



DEOC Service Center Questionnaire

DRAFT

OMB Control Number: 0704-0553

Expiration Date: 03/31/2022

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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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