



Online Self-Assessment (OSA)

Frequently Asked Questions (FAQs)



Sustain, Support, Defend
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The following material addresses the most Frequently Asked Questions (FAQs) relating the online Organizational Self-Assessment (OSA) tool.

Question: What is the purpose of the OSA survey?

Response: The OSA Tool provides valuable and timely feedback to garrison commanders and other IMA leaders. The feedback helps IMA leaders promote continuous improvement and Well-Being at all levels—garrison, region, IMA, and ultimately the Army as a whole—through the sharing of best practices and focused application of resources to opportunities for improvement. The iterative process will not only lead to financial savings, but will also help transform garrisons into hometowns and “communities of choice” for America’s Army.

Question: Is the OSA Tool a requirement for all garrisons?

Response: Yes, it is mandated by the Assistant Chief of Staff for Installation Management (ACSIM). All garrisons are required to complete two assessments during FY06 and one in FY07. After that, it is expected to be conducted one time each year.

Question: I received the email with my username and password that permits me access to the OSA Tool. What should I do if my password doesn’t work when I attempt to log on?

Response: If you encounter difficulties during the log on process, please follow these steps:

- 1) Directly copy the user ID Name from the email and paste it into the ID Name box on the login page. Do the same copy-and-paste for your password.
- 2) If this does not work, please contact your garrison Point of Contact (POC) in the Plans, Analysis, and Integration Office (PAIO).

If your garrison POC doesn’t have the solution, they will contact the region POC, listed below. Please do not contact the Regional POC directly unless your garrison POC indicates you should do so. The region POC will conduct any further actions necessary to ensure that you gain access to the OSA Tool.

Location	Name/Email	Phone
NERO	Barbara Good goodb@monroe.army.mil	757-788-7652
SWRO	Raye Anne Hawkins Rayeanne.hawkins@samhouston.army.mil	210-295-2260
KORO	Yi U Nan yi.unan@korea.army.mil	DSN 738-3283
NWRO	Ken Krambeck krambeckk@ria.army.mil	309-782-8291 (DSN 309-782-8291)

Location	Name/Email	Phone
PARO	Lorna Hu lorna.hu@us.army.mil	808-438-1713 (DSN 315-438-1713)
SERO	Bettye Cook bettye.cook@forscom.army.mil	404-464-2882 (DSN 367-2882)
EURO	Glynis Walker glynis.walker@us.army.mil	0049-6221-6086 (DSN 370-6086)
IMA HQ Arlington	Rosye Faulk rosye.faulk@hqda.army.mil	703-602-2478

Question: What should I do if I don’t understand terms used in the OSA Tool questions?

Response: The OSA Tool homepage provides a link to a comprehensive glossary where complicated terminology is explained. The terms are listed in alphabetic order in the glossary.

Question: Do I have to finish the survey in one sitting? What happens if I leave the survey and come back at a later time? Will my progress be saved?

Response: No, you don’t have to finish it at one sitting, unless that’s the way your garrison is setting up the survey. You may start and stop the assessment as many times as needed during the survey period for your garrison. The survey should take approximately 1 to 1-1/2 hours to complete, depending on how much time you take for your written comments. You can log in and work on the survey from any computer that has internet access and Internet Explorer (or other compatible browser). You will need to have your ID Name and password. You may even complete the survey from your home or while on a TDY assignment, if necessary.

Question: How do I know when I am done with the OSA assessment?

Response: A completion screen will be displayed once you have finished all sections of the survey. After this screen appears, no further action is necessary.

Question: Are my answers confidential? Will my garrison know how and I answered the questions?

Response: Yes, your answers are anonymous and your garrison will not know how you as an individual responded unless you “self-identify.” The information gathered through the OSA Tool is managed by a third party contractor. IMA’s role is to help administer the Tool and to address logistical matters. The feedback reports that IMA and the garrisons receive are summaries of feedback from the entire survey pool. When the feedback reports are produced, there is no direct link back to the person who entered the data unless someone chooses to “self-identify,” that is, to include their name in their written comments.

