



DEOC Service Center Questionnaire

DRAFT

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User Demographic

1. Select the category that best describes your position (Multiple Choice).
 - A) Contractor
 - B) GS07-GS09
 - C) GS11-GS13
 - D) GS14-GS15
 - E) SES

2. Which DHRA Component do you support?

A) HQ	I) DSPO
B) DANTES	J) DTMO
C) DCPAS	K) DACT
D) DEOC	L) OPA
E) DLNSEO	M) SAPRO
F) DMDC	
G) DMOC	
H) DPFSC	

DEOC Services Center

3. How familiar are you with the DEOC Service Center? (Multiple Choice)

- 4 – Very familiar, I know it well and use it often
- 3 – Somewhat familiar, I've used it occasionally
- 2 – Somewhat familiar, but I don't recall using it
- 1 – Not at all familiar

4. How do you typically submit service requests?

- SharePoint
- Phone
- Email
- In person

5. How many DEOC service representatives do you typically coordinate with to complete your service requests? (Multiple choice)

- A) One representative
- B) Two representatives
- C) Three representatives
- D) More than three representatives

6. Which service areas are you typically requesting support for? (Please select all that apply)

*List the 33 service areas

7. Was the number of follow-up contacts with representatives more or less than you expected?

- A) More
- B) Less

8. How would you describe the responsiveness of the DEOC Service Center?

- 5) Very responsive
- 4) Somewhat responsive
- 3) Neither responsive nor unresponsive
- 2) Somewhat unresponsive
- 1) Very unresponsive

9. Please explain why you selected your previous response to Question 8.
10. Do you typically receive a status update within 48 hours of your service requests?
- A) Yes
 - B) No
12. How would you describe your level of satisfaction with the DEOC Service Center since it began operations on 03JUN19?
- 5 – Very satisfied
 - 4 – Somewhat satisfied
 - 3 – Neither satisfied nor dissatisfied
 - 2 – Somewhat dissatisfied
 - 1 – Very dissatisfied

13. Please explain why you selected your previous response to Question 12.

14. Do you have any other comments or feedback for us?

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