

US EPA ARCHIVE DOCUMENT

FACTSHEET IX

There are numerous computer software packages available. The prices range from several hundred to many thousands of dollars. Software is also on the market for e-mail and Internet surveys. In selecting survey software, you may wish to consider the dimensions of the survey(s) that you are planning to perform. There are three elements in the software packages that EPA Customer Service Program considered. These are the survey form, the database, and other information needed to administer the survey, and the reporting features of an effective survey.

The cost-effectiveness of purchasing a scanner depends upon the survey software that is being used, size of the length and number of surveys, and the size of the sample being surveyed. The software vendors can recommend scanners that are appropriate for their software and expected.

Below are the names of four vendors that EPA has either considered using or has used for survey activities within the last several years. The EPA Customer Service Program can provide support in the use of the Corporate Pulse Software within EPA. More details about Corporate Pulse and a sample survey follow.

Esther H. Larson

NCS Federal Government Marketing
4301 Wilson Boulevard, Suite 200
Arlington, VA 22203
[http://www.ncs.com/ncscorp/govt/
federal.htm](http://www.ncs.com/ncscorp/govt/federal.htm)
Phone: 1-800-359-9333 or 703-284-5810,
Fax: 703-284-5819
Software: NCS Design Expert, NCS Survey,
NCS Viewpoint, Scantools

Steve Hehl

Vitality Alliance
55 North University Avenue, Suite 225
Provo, UT 84601
Phone: 1-800-772-9478, or 801-373-2233
Fax: 801-373-8884
Software: Corporate Pulse

Colleen C. Thoresen

Auto Data Systems
6111 Blue Circle Drive
Minnetonka, MN 55343-9108
<http://www.autodata.com>
Phone: 1-800-662-2192, or 612-938-4710,
Fax: 612-938-4693
Software: AutoData Survey, AutoData
Survey+, AutoData Pro

Raosoft, Inc.

6645 NE Windermere Road
Seattle WA, 98115-7942
<http://www.raosoft.com/>
Phone: 206-525-4025, or 703-742-5295
(Washington, DC location)
Fax: 206-525-4947
Software: Raosoft SURVEY, with
numerous options for tailoring surveys

CORPORATE PULSE**WHAT IS CORPORATE PULSE?**

Corporate Pulse is survey software. The EPA Customer Service Program (CSP) researched software capabilities and selected this package because it best met the projected needs of the agency. Demonstration discs that guide the user through the program's general capabilities may be borrowed from the CSP (202-260-9144). EPA staff may use the CSP copy after receiving general training. Programs and regions planning extensive survey work may wish to purchase discounted site licenses rather than use the CSP copy.

WHAT CAN CORPORATE PULSE DO?

Corporate Pulse software has three capabilities: survey construction, survey administration, and analysis.

Survey construction

- Library of tested questions—including topics such as customer service, leadership, team orientation, communication
- Demographics—select from predefined ones or develop your own
- Scannable for creation
- Response scales—select from predefined ones or create your own
- Page layout
- Spelling check
- Autoreversing on negative questions
- Open-ended questions
- 360-degree profile surveys

Survey administration

- Participant pool database
- User-definable field names
- Standards database-file importing and exporting
- Up to 32,000 records per pool
- Simple random, stratified random, and cluster samples
- Produce distribution lists and mailing labels
- Track all surveys, administrations, and reports
- Scan, import, or manually enter survey response data
- Schedule, budget, and track survey projects
- Create survey sample based on user-defined parameters including expected percentage of survey to be returned
- Allowable margin of error
- Confidence level

Survey analysis

- Types of reports (frequency distribution, descriptive mean, favorable/unfavorable, 360-degree profile, trend analysis—automatic or manual)
- Reports on entire survey or selected questions
- Reports on all 360-degree profile participants or selected participants

A copy of the OIG-developed survey that the OIG develop using Corporate Pulse follows:

**EPA Office of Inspector General Customer Survey on Audit
Products/Services To Auditees and Agency Managers 1998**

Please help us to serve you better by taking about 10 minutes to answer the following questions. We value your opinions and request that you please return the completed questionnaire within one week. Just fold, staple and drop in the mail (it's preaddressed) or fax to (202) 260-1896.

1. Name and phone _____ Report no. _____

Location (circle and specify)

1. HQ/NPM/office 2. Region/div/office 3. Other

2. Please specify the OIG Audit product/service on which you are basing your responses (fill circle).

- | | |
|----------------------------|---------------------------|
| 1. Financial audit | 6. Projects/assistance |
| 2. Performance audit | 7. Training/presentations |
| 3. Contract audit | 8. Testimony |
| 4. Assistance(grant)audit | 9. Other |
| 5. Special review/comments | |

3. I am familiar with the IG Act, mission and role of the OIG

1. Yes 2. A little 3. No

- | | |
|----------------------|-------------------|
| 1. Strongly disagree | 4. Somewhat agree |
| 2. Disagree | 5. Agree |
| 3. Somewhat disagree | 6. Strongly agree |

OIG audit products/services

- 4. Are factually accurate and consistent with available information 1 2 3 4 5 6
- 5. Are objective and balanced (recognize agency assistance and corrective action) 1 2 3 4 5 6
- 6. Address relevant or significant issues 1 2 3 4 5 6
- 7. Are useful for decisions, actions, and improvements 1 2 3 4 5 6
- 8. Contain recommendations that are practical and appropriate 1 2 3 4 5 6
- 9. Are clear, logical, and understandable 1 2 3 4 5 6
- 10. Are timely 1 2 3 4 5 6
- 11. Are responsive to agency needs or requests for assistance 1 2 3 4 5 6
- 12. Contribute to the agency's strategic goals 1 2 3 4 5 6

OIG audit staff

- 13. Are professional and courteous 1 2 3 4 5 6
- 14. Are knowledgeable about the programs and/or issues involved 1 2 3 4 5 6
- 15. Clearly communicate purpose, process, progress, issues, results, and recommendations 1 2 3 4 5 6
- 16. Seek and consider input, comments, and clarification on issues 1 2 3 4 5 6
- 17. Encourage a constructive working relationship 1 2 3 4 5 6

Suggestions and comments

- 18. How would you improve the audit process, products, or results? (continue on back if needed)
- 19. In what program or issue areas can OIG audit products best serve EPA? (continue on back if needed)
- 20. If you do not agree that the audit results or products add value, why not? (continue on back if needed)

Please provide additional comments about any of your responses on the back or attach additional pages. For further information or to discuss comments and results, call (202)260-9684.

Thank You!

