

Frequently Asked Questions

DAS Customer Survey

How long does the survey take?

It takes most customers about 5 minutes. It might take longer for someone who wants to add comments or who wants to take the survey again to provide feedback on another DAS program.

Who is invited to take the survey?

The state's HR information system (Workday) provides DAS with a random sampling of 5,500 state employees, and you were included this year. Taking the survey is not mandatory, but if you've interacted with DAS in the past year, we hope you will participate.

Can I forward the survey to a co-worker who wants to take it?

Instead of forwarding the survey, please email Eric.Sexton@oregon.gov with your co-worker's email address and he'll send them an invitation.

Will my answers be anonymous?

Yes and no. While we technically could search the survey tool to see who answered a particular question, we do not look. And we only review and report responses in a combined format. No customer is ever identified or singled out.

What do you do with the results?

We combine all the responses and report the statistics to the Legislature as a gauge of our customer service in these key categories: timeliness, helpfulness, accuracy, knowledge and expertise, information availability, and overall quality.

We also combine all the comments into one document, and the DAS Director and executive leadership team read every word. If we find trends in the comments, we address them as part of our continuous improvement efforts.

<https://oregon.gov/das>

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