



Tuesday, June 4, 2019  
DCPAS Message 2019039

**DEPARTMENT OF DEFENSE**  
DEFENSE CIVILIAN PERSONNEL ADVISORY SERVICE  
4800 MARK CENTER DRIVE  
ALEXANDRIA, VA 22350-1100

FOR: CIVILIAN PERSONNEL POLICY COUNCIL MEMBERS

FROM: Defense Civilian Personnel Advisory Service Director, Ms. Michelle LoweSolis 

SUBJECT: Revisions to the Chief Human Capital Officer's Management Hiring Process Satisfaction Survey

SUSPENSE: N/A

ACTION: Disseminate to DoD Human Resources Practitioners & Hiring Managers

REFERENCE:

- a) DCPAS Message 2019025: Chief Human Capital Officer's Management Hiring Process Satisfaction Survey Policy Guidance
- b) DASD(CPP) Memorandum, "Chief Human Capital Officer's Management Hiring Process Satisfaction Survey Policy Guidance," dated March 22, 2019

BACKGROUND/INTENT: The Chief Human Capital Officer's Management Hiring Process Satisfaction Survey (CHCO MHPSS) is the Office of Personnel Management's method of obtaining feedback from managers across the Federal Government who receive human resources (HR) services to fill their positions. The CHCO MHPSS has been streamlined from 39 to 22 questions. The survey continues to measure hiring managers' satisfaction with HR services, candidate quality and quantity, and available hiring flexibilities. The procedures for completing the survey remain the same. The survey will automatically generate when the hiring manager returns the referral certificate; however, the survey can also be found at and voluntarily completed at <https://study.opm.gov/mss>.

Survey results will be monitored and evaluated with the intent to improve both timeliness and quality of civilian hiring. Component support is necessary to carry out the roles and responsibilities outlined in the DoD MHPSS policy guidance.

POINT OF CONTACT: Ms. Eva Askins, Employment & Compensation, (571) 372-2073 or by email at [eva.a.askins2.civ@mail.mil](mailto:eva.a.askins2.civ@mail.mil)

Attachment(s):

As stated

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