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# DHRA Enterprise Operations Center (DEOC)

## July 2020 DEOC Customer Experience Questionnaire Design and Questions

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Defense Human Resources Activity (DHRA)  
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## July 2020 Questionnaire Questions

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### Customer Demographic Questions

**1. Select the category that best defines your position.**

- Contractor
- GS-05 - GS-09 or military equivalent
- GS-10 - GS-13 or military equivalent
- GS-14 and above or military equivalent

**2. Which DHRA Component do you support?**

- DANTES
- DCPAS
- DEOC
- DLNSEO
- DMDC
- DMOC
- DPFSC
- DSPO
- DTMO
- HQ DHRA
- OACT
- OPA
- SAPRO



## DHRA Shared Services and DEOC Questions

### 3. How familiar are you with the DHRA Shared Services provided by the DHRA Enterprise Operations Center (DEOC)?

DEOC Services include: Accounting, Budget Execution, Contracting, COR Program, DHRA Travel Program, Employee Onboarding, Enterprise Training, Facilities Operations, FOIA, Forms, Government Purchase Card (GPC), Information Collections, Mass Transportation Benefits, Military Interdepartmental Purchase Request (MIPR), Out-Processing, Parking Management, Privacy, Reasonable Accommodation, Records Management, Requirements Management, Security, Support Agreements, Telecommunications Program, and Time & Attendance

- Very familiar, I know DEOC Services well and use them often
- Somewhat familiar, I've used DEOC Services occasionally
- Somewhat familiar, but I don't recall using DEOC Services
- Not at all familiar

(Respondents who select “somewhat familiar, but I don’t recall using DEOC Services” or “not at all familiar” will exit the questionnaire at this point.)

### 4. How frequently do you submit requests for DHRA Shared Services provided by DEOC?

- I typically submit at least one request a week
- I typically submit at least one request a month
- I typically submit at least one request every three months
- I typically submit at least one request every six months
- I typically submit one request a year
- I haven't been using DEOC Services long enough to say

### 5. How many DEOC Action Officers do you typically coordinate with to complete your Service Requests?

- One Action Officer
- Two Action Officers
- Three Action Officers
- More than three Action Officers

### 6. How would you describe the responsiveness of the DEOC Action Officers you typically coordinate with to complete a Service Request?

- Very responsive
- Somewhat responsive
- Neither responsive nor unresponsive
- Somewhat unresponsive
- Very unresponsive



**7. Do you typically receive a substantive status update within 48 hours of making your Service Requests?**

- Yes
- No

**8. How long does it typically take to successfully resolve your Service Requests?**

- Typically resolved on the day the request was submitted (Opened-Closed Same Date)
- 1 to 9 Days
- 10 to 14 Days
- More than 14 Days
  - Please provide the specific number of days typically required to successfully resolve your Service Request \*TEXT BOX\*

**9. How would you describe the reliability of the DHRA Shared Services provided by DEOC?**

- Very reliable
- Somewhat reliable
- Neither reliable nor unreliable
- Somewhat unreliable
- Very Unreliable

**10. How would you describe your level of satisfaction with the DHRA Shared Services provided by DEOC?**

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

**11. Please provide any additional feedback you may have regarding your level of satisfaction with the DHRA Shared Services provided by DEOC, as well as any feedback on DEOC's overall responsiveness and reliability. As with all responses, your feedback will remain anonymous.**

\*TEXT BOX\* Free Response

**12. How would you rate the overall performance of DEOC?**

\*5 Star Rating Scale\*



