



## Default Question Block

### *Introduction*

Our records indicate you were recently involved in an appeal filed in a regional or field office of the Merit Systems Protection Board (MSPB). This case was closed approximately 36-44 days ago and there is no record of a petition for review being filed in this case.

MSPB is interested in your perceptions and experiences with the adjudication process used to resolve this initial appeal. Feedback from customers helps us ensure effective and efficient processing of initial appeals, so we would appreciate your participation.

The survey is voluntary, takes approximately 4-6 minutes to complete, and there is a section for comments. Your responses are confidential and results will be reported in aggregate. No data will be reported that could be used to identify specific participants.

Thank you in advance for your participation in this customer survey!

Note, participation in the survey is not required to obtain a benefit or service. Participants should not respond to the survey unless a valid OMB control number is provided. The OMB control number for this survey is 3124-0012, which expires on October 31, 2021.

## Block 1

### *Questions about you*

What kind of representation, if any, did you have in this case?

- No representation, I was a pro se appellant
- I had a private attorney represent me
- I was represented by a union attorney or steward
- A family member represented me
- Other (please specify)

### *Questions about the Issues Raised in the Case*

What was the primary issue involved in this case? (Please check the one best response.)

- Adverse action related to conduct (removal, suspension, demotion)
- Retirement (under CSRA, FERS, or involving FERCCA)



***Questions about your experience with the Initial Appeals process***

Please indicate your level of agreement with each of the following statements about the initial appeals process. (If a hearing was not conducted, please mark "Don't Know/NA" to that question.)

|   | Strongly Agree        | Agree                 | Neither Agree nor Disagree | Disagree              | Strongly Disagree     | Don't Know/NA         |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| MSPB's procedures were easy to understand   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| MSPB's procedures were easy to follow   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| MSPB applied discovery rules fairly   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I was satisfied with the way the hearing was conducted  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I was satisfied with the way the appeals process was administered                                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The ability to appeal to MSPB adds value to the Federal Government's merit-based system of employment | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

***Questions about your experience with the Initial Appeals Process***

Please indicate your level of agreement with each of the following statements about timeliness. (If there were no additional procedural requirements, or if you are not sure, please mark "Don't Know/Not Applicable.")

|  | Strongly Agree        | Agree                 | Neither Agree nor Disagree | Disagree              | Strongly Disagree     | Don't Know/NA         |
|--|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| The time in which to file the appeal was reasonable                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The time to meet additional procedural requirements was reasonable | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The time allotted for discovery was sufficient                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The time it took to process the appeal was reasonable              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

***Questions about the Resolution of the Case***

How was this case resolved?

- A decision issued by the AJ following adjudication on the merits
- The case was settled
- The case was dismissed
- Other (please specify)

**Questions about the Initial Decision**

Please indicate your level of agreement with each of the following statements about the Initial Decision.

|  | Strongly Agree        | Agree                 | Neither Agree nor Disagree | Disagree              | Strongly Disagree     | Don't Know/NA         |
|--|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| MSPB's initial decision was clear and well-written                       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| MSPB's initial decision was fair   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| MSPB's initial decision reasonably applied the law                       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I understood the initial decision, even though I might not agree with it | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I was satisfied with MSPB's initial decision                             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Additional Comments**

Do you have any additional comments on improving the initial appeals process? (To protect your confidentiality, please do not include your name, your agency, or other identifying information about the case.)

**Block 2**

If you wish to change a response, click "**Prev**" to return to the question you want to change. Change your answer, then click "**Next**" button to move forward in the survey. If you are finished with the survey, click "**Done**" to exit the survey and save your responses. Once you click "**Done**" you will not be able to return to the survey or change your responses.

**We appreciate your feedback!**

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