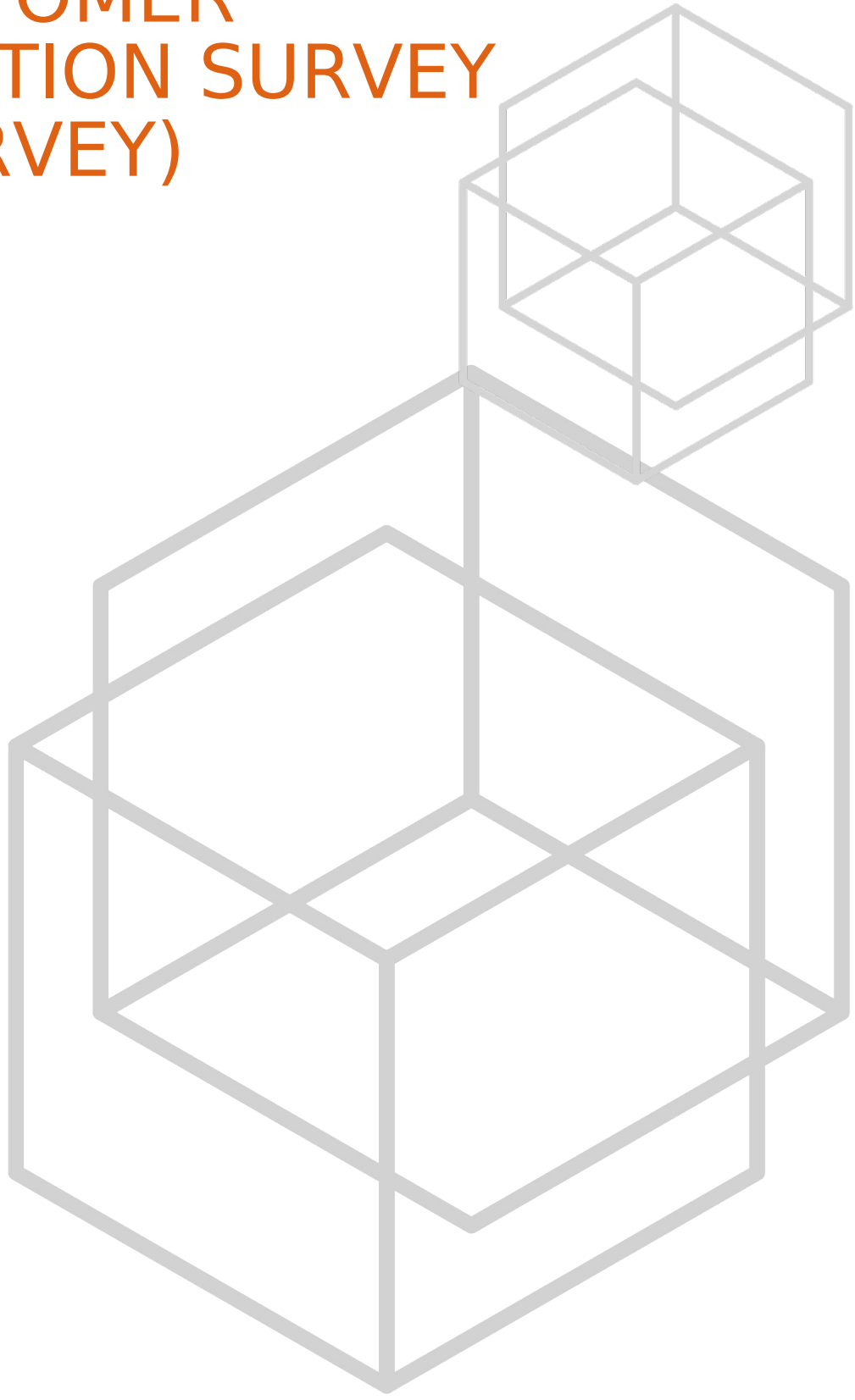


DSC CUSTOMER SATISFACTION SURVEY (WEB SURVEY)



Introduction

Fors Marsh Group is conducting a voice of the customer survey on behalf of the Department of Defense. We are interested in your feedback regarding your recent interaction with the DMDC Support Center (DSC). Results from this survey will be used to improve services provided to DoD employees, contractors, and beneficiaries. This survey should only take about 5 minutes to complete. Survey participation is voluntary. You can skip questions you choose not to answer and you can stop participating at any time.

Agency Disclosure Notice

The public reporting burden for this collection of information, OMB control number 0704-055, is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

[CONTINUE TO S1]

- S1. Our records indicate that you recently spoke to [INSERT CSR's FIRST NAME] from the DMDC Support Center (DSC), which you may recognize as the RAPIDS or TASS helpdesk, on [INSERT DATE] regarding [REASON FOR THE CALL].

Do you recall this conversation?

- 0 No
1 Yes

IF S1 =1, SKIP TO S4

IF S1 =0 OR 99, CONTINUE TO S3

- S3. DSC is responsible for assisting DMDC systems and website users, including but not limited to Service members and their families. DSC

provides technical support on various DoD applications and websites. You may recognize the DSC call center as the RAPIDS or TASS helpdesk.

Do you recall having a conversation of this nature?

- 0 No
- 1 Yes

IF S3 =0 OR 99, THANK AND TERMINATE

IF S3 =1, CONTINUE TO S4

S4. How would you characterize the result of the call?

- 1 Issue was resolved
- 2 In the process of being resolved or awaiting resolution (e.g., have an open ticket, awaiting follow-up call)
- 3 Incomplete due to conflicting or wrong information
- 4 Incomplete because you were referred within DMDC (e.g., DSO Beneficiary Support or Field Support, Tier II, Tier III)
- 5 Incomplete because you were referred to another agency (e.g., VA, Tricare)
- 6 Incomplete because you were disconnected on the phone call
- 7 Incomplete for some other reason

IF S4=1-5, 99 SKIP TO S6

IF S4=6, CONTINUE TO S9

IF S4 =7, CONTINUE TO S5

S9. Did you receive a call back from the representative after you were disconnected?

- 0 No
- 1 Yes

CONTINUE TO S6

S5. Please tell us for what other reason your call was incomplete.
[INSERT TEXT BOX]

S6. How many times had you called DSC before talking to [INSERT CSR's FIRST NAME]?

- 1 0
- 2 1
- 3 2-3
- 4 4-6
- 5 More than 6 times

IF S6=1, 99 SKIP TO S8

IF S6=2, 3, 4, 5 CONTINUE TO S7

S7. Please tell us why you had to contact DSC more than once. Please do not include any personally identifiable information.

[INSERT TEXT BOX]

99 No Comment

S8. If you were placed on hold by [INSERT CSR's FIRST NAME] did he/she provide you updates throughout the call?

- 0 No
- 1 Yes
- 2 Not Applicable (You were not placed on hold)

Satisfaction with Overall Experience

OS1. How satisfied are you with your overall DMDC Support Center service experience that took place on [DATE]?

- 01 Very dissatisfied
- 02 Dissatisfied
- 03 Neither satisfied nor dissatisfied
- 04 Satisfied
- 05 Very satisfied

IF OS1=1, 2, ASK OS3

IF OS1=3-5, 99 SKIP TO DF1

[SELECT ALL THAT APPLY]

OS3. Please select the reasons you are dissatisfied with DSC. I am dissatisfied with DSC because...

- 01 my call has been referred back and forth between DSC and another entity
- 02 I am dissatisfied with a government website or application I am using (e.g., RAPIDS, DBIDS, TASS)
- 03 I experienced issues with the phone system (e.g., long wait or hold times, disconnected, automated menu prompts)
- 04 it took or is taking too long to resolve my issue
- 05 I am dissatisfied with the service I received from the DSC CSR (e.g., lack of knowledge, courtesy, respect)
- 06 policy prevents my issue from getting resolved with DSC (e.g., security lockdown times, additional documentation required, adequate access to software or hardware)
- 07 Of another reason [text box]

IF OS3=1, ASK OS3_1

If OS3=2, ASK OS3_2

IF OS3=3-7, 90, 98, 99 SKIP TO DF1

OS3_1. Which agency, other than DSC, was involved with the back and forth you experienced?

[INSERT TEXT BOX]

99 No Comment

If OS3=2, ASK OS3_2

ELSE SKIP TO DF1

OS3_2. Which government website(s)/application(s) were you dissatisfied with? And which aspects of the website(s)/application(s) was causing difficulty (e.g., logging in, navigating the tool)?

[INSERT TEXT BOX]

99 No Comment

Fairness Perceptions

Please answer the following using the strongly disagree to strongly agree scale.

DF1. The result of your call was what you had hoped for.

- 01 Strongly disagree
- 02 Disagree
- 03 Neither agree nor disagree
- 04 Agree
- 05 Strongly agree

PF1. The policies and procedures used by the DSC to resolve your service issue were fair (e.g., access to websites/applications, troubleshooting steps, retrieval or reset of account passwords, length of account time-outs)

- 01 Strongly disagree
- 02 Disagree
- 03 Neither agree nor disagree
- 04 Agree
- 05 Strongly agree

PF2. At any point during your call on [INSERT DATE] did the Customer Service Representative or CSR explain that the necessary steps to resolving your issue required transferring your call to someone else?

- 0 No
- 1 Yes

IF PF2=0, 99 SKIP TO CSR1

IF PF2=1, ASK PF3

OPENPF3. Please share which aspect of resolving your issue required transferring your call to someone else. Please do not include any personally identifiable information.

[INSERT TEXT BOX]
99 No Comment

CSR Satisfaction

CSR1. What is your overall satisfaction level with the CSR that you interacted with during your call to the DSC on [INSERT DATE]?

- 01 Very dissatisfied
- 02 Dissatisfied
- 03 Neither satisfied nor dissatisfied
- 04 Satisfied
- 05 Very satisfied

IF CSR1=1, 2, ASK CSR2

IF CSR1=3-5, 99 SKIP TO IF1

CSR2. Please tell us why you were dissatisfied with the CSR. Please do not include any personally identifiable information.

[INSERT TEXT BOX]

99 No Comment

Interactive/Information Fairness (Focus on Treatment of Customer)

Please answer the following using the strongly disagree to strongly agree scale.

IF1. For the last set of questions, please think specifically about your interactions with the customer representative or representatives you talked with to resolve your issue. Please select how much you agree or disagree with these statements.

- 01 Strongly disagree
- 02 Disagree
- 03 Neither agree nor disagree
- 04 Agree
- 05 Strongly agree

- A. Performed services within a reasonable amount of time.
- B. Communicated in a clear and concise manner.
- C. Demonstrated knowledge of website support, hardware, software, or systems specific to your issue.
- D. Knew how to resolve your issue or referred you to the correct entity that could resolve your issue.
- E. Seemed willing to help resolve your issue.
- F. Kept you appropriately updated throughout the span of your call.
- G. Was focused and attentive during the call.
- H. Provided additional information to you that was correct.

- I. Explained how the issue was fixed.
- J. Showed you courtesy and respect.

CONCLUSION. This concludes the DSC Voice of the Customer Survey. Thank you very much for your time.