

## Client Enrichment Series – Q & A



### **Client Enrichment Series June 15, 2017 Enhancing Building Environments**

#### *Questions & Answers*

#### *Tenant Satisfaction Survey (TSS)*

#### **Q1) Are federal agencies able to see the results of the Tenant Satisfaction Survey?**

- A) Yes. We will post all results to the public site [benchmarks.gsa.gov](http://benchmarks.gsa.gov) when they are available later this year.

#### **Q2) If someone in my agency is having trouble with the survey, what should they do?**

- A) We've set up a special email address [TSScustomerservice@gsa.gov](mailto:TSScustomerservice@gsa.gov) to address any and all incoming issues. The inbox is monitored several times a day for prompt response.

#### **Q3) Can you still take the survey if you are 100% virtual or telework?**

- A) The TSS is intended to gauge satisfaction with federal employees' work environments. It is not designed to assess 100% virtual or alternative workplace arrangements. If you respond to the initial question indicating you are a 100% virtual employee, that will conclude the survey.

If you are a telework employee and do work out of an office periodically, you can continue forward with finishing the survey.

#### **Q4) What does GSA do with the survey results?**

- A) GSA collects and analyzes all survey data to find ways to improve our performance across the country. On a more granular level, we use the information in our regions and federal facilities to develop action plans for repairs, alterations, and rehabilitation initiatives.

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### Eco Teams

**Q1) What is the GSA's Eco Team website so I can share it with my colleagues?**

- A) The GSA Facility Eco Team site is coming soon to gsa.gov. Please contact Amy Bourne at [amelia.bourne@gsa.gov](mailto:amelia.bourne@gsa.gov) to get updates on the site's completion.

**Q2) Are the various Eco Team promotional posters available for download online?**

- A) Yes, the posters will be available for digital uploading, printing, and electronic sharing on the GSA Facility Eco Team site which is coming to gsa.gov soon.

**Q3) How do I find out who my GSA point of contact is?**

- A) A list of POCs for each region will be posted on the GSA Facility Eco Team site (coming soon).

**Q4) What are some of the more significant advantages of starting an Eco Team that I can share with my supervisor and coworkers?**

- A)
- Eco Teams can assist in meeting your agency's sustainability goals.
  - Eco Teams are a great way to network within and outside your agency, which can establish an integrated community within your facility. These relationships have the potential to bolster other program efforts your agency is involved in.
  - Establishing a relationship with your facility manager can assist in promoting sustainability initiatives and other ideas for your building.

**Q5) Are any Eco-Team initiatives more popular than others?**

- A) Yes, we have seen the most success with holding events to recognize environmental awareness days such Earth Day, Energy Action Month and America Recycles Day. Brown bag lunches are also very popular amongst tenants that enjoy learning about a wide variety of sustainability topics.