

39 responses to the 2015 survey. (2014 survey had 32 responses)

1. I am very satisfied with the organization and materials presented during the 2015 PayPers conference.

Answer Choices	Responses	
– Strongly Agree	71.05%	27
– Somewhat Agree	26.32%	10
– Neither Agree nor Disagree	2.63%	1
– Somewhat Disagree	0.00%	0
– Strongly Disagree	0.00%	0
Total		38

2. Did you take something away from PayPers that can help you provide better and more efficient services to our mutual customer?

Answer Choices	Responses	
– Yes	94.74%	36
– No	5.26%	2
Total		38

3. Would you like to see more or fewer workshops in the future?

Answer Choices	Responses	
– More	80.56%	29
– Fewer	19.44%	7
Total		36

4. What part of the conference was the most helpful or least helpful?

- DOD new retirement.

- Internally - The opportunity to meet with DFAS' customers one-on-one.
- Retired Pay Operations presentation
- The networking and update briefs from various agencies
- I enjoyed the presentation by the Services regarding their part of the retirement process.
- The legislation brief, presentations by services
- The processing and the departments, who the leads are, learning about the processing of the different branches of service.
- Least Helpful -- I dialed in remotely, and thanks to the Navy NPC overbroad casts, I missed a great deal of valuable information. I finally hung up and missed the whole last afternoon, as I was spending too much time and frustration just trying to figure out what was going on to get anything out of the briefings. I am in Rota, Spain, and the prospect of spending my evening trying to glean some valuable tidbits out of a briefing that I couldn't hear was too onerous to stay online.
- So much information, make it at least 2 full days. Knowing who you can contact directly for specific scenario and getting the one on one face connection. I always contact Jeff Meier but it is nice to know Tim Jackson said I could contact him anytime as well. Mr. Jerome Dunnigan has also contacted me about a PDRL/CRDP issue I am having with one of my retiree's.
- The subjects regarding errors made specifically addressing CRSC payments.
- My take away was processing of the SBP documents.
- How the account is established.
- Update on DRAS II and the Service updates were most helpful
- Information from DoD on the retirement system was awesome.

- How different services run their RSO organization was somewhat interesting but not all that useful.
- The Phase in for TSP retirement and Kenville class on CRSC/CRDP process
- Briefings were for the most part very well done. Interaction with counterparts is always helpful.
- Most helpful-learning about how the other services process retirements.
- The ability to network with individuals
- crdp and crsc - timelines on processing pkts at dfas level
- Meeting (face to face) the people who are working issues we call in was fantastic! The information was all very applicable to an RSO who has the responsibility of serving all services.
- Most helpful was upcoming changes (e.g., likely retired pay changes) and examples of the training provided by other services. I didn't find anything "least helpful."
- The call center brief was helpful. The steps taken recently seem to answer concerns from the Army RSOs.
- No Comment
- Social events to spur interaction
- Least Helpful: Casualty presentation. Most Helpful: New Accounts and Customer Care
- The DRAS2 brief was helpful. Would recommend including service level personnel in this process as it continues.
- I enjoyed each branch of service presentation on who they process retirements.
- CSR and Blended seminar brief were very informative.

- Presentations by Services and DOD; DFAS explanation of DRAS2
- The Service Updates on functions, processes and customers supported
- Pat Mulcahy's material
- The workshops for the New Accounts department and the positive feedback and sharing of skills and knowledge

5. What would you suggest or add to make the 2016 PayPers better able to meet your goals?

- Internally - I believe DFAS can really capitalize on the workshop approach. I'd like to more intentionality towards the working with our customers' individual issues.
- Think current format is sufficient
- I would like to see a presentation by DFAS on the steps they take on rejected New Accounts, and how they convey that to the Services.
- Would like to see and hear more on the Army side
- Discussion of the TDRL process in detail to help give others a better understanding of how we work with retired pay and TDRL Soldiers giving a better understanding of why we suspend pay.
- Figure out a way to be able to mute and/or actually hang up on "nuisance" callers. 2. Require all briefers to provide "Notes" pages with their briefings, so that, in the event of comms problems, we could at least get the primary messages out of each slide. This would also accommodate remote sites that can't afford to come to Cleveland, and who have conflicts preventing them from dialing in to the conference.
- I would have a two hour break out session on the second day to have a right seat/left seat and watch a DFAS worker bee do his or her thing.

- I would bring back updated teaching slides that were at the 2014 DFAS regarding CRSC.
- More information from VA regarding processing DD Form 2891. Veterans were advised to submitted the form to their Regional VA office. Majority of Regional offices will process the form when others state DFAS must process.
- Active duty casualty SBP
- nothing to add, at this time
- From a VA perspective an extra day to meet with our counterparts & discuss any outstanding issues.
- More breakout sessions to address current problems/issues that require joint resolution.
- More on processes between DFAS and other partners, VA, DMDC, etc
- Add CCP.
- Identification during social events
- SBP seems to provide the greatest challenge in service related retirements.
- I'd like to have a senior leader recap of issues important to him -- some visibility of his top 5 concerns just to have that top down appreciation of issues.
- Continue to provide updates on DRAS 2. And look for service input.
- Continue the social events and snacks which encourage interaction between departments and agencies (e.g., VA, etc.)
- I would like to see more emphasis on the Reserve retirement issues being presented at the conference.
- More policy discussion. Identify policy or procedural issues 2-3 months before the conference, have services of DFAS, or DOD create information papers

outlining the issue, and then discuss the issues in an open forum -- the same procedure the DOD SBP Board does. Have DFAS General Counsel present a brief of issues/trends they see and are concerned about.

- Identify the top 3 to 5 common errors or problems the services are having with data, process, or procedural integrity issues to find a standard or "best" efficient process to reduce the data errors. May require providing educational tools and materials to customers.
- Keep moving forward with this format and building stronger communications and developing our skills to better service our mutual customers.