

Access

5. What difficulties, if any, have you experienced in trying to find someone from the MOCAS staff to assist you? (Mark all that apply)
- Not applicable; I do not contact DFAS when I have MOCAS problems
 - No difficulties
 - Difficulty with automated toll free (i.e., 800) number
 - Telephone rang without answer or stayed busy
 - Telephone messages are not returned
 - Telephone call transferred multiple times
 - Kept on hold
 - No response to e-mail messages
 - E-mail forwarded multiple times
 - Difficulty getting through to the fax number
 - Faxes answered slowly
 - Other
6. How do you usually contact DFAS regarding MOCAS issues? (Mark all that apply)
- Not applicable; I have not contacted DFAS in the last 12 months
 - Telephone
 - E-mail
 - Website/myInvoice (formerly the Vendor Pay Inquiry System, VPIS)
 - Fax
 - Mail
 - Visit
7. Whom do you normally contact first regarding MOCAS?
- DFAS Columbus
 - Program Office
 - Administrative Contracting Officer (ACO)
 - Procurement Contracting Officer (PCO)
 - Other

26. service.	Overall, MOCAS provides timely	O	O	O	O	O	O
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Overall Satisfaction

46. Overall, how satisfied or dissatisfied are you with the services you received from the MOCAS staff?
- Very Dissatisfied
 - Dissatisfied
 - Neither Satisfied Nor Dissatisfied
 - Satisfied
 - Very Satisfied
47. If you had a choice of service providers, would you use MOCAS again?
- Yes
 - No
 - Not Sure
48. If you had a choice of service providers, would you recommend MOCAS to others?
- Yes
 - No
 - Not Sure
49. Please consider all your experiences to date with MOCAS. Using the 10-point scale below, indicate how satisfied you are with MOCAS products and services.
- 1 Very Dissatisfied
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
 - 10 Very Satisfied
50. Considering all of your expectations, do MOCAS products and services fall short of or exceed your expectations?
- 1 Falls Short of Expectations
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
 - 10 Exceeds Expectations

51. Imagine an ideal organization providing contractor pay services. How well would MOCAS compare with that ideal organization?

- 1 Not Close to Ideal
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Very Close to Ideal

52. Use the following space to describe what MOCAS is doing well.

53. Use the following space to describe what you would like to see MOCAS change.