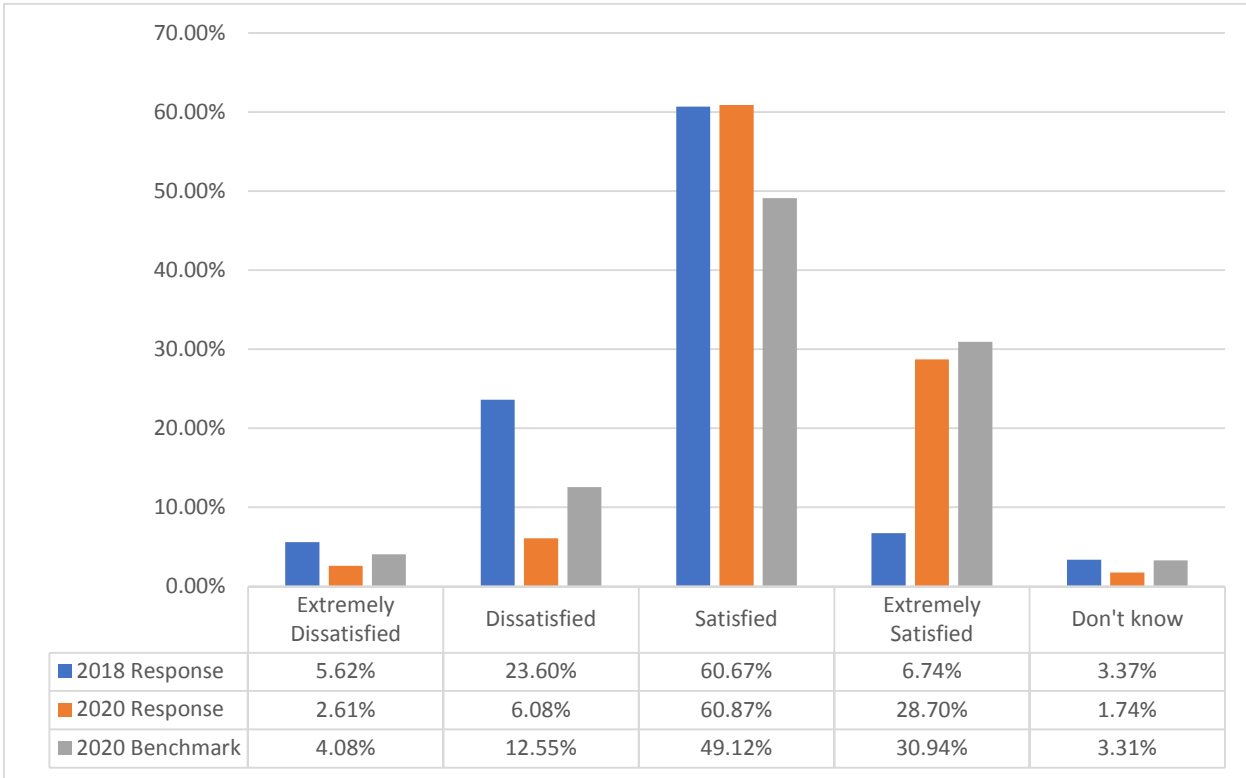
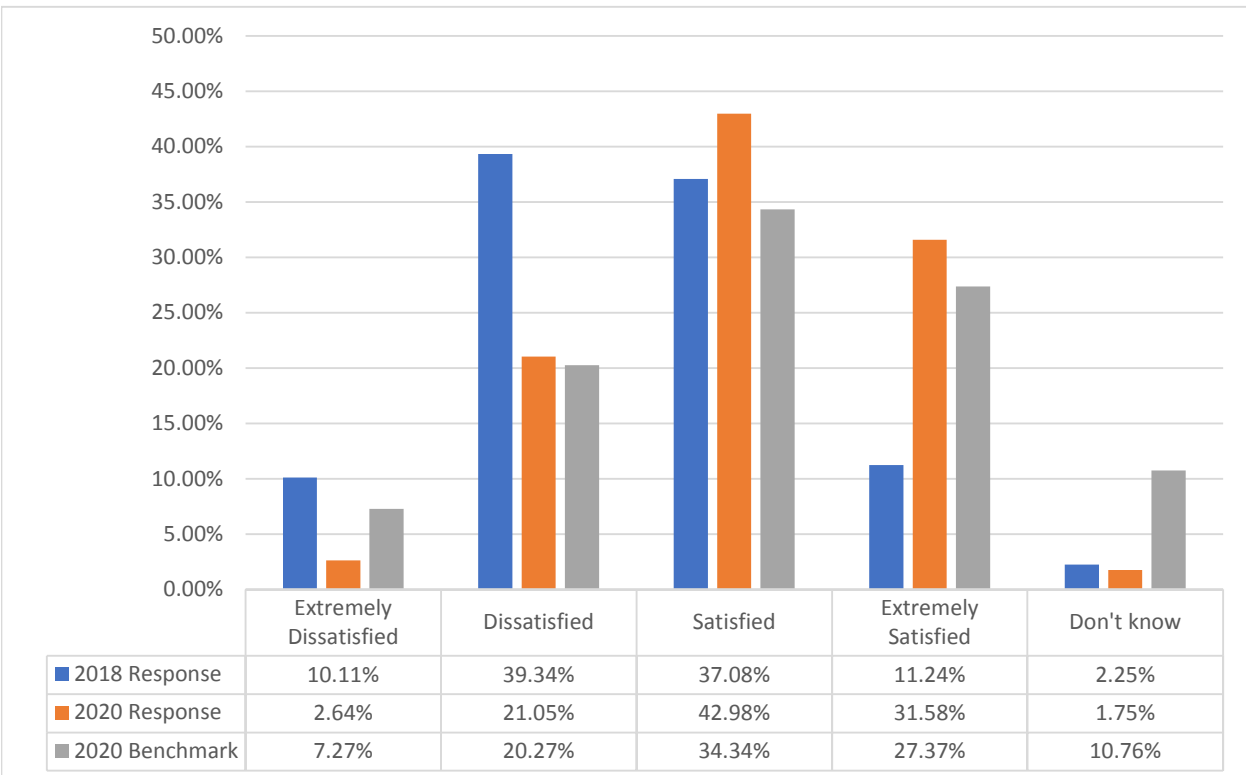


**Q1. Overall Satisfaction - How do you rate your overall satisfaction with the quality of our services?**

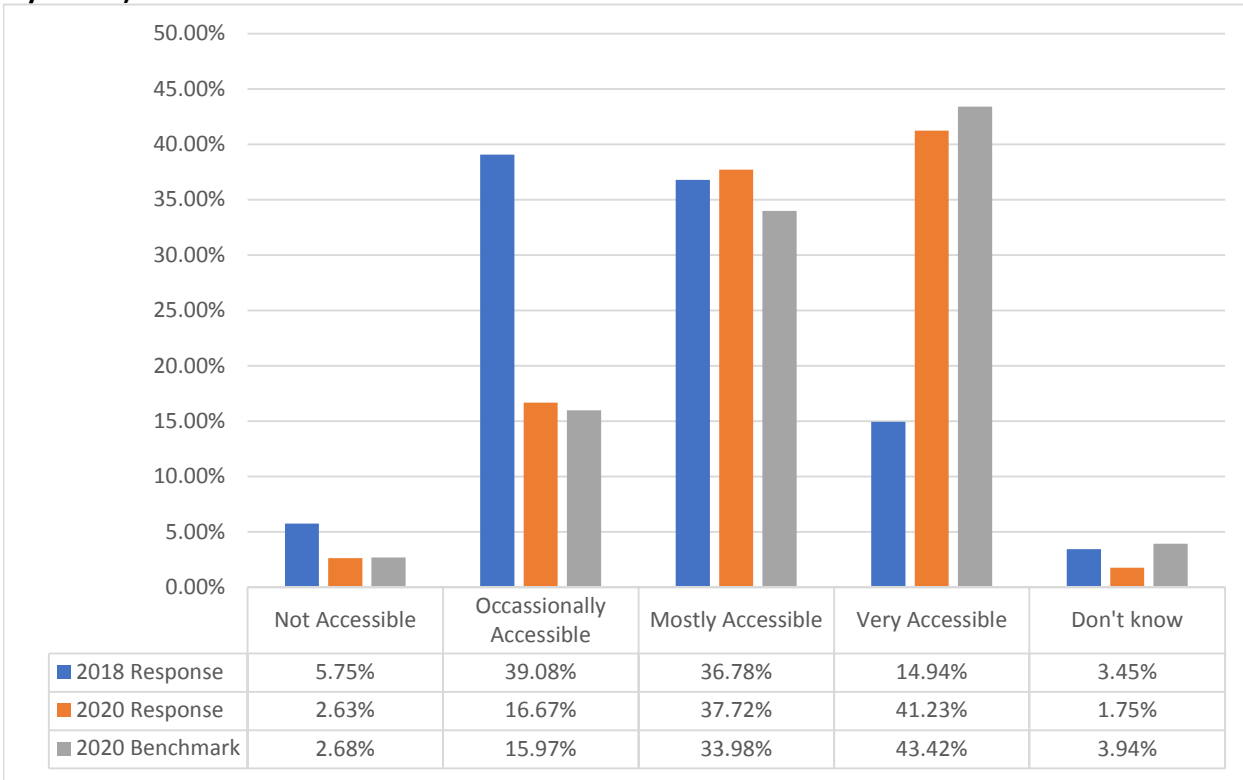


**Q2. Communication - How do you rate our ability to clearly communicate procurement processes?**

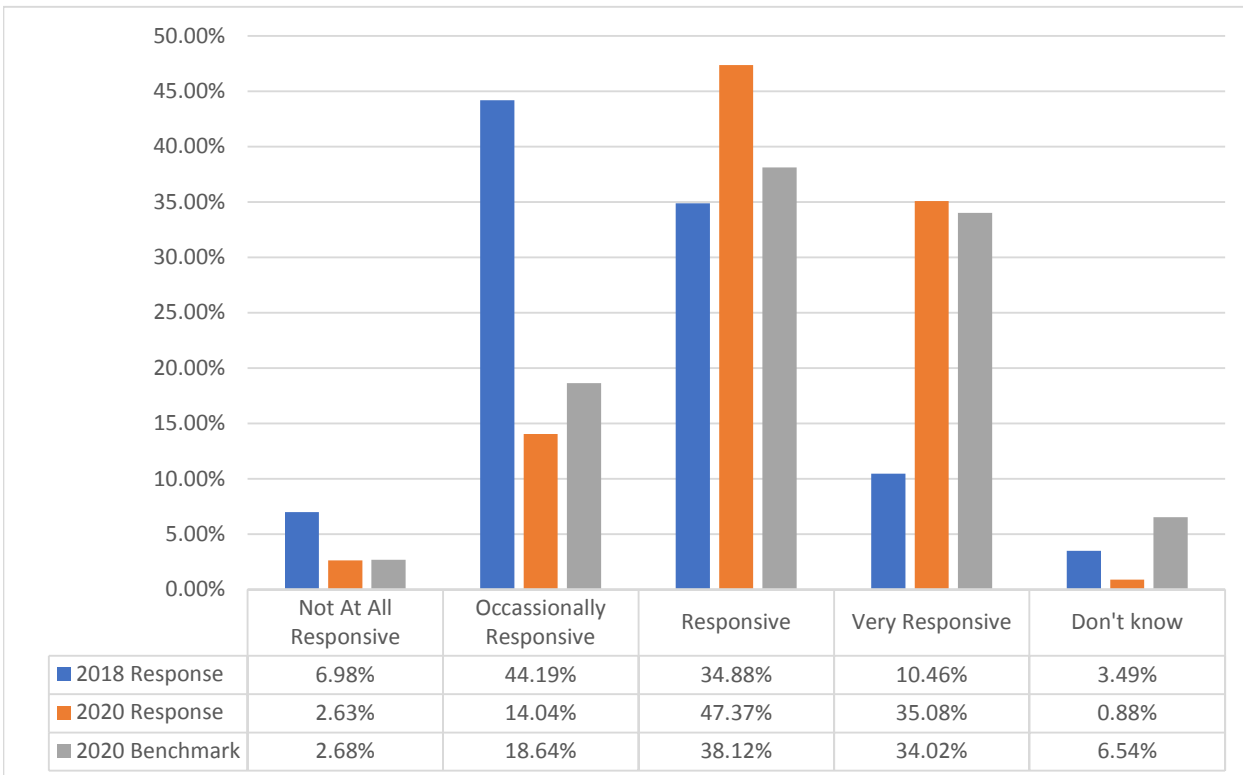


Comparison of PASS Survey Results - 2020 vs. 2018

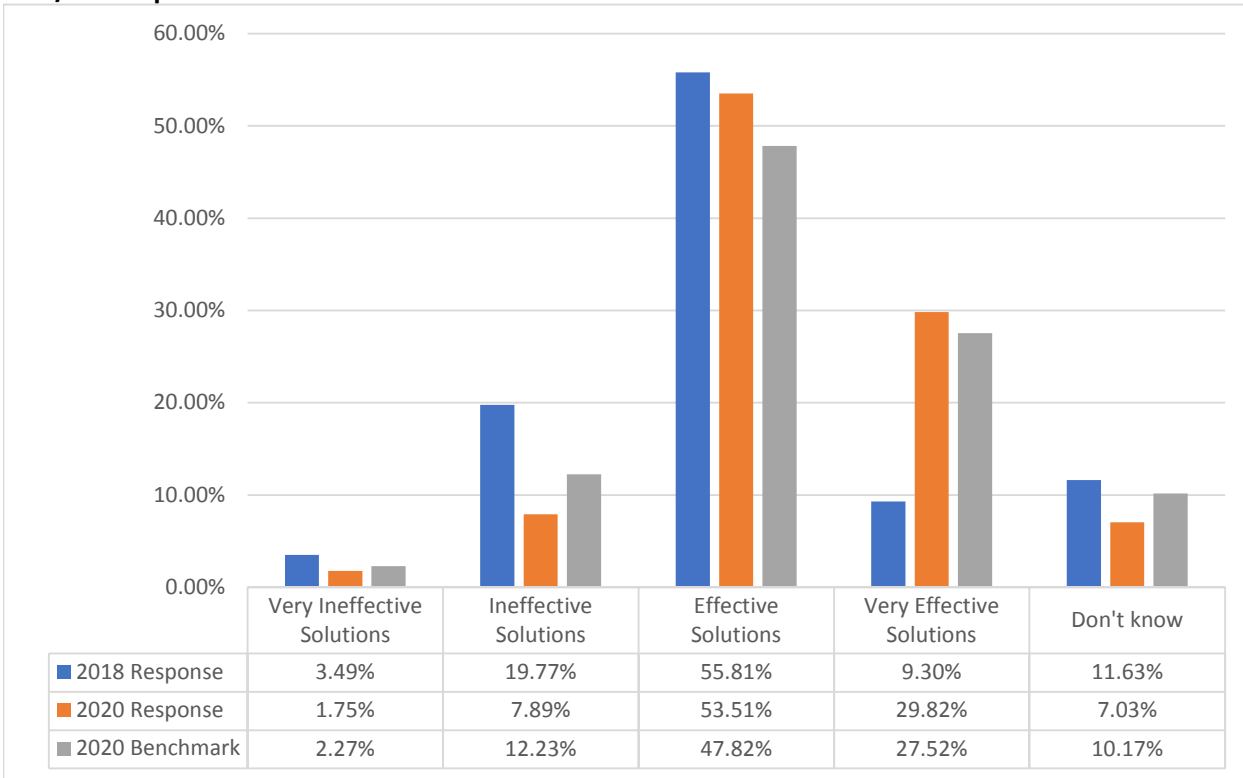
**Q3. Accessibility - How do you rate our accessibility when you need us (i.e. in person, by telephone, by E-mail)?**



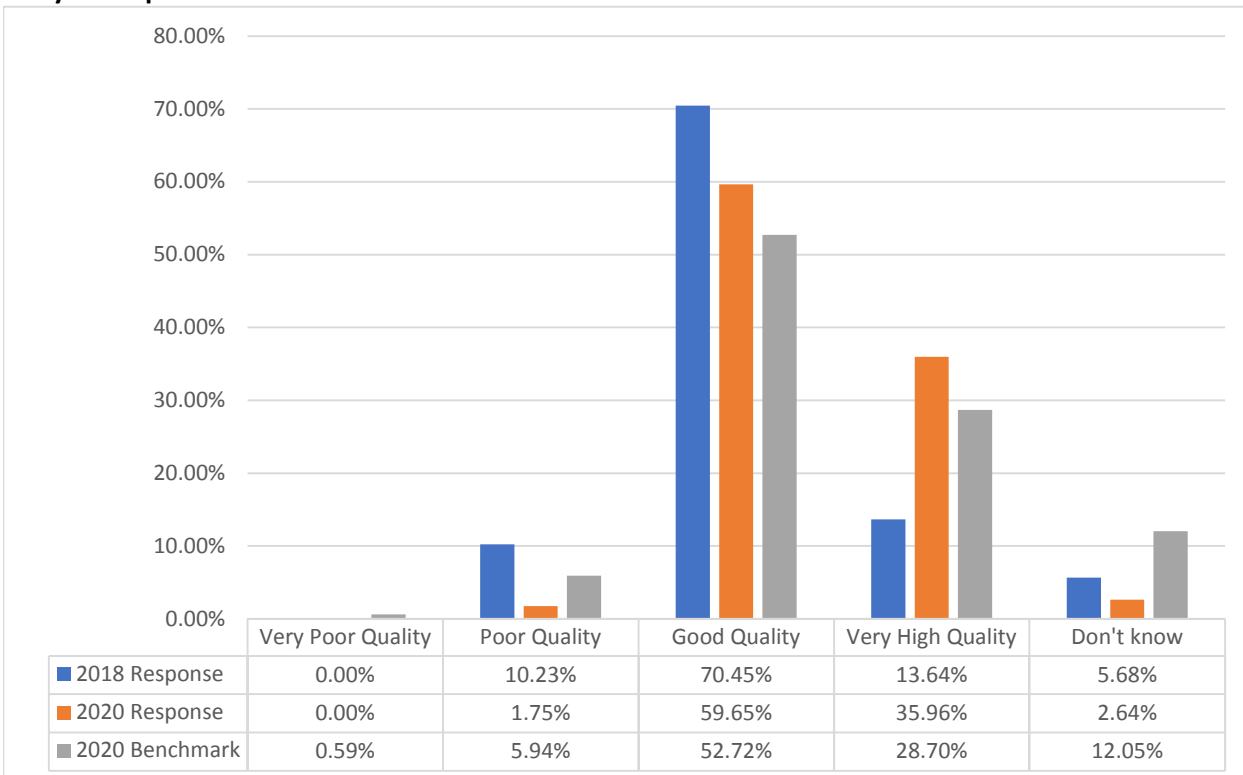
**Q4. Responsiveness - How do you rate our timely responsiveness to your request and needs?**



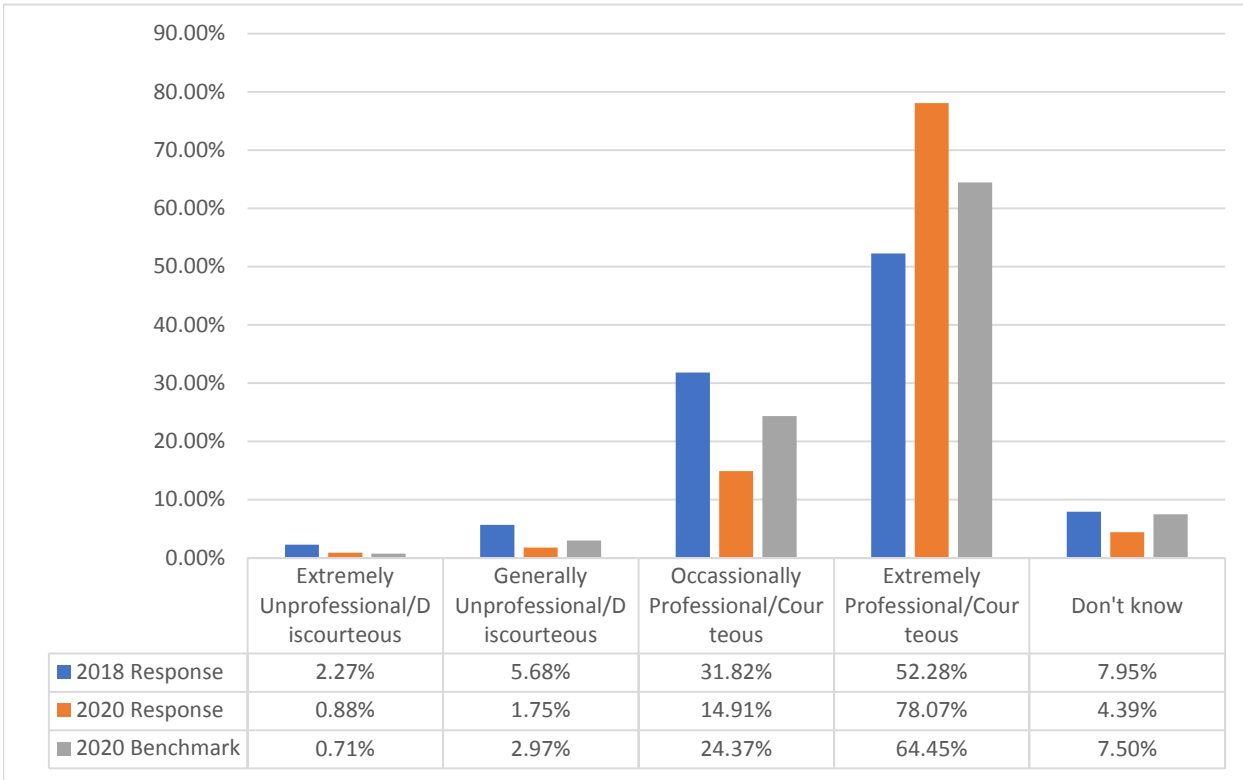
**Q5. Solutions - How do you rate our ability to provide effective solutions to your problems and/or complaints?**



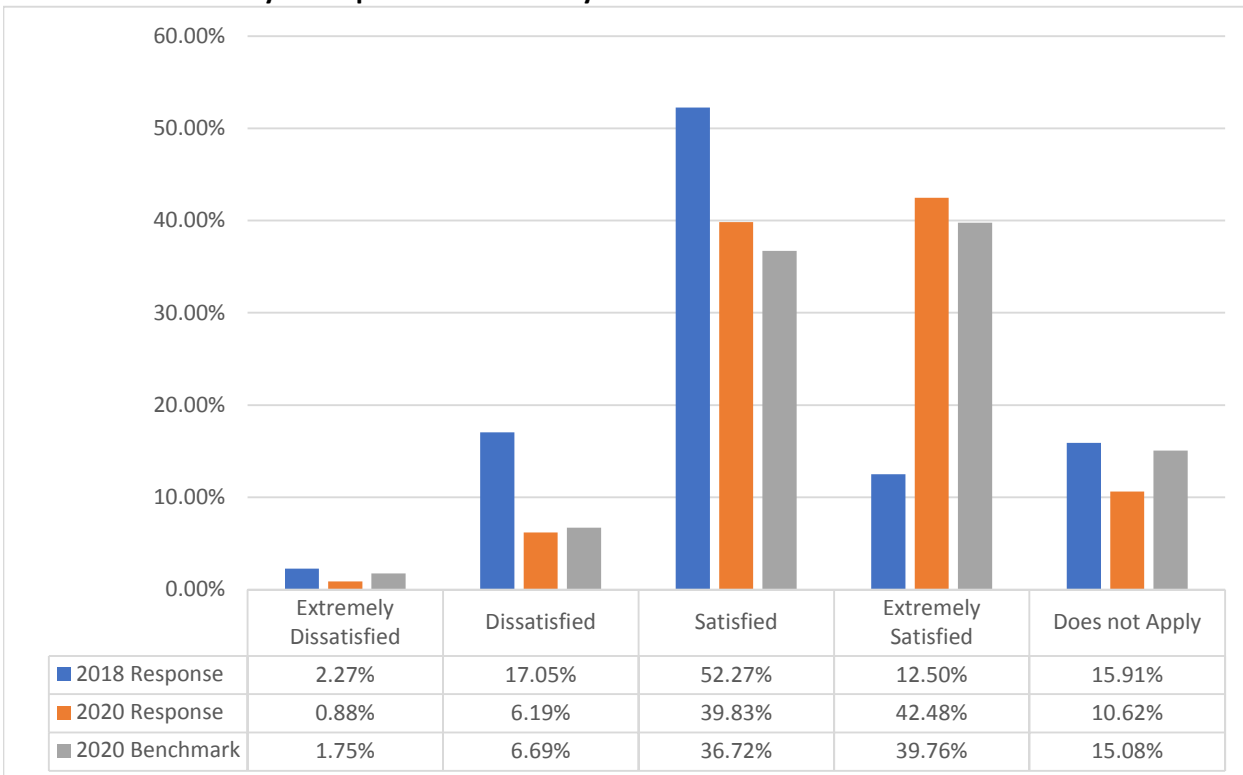
**Q6. Quality of Goods and Services - How do you rate the quality of goods and services procured for your department?**



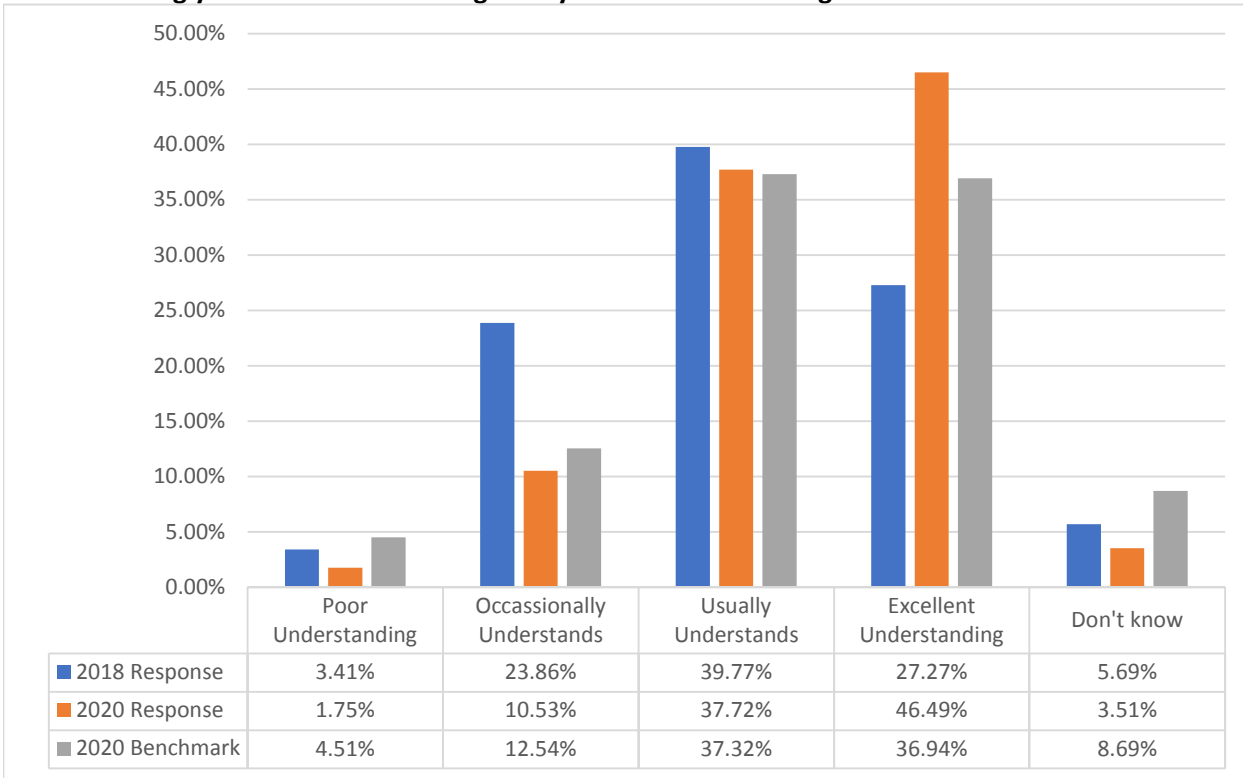
**Q7. Professionalism - How do you rate the professionalism and courtesy of our staff?**



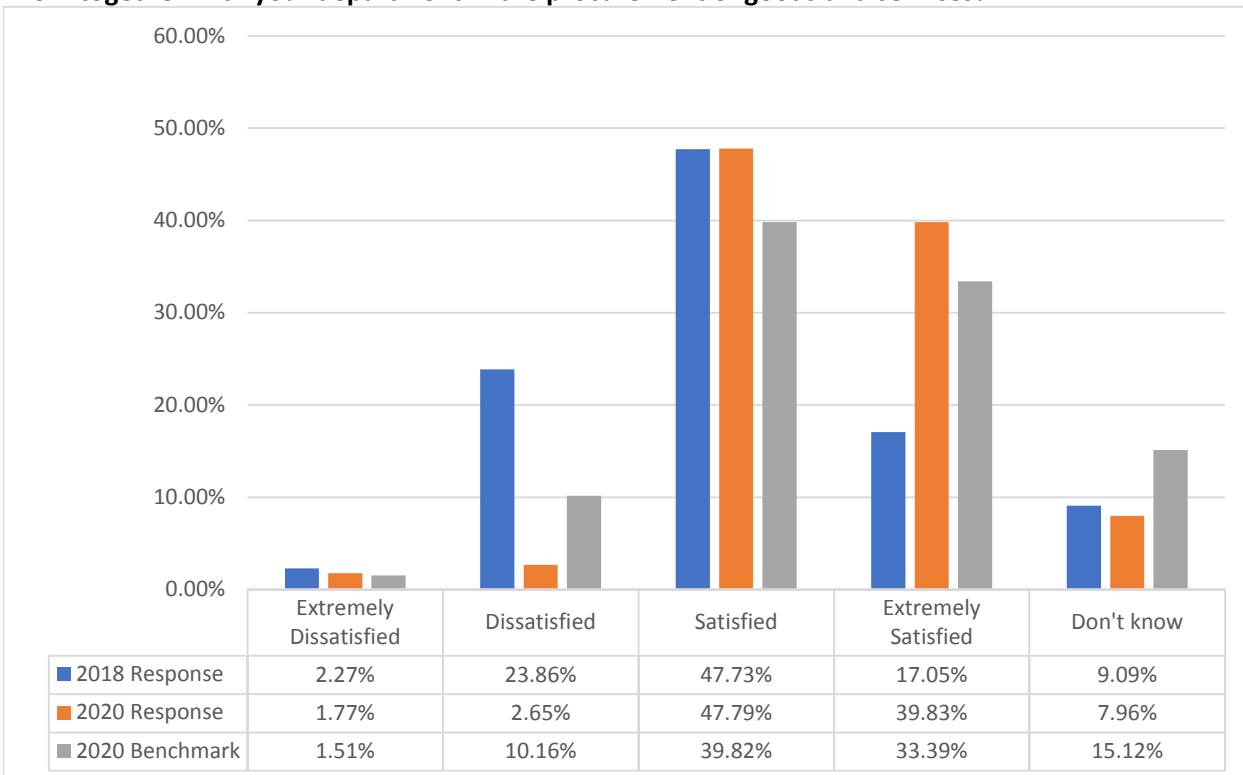
**Q8. Administration Support - How do you rate the performance of our administrative support staff who work with your department to meet your needs?**



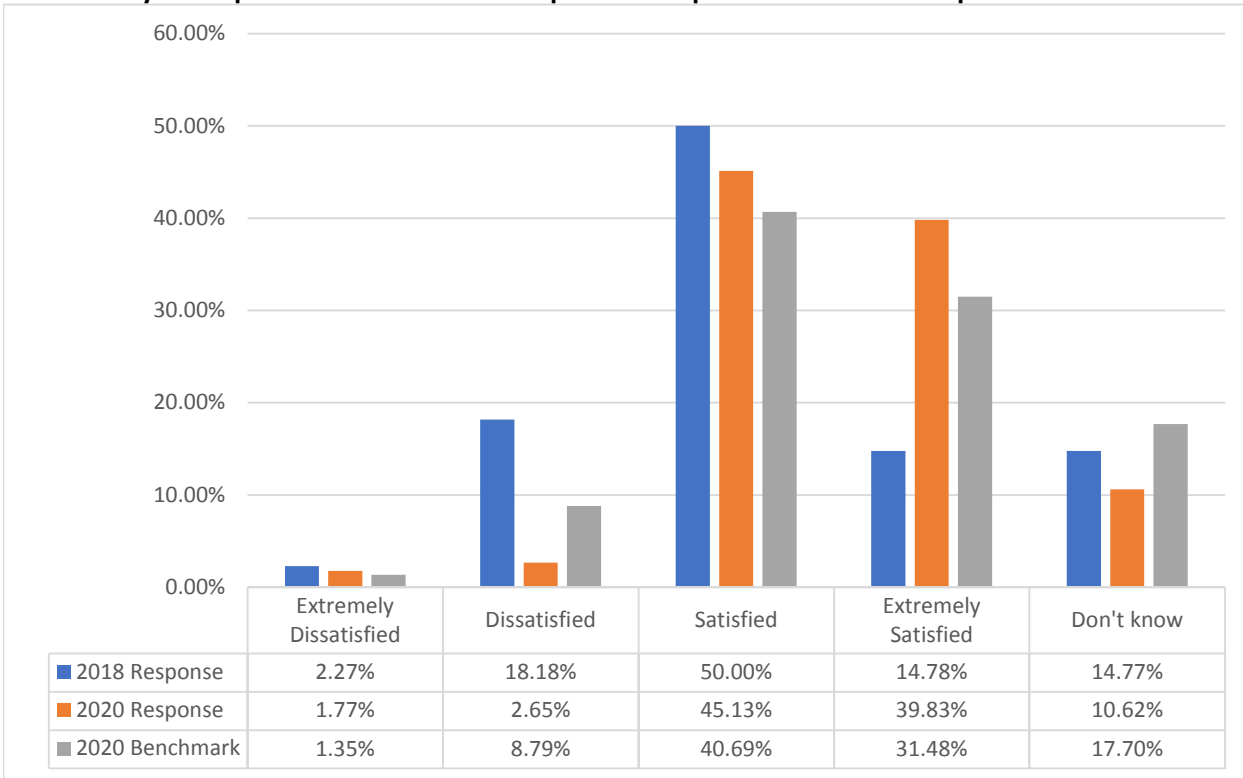
**Q9. Understanding Your Needs - How do you rate our ability to work with you as partners by understanding your needs and working with you toward common goals?**



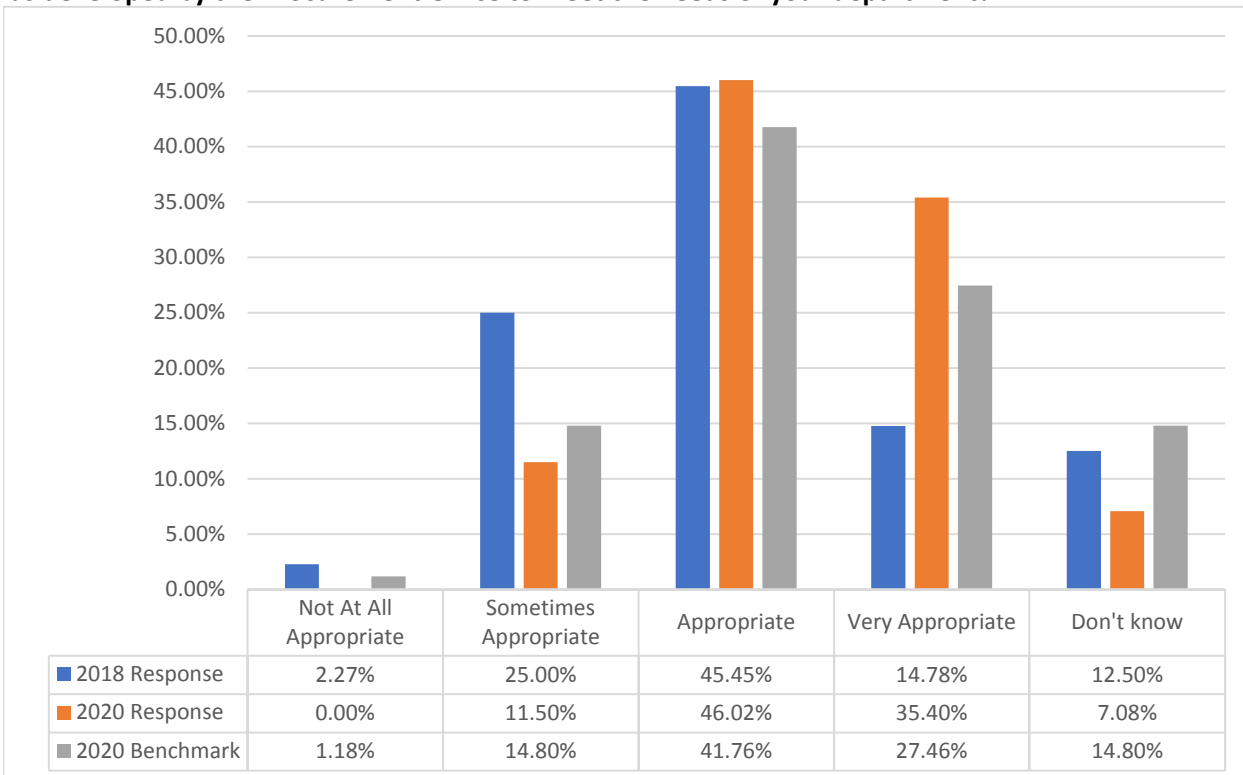
**Q10. Buying - How do you rate the performance of the personnel in the Procurement Office who work together with your department in the procurement of goods and services?**



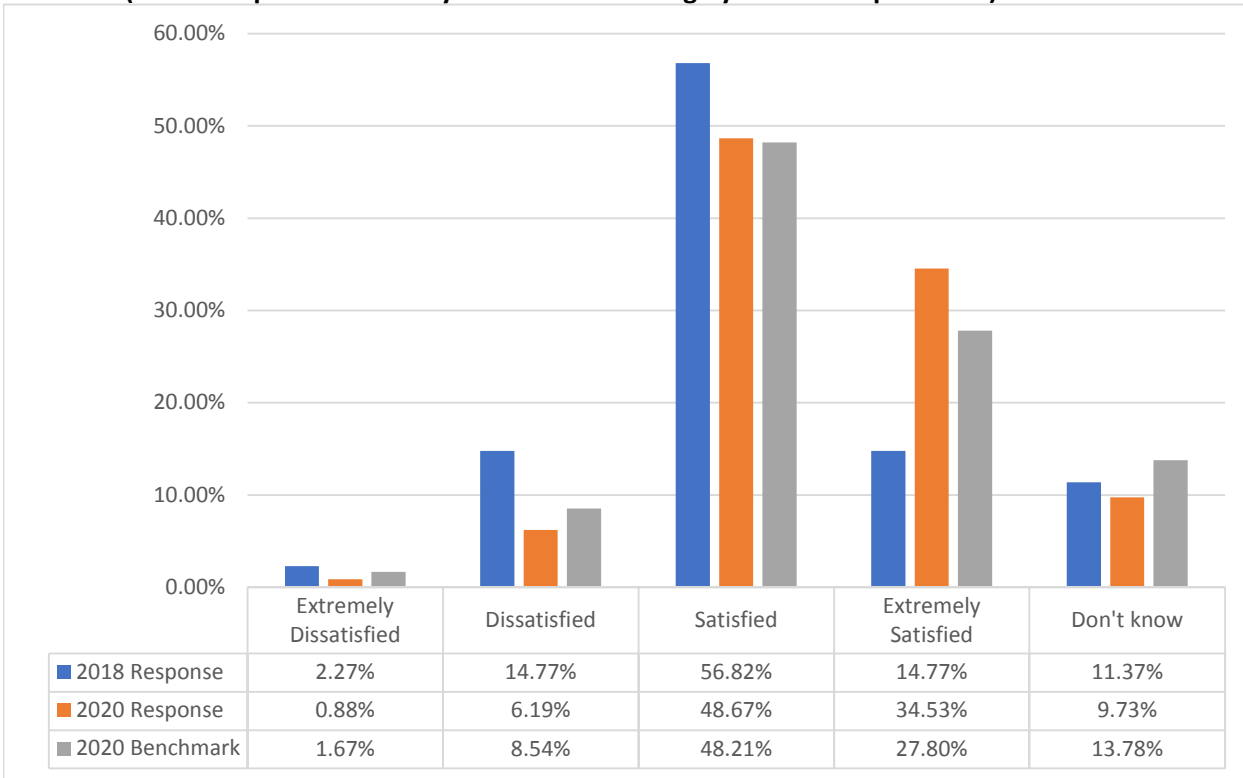
**Q11. Selection - How do you rate the performance of the personnel in the Procurement Office who work with your department in the selection process for professional and non-professional services?**



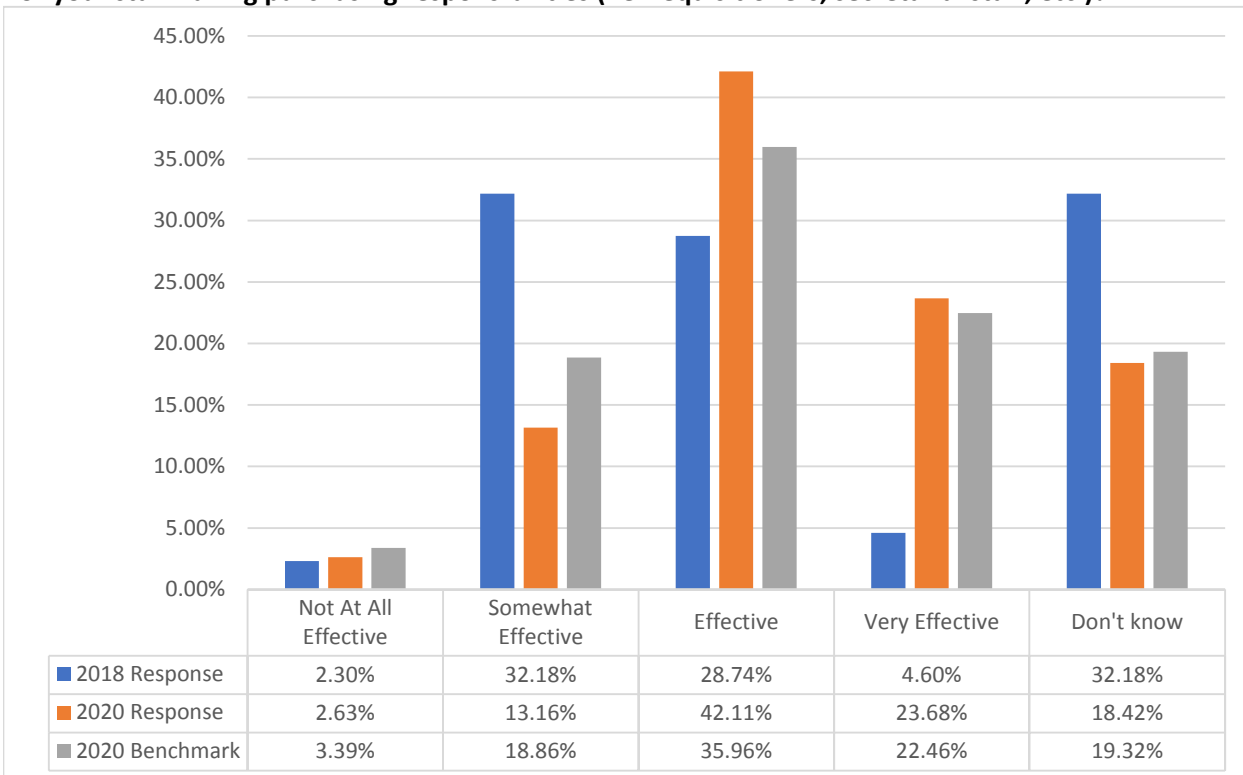
**Q12. Appropriateness - How do you rate the overall quality level and appropriateness of contracts as developed by the Procurement Office to meet the needs of your department?**



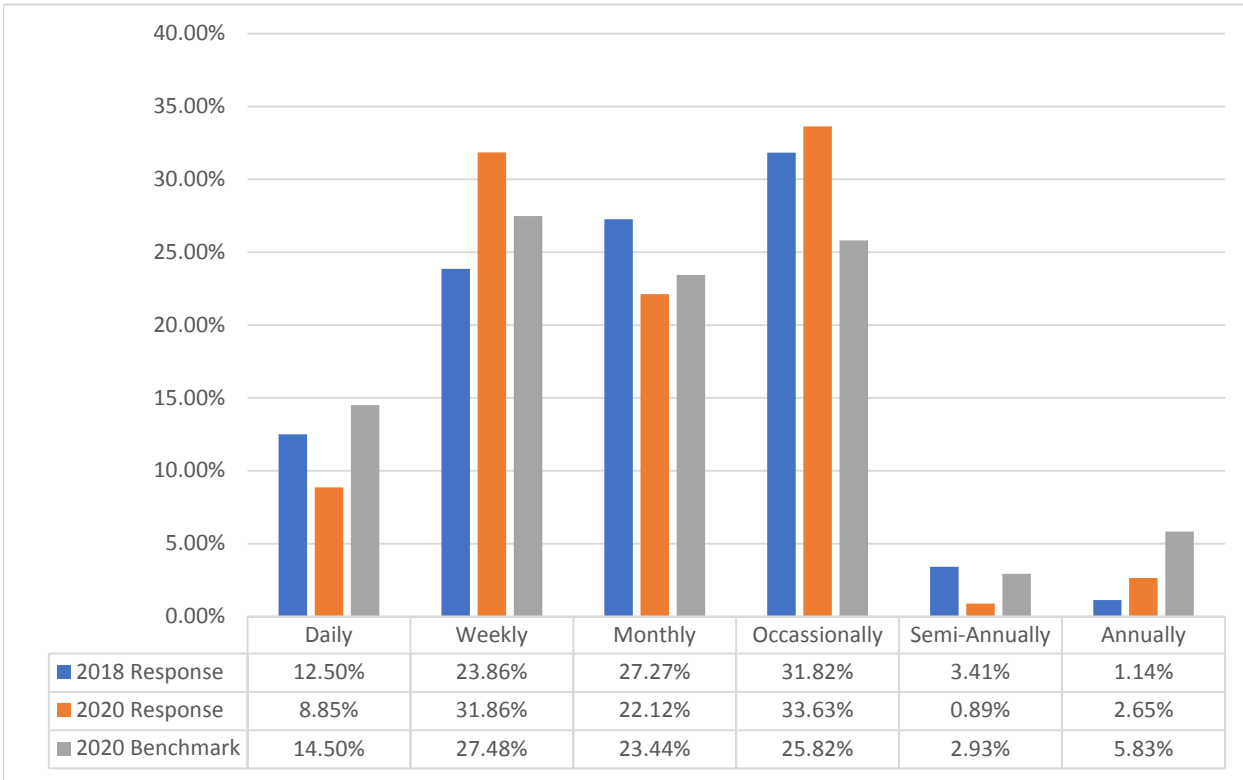
**Q13. Delegation Satisfaction - How do you rate your level of satisfaction with the current delegation methods (i.e. those purchases that you can make through your own department)?**



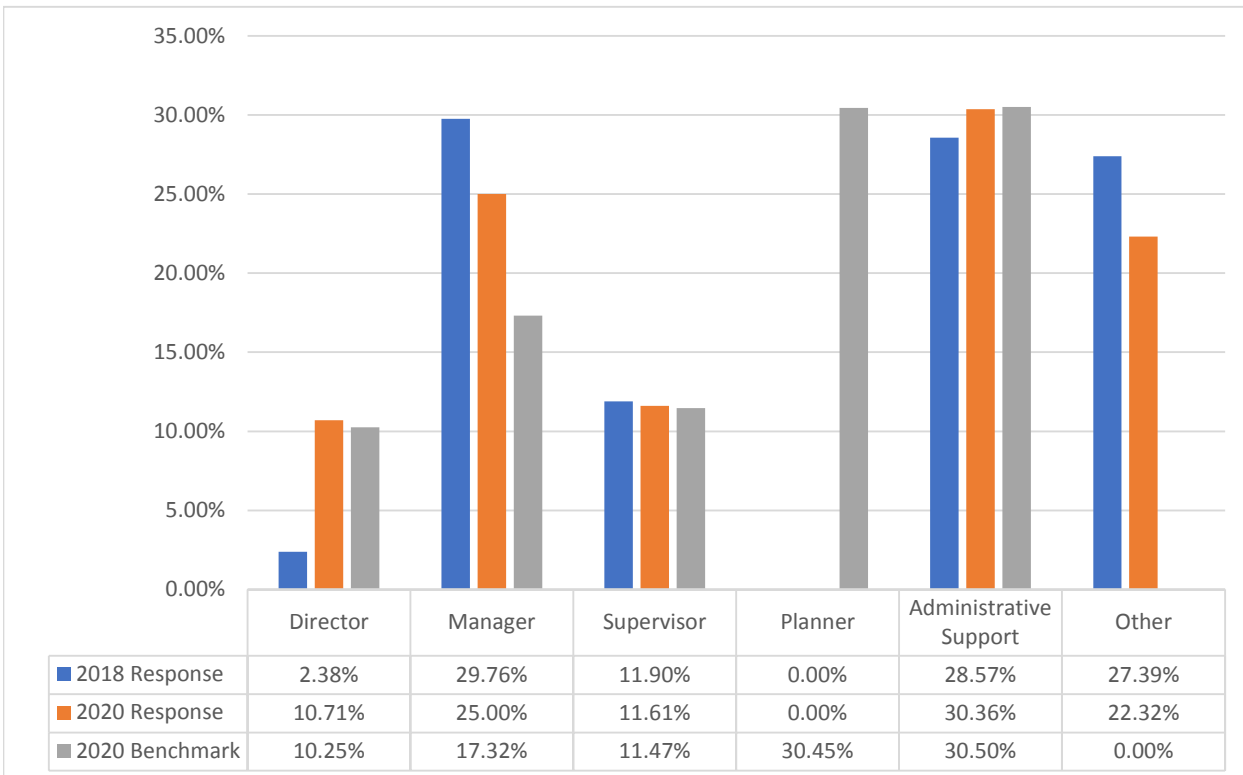
**Q14. Training Effectiveness - How do you rate the effectiveness of the training sessions conducted for your staff having purchasing responsibilities (i.e. requisitioners, secretarial staff, etc.)?**



**Q15. Frequency - How often does your department require services from the Procurement Office?**



**Q16. Description - Which category best describes your position?**





Q17. Employees - Please indicate the number of employees in your department.

