report to Civil Servant Lead for quality check.
- d. Once the report has been cleared for release update, use the *Draft Email for Exit Reports*.
- e. Compose the e-mail using the provided draft.
- f. Change dates of the e-mail in the highlighted areas of the draft document.
- g. Confirm the POC in the last paragraph has not changed.
- h. Add user's signature.
- i. Attach the *Agency Report* to the e-mail.
- j. Encrypt the e-mail.
- k. Send according to the most current distribution list.
- l. Repeat the procedure for the distribution of center reports.

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5.0 Objective:

5.1 The NASA Exit Survey is a tool used by all centers to obtain valuable input from employees moving from center to center or departing NASA entirely.

6.0 Roles and Responsibilities:

6.1 The HR Office is responsible for the following:

- a. Entering information on persons leaving the agency into the WTTS
- b. Publishing losses into WTTS

6.2 The WTTS will automatically notify the NSSC an employee is separating from the Agency.

6.3 The NSSC is responsible for the following:

- a. Collecting information on the separating employee from WTTS to the Exit Survey tool (Inquisite)
- b. Administering the survey
- c. Collecting the responses and keeping the responses strictly confidential
- d. Distributing the results in aggregate form to the OHCM for all centers and separate reports for respective NASA Centers.

6.4 The Employee is responsible for filling out the survey.

6.5 List of the roles of the NASA Point of Contact (POC) for the survey project.

Name	Activity	Role
Linda Lee Pultz	Project Lead	Project POC
Patricia Strother		OHCM Lead
Chris Cejka		OHCM Lead

Table 3. List of NASA Roles and Responsibilities

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6.5 List of the roles of the NSSC POC for the survey project.

Activity	Role
Crystal Schossow	Survey Lead (Inherently Government (IG))
Matthew Drudy	Manager
Asya Kamenkovich	Survey Analyst

Table 4. List of NSSC Roles/Responsibilities

7.0 Records: Yes the process produces Official Records

7.1 Yes, the process produces Official Records.

7.2 The Records produced from the process are listed on the Program Management Office's Mater Records Index (MRI).

8.0 Cancellation/Supersession of Previous Documents:

8.1 NSSWI-1280-0277 – NASA Exit Survey Revision 0001

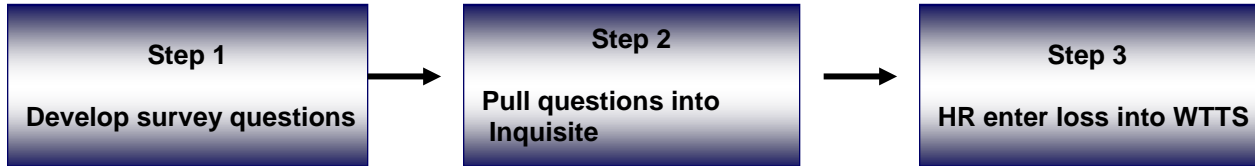
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APPENDIX A - ACRONYM LIST

AUID	Agency Unique Identification
CSV	Comma Separated Version
FY	Fiscal Year
HR	Human Resources
HQ	Headquarters
ID	Identification
IG	Inherently Government
JSC	Johnson Space Center
MRI	Master Records Index
MDB	Microsoft Access Database
NASA	National Aeronautics and Space Administration
NOAC	Nature of Action Code
NSSC	NASA Shared Services Center
OHCM	Office of Human Capital Management
PDF	Portable Document Format
POC	Point of Contact
PWI	Process Work Instruction
SOW	Statement of Work
SP	Service Provider
UUPIC	Universal Uniform Personal Identification Code
WTTS	Workforce Transformation & Tracking System

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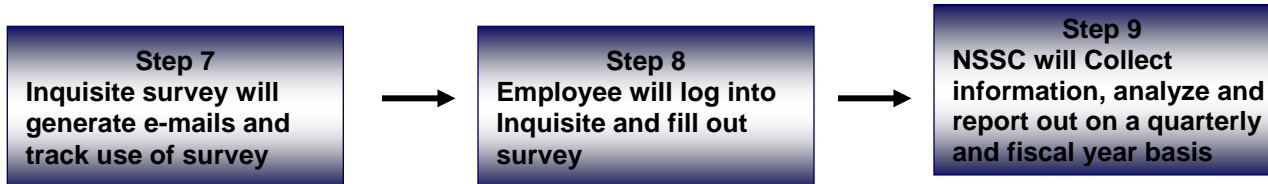
APPENDIX B – SURVEY PROCESS



	Step 1	Step 2	Step 3
Description			
Owner			



	Step 4	Step 5	Step 6
Description			
Owner			



	Step 7	Step 8	Step 9
Description			
Owner			

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**APPENDIX C – STATEMENT OF WORK (SOW) –
New Survey Development, Administration, and Reporting**

TYPE	<input type="checkbox"/> CUSTOM SURVEY <input type="checkbox"/> STANDARD SURVEY <input type="checkbox"/> REPORT <input checked="" type="checkbox"/> OTHER <u> </u> NEW RECURRING SURVEY
New or Revision	New
Pillar	<input checked="" type="checkbox"/> HR <input type="checkbox"/> FM <input type="checkbox"/> PR <input type="checkbox"/> OTHER _____
Requestor/Business Area	NASA OHCM
Business Criticality	<input checked="" type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
SOW Owner	Linda Lee Pultz
NASA Owner	Chris Cejka Linda Lee Pultz
Final Reviewer	Chris Cejka Patricia Strother

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APPENDIX D– CROSS TABULATION REPORT BY CENTER
(Only center chosen by respondents are displayed)



Exit Survey Sample
Report.xls ...

APPENDIX E – COUNT AND PERCENT REPORT
**(Percent can be calculated by number of respondents or
number of responses per particular question)**



COUNT AND
PERCENT.pdf (24 KB)