

2010 DFAS MyPay Customer Satisfaction Survey

Instructions:

Thank you for using MyPay. The following survey consists of five short questions. Please take a moment and complete this very important survey. The responses provided on this survey cannot be linked to you or any of the information you have provided in myPay.

Your comments are extremely important to the Defense Finance and Accounting Service and will be used to ensure that MyPay is designed to meet the customer's needs.

1. How easy was it to access the MyPay system?
 - Very Easy
 - Easy
 - Neither Easy Nor Difficult
 - Difficult
 - Very Difficult

2. Were the instructions easy to understand?
 - Very Easy
 - Easy
 - Neither Easy Nor Difficult
 - Difficult
 - Very Difficult

3. How easy was it to enter your actions when compared to completing a form?
 - Very Easy
 - Easy
 - Neither Easy Nor Difficult
 - Difficult
 - Very Difficult

4. What is good/works in the MyPay system?

5. Do you have a recommendation for improvement to the MyPay system?