

# THE FORT HOOD CUSTOMER SERVICE NEWSLETTER

October 21, 2011



## FORT HOOD "THE GREAT PLACE" CUSTOMER SERVICE NEWSLETTER OCTOBER 2011

3. Customer will then fill in the appropriate cells below to provide us with their Site Suggestions, Questions, or Comments.

4. Customer will then click on "Submit Suggestions." All suggestions are sent to the Fort Hood Customer Service Officer.



### 4th QTR, FY11 ICE Award Winners

Congratulations to the organizations and individuals in the next column who have been selected as winners for the 4th Qtr/FY11 ICE Awards. Awards will be presented at the Hood Hero Awards Ceremony, which is scheduled for 15 November 2011, from 1130 to 1300 at Club Hood, Grande Ballroom.

### Customer Service "Warrior" Award Recipients:

Johanna Cooks, DPW, Housing Services Office

Jacqueline Bates, Family and MWR, Parent and Outreach

Services Branch  
Simisola Aromolaran, Family and MWR, Soldier and Family Assistance Center

### Service Provider Award Recipients:

Medical Evaluation Board Outreach Counsel Office

DHR-Soldier Readiness Processing Center

DOL-Transportation Motor Pool

\*\*\*\*\* A Special Thanks goes out to the Panel Members who took time out of their busy schedule to evaluate all nomination packets.

The Interactive Customer Evaluation (ICE) Awards Program is a great way to recognize those folks who are Customer Service Representatives (CSRs) who go out of their way to provide excellent customer service to the community on a daily basis. If you know of someone who is deserving of this recognition, please call 254-288-6260 or send email to [dale.cowan@us.army.mil](mailto:dale.cowan@us.army.mil) for information on how to nominate someone for the 1<sup>st</sup> quarter of FY 2012.

Did you know that the Interactive Customer Evaluation (ICE) Program can be used as a Suggestion tool as well as submitting your customer service related comments? Follow the instructions below to provide us with any suggestions you might have for Fort Hood:

1. Front page of ICE: Customer clicks on "Site Suggestions, Questions, Comments" below:

2. Customer will then select the Topic/Subject Category.

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Below are the <b>ICE SATISFACTION PERCENTAGES FOR FY 11</b> for all the Garrison Service Providers and agencies external to the Garrison.	Card Submissions	% Satisfied
<b>Fort Hood Garrison</b>	20887	91%
Organizations Below Fort Hood Garrison	Card Submissions	% Satisfied
Ft. Hood - Directorate of Aviation Operations	98	100%
Ft. Hood - Directorate of Emergency Services	231	46%
Ft. Hood - Directorate of Human Resources	2997	88%
Ft. Hood - Directorate of Logistics	2692	95%
Ft. Hood - Directorate of Morale, Welfare and Recreation	2328	81%
Ft. Hood - Directorate of Plans, Training, Mobilization and Security	8778	99%
Ft. Hood - Directorate of Public Works	2003	74%
Ft. Hood - Equal Employment Opportunity Office	3	67%
Ft. Hood - Installation Contracting Office	0	Not Rated
Ft. Hood - Installation Safety Office	6	67%
Ft. Hood - Internal Review and Compliance Office	0	Not Rated
Ft. Hood - Network Enterprise Center	0	Not Rated
Ft. Hood - Plans, Analysis and Integration Office	66	64%
Ft. Hood - Public Affairs Office	52	48%
Ft. Hood - Religious Services Office	25	86%
Ft. Hood - Resource Management Office	17	83%
Service Providers directly related to Fort Hood Garrison	Card Submissions	% Satisfied
Chili's Restaurant	9	44%
Family Readiness Group (FRG) & Family Readiness Support Assistants (FRSA)	50	68%
Garrison Command Group (USAG)	55	20%
Legal - Fort Hood Claims Office (NOT LEGAL ASSISTANCE)	18	73%
Legal - Legal Assistance & Tax Center (III Corps Office of Legal Assistance)	253	83%
Legal - Medical Evaluation Board (MEB) Outreach Counsel Office	793	100%
MSE G6 - Building 1001 III Corps and MSE Help Desk	46	98%
MSE G6 III Corps and MSE SharePoint Support Team	2	50%
MSE G6 Wireless Device Manager	13	100%
Resiliency Campus - Comprehensive Soldier Fitness Training Facility	96	69%
Resiliency Campus - Comprehensive Soldier Fitness Training Facility	22	89%
United Service Organizations (USO)	11	50%
WIC (Women, Infants and Children) Program	15	100%

Ratings are not meaningful until at least 25 responses have been entered.

### Status Indicators:

#### Satisfaction Questions (Percentage):

100%-85%

84%-65%

64%-0%

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## Accessing the Fort Hood ICE Site to provide Customer Service Feedback:

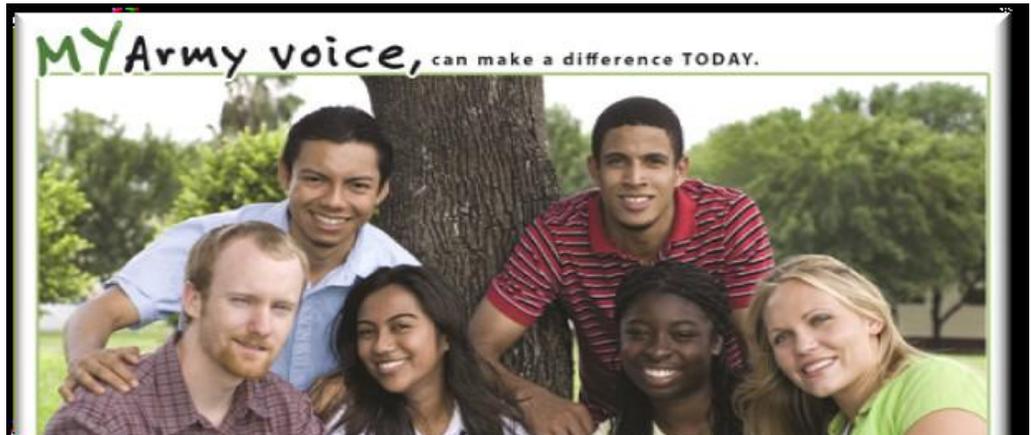
The ICE System is a quick way for customers to get their feedback to customer service representatives; however, locating the correct service provider account is not always all that easy. Below are three ways the ICE System allows customers to submit comments:

### Leaving contact information:

Although the ICE system is designed for customers to leave comments anonymously, managers cannot follow-up with a customer for more information or to more adequately address an issue if contact information (phone number and/or email) is not provided by the customer. Please consider this when submitting your comment and ensure your contact information is correct. Our highest priority is to address our customer's concerns.

As always, for questions regarding the ICE Program, please call your Customer Service Officer at 254-288-6260 or 254-258-2744 or email at [dale.cowan@us.army.mil](mailto:dale.cowan@us.army.mil).

\*\*\*Access the ICE Site using the following web site address: <https://ice.disa.mil>. Once you arrive at the main ICE web page, click on "CONUS" underneath "Army" on the left hand side. **A detailed pictorial is shown in this Newsletter.**



1. **The easiest:** At the very top right hand side, the customer will see "Service Provider Search:" with a text box and a "GO" button right next to it. Here, the customer can type in a word (such as housing) and all service provider accounts with that word in the title will come up. This is the easiest and quickest method to locate a service provider to comment about.

2. **Fairly easy:** By alphabetical listing: The customer can scroll down and click on "Show all the service providers for Ft Hood." This will provide a listing of all services in alphabetical order and in most cases grouped by garrison directorate or agencies external to the garrison directorates, such as AAFES, the hospital and dental facilities.

3. **The hardest:** By category: On the Fort Hood Main ICE Page, you will find a paragraph that states: "To find a service provider you wish to rate, click on the service category below that best describes the service/product, or enter the name or location in the service provider search field at the top right of the page and click

the Go button." Although this is the most prominent feature on ICE, it's the hardest to navigate. Here, a service provider can be located if the customer knows what category the service falls under. This is NOT always the most "user friendly" method if the customer is not familiar with all the different categories and what services might fall into each category; they may find it very difficult to locate the appropriate comment card.

Note #1: If a customer cannot locate a specific service provider to make a comment about, there is a service titled: [Service Provider Not Listed \(Comments that do not apply to other providers\) \(BLDG 1001\)](#). Here, a customer can make a comment and the Fort Hood Customer Service Officer will move the comment to the appropriate service provider.

Note #2: ICE is intended for customers to submit their feedback in regards to customer service related issues, not command issues. Command issues cannot be resolved .....

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through the ICE Program. These would be better handled by contacting the unit chain of command, the Chaplain's office or the inspector general's office.

Note #3: There are some agencies that do not actually participate in the ICE Program. Two of the most prominent agencies are below:

**Smile Dental:** The Smiley Dental Clinic does NOT fall underneath the DENTAC Command. The website that you can go to so that you can make contact with them there at

<http://www.smilecare.com/custom.cfm?name=tmp2.cfm&id=82>.

You can visit their website or call them at (254) 285-2014. The complaint process for this privately owned clinic may be found at the following link:

<https://www.smilecare.com/forms.cfm?id=7>. They actually fall under the AAFES purview. You can contact Robinn Parker, Office Assistant, Fort Hood Exchange, Army & Air Force Exchange Service, Phone: 254-532-6537, ext 200, email [parkerr@aafes.com](mailto:parkerr@aafes.com).

**Commissary:** Although the Commissaries at one time participated in the ICE Program, HQ DeCA has opted out of using the ICE Program due to the fact that they need a system that serves and tracks data consistently from commissaries regardless of the branch of military installation. Although they no longer use the ICE Program, you can still submit hen click Customer Service, then select

from the options. Customer Comments YAL is Your Action Line. The fastest resolution for a local problem is to contact the Store Director or Deputy Director. The information below provided some insight into the commissaries Your Action Line (YAL) program. The commissary as a DOD Agency uses a Customer Comment Card system, better known as your Action Line (YAL) that allows our customers to express their opinion and provide valuable feedback. The hard copy form is available in the front check-out areas. An online version of the customer comment card is available on our stores and agencies website; it is also listed on the YAL poster. Currently, many customers use mailers but the electronic version carries most of the load. In both cases, comments received are channel thru DeCA/PA and then relayed to regional staffers. They intern, ping the YAL off store management for a response with a Cc to the zone manager. After management conducts their inquiry, they must provide a formal respond back to the region staffers for review/processing of the final response within 24 hours; a zone 6 requirement. Once the response has gone final, it is sent to the customer with a Cc'd copy to store management/zone manager. This venue not only helps measure customer satisfaction, it also shows the agency, zone and store what areas of operation

may need additional resources.

## Pictorial to access the ICE System:

**STEP #1:** Access the ICE Site using the following web site address: <https://ice.disa.mil>. Once you arrive at the main ICE web page, click on "CONUS" underneath "Army" on the left hand side.



**STEP #2:** Scroll down until you see "Fort Hood" and click on "Fort Hood."



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**"The single most important thing to remember about any enterprise is that there are no results inside its walls. The result of a business is a satisfied customer."**

- Peter Drucker

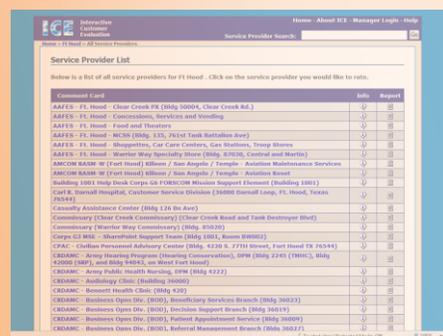
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**STEP #3:** This will bring you to the Fort Hood main ICE Site page. From there, to find a service provider you wish to rate, click on the service category below that best describes the service/product, enter the name or location in the service provider search field at the top right of the page and click the "Go" button or scroll down to "Show all the service providers for Ft Hood" and click on "Show All."



**STEP #4:** You can now select from the list of service providers to submit your comment.



**Congratulations to the following service providers for their promotion and participation in the ICE Program for FY2011:**

Number represents total # of comments received for the FY.

### DHR

- \*Education Center: 583
- \*ID Card Office: 828
- \*SRP Center: 291
- \*Transition Center: 338
- \*Reassignment Processing Branch: 255

### DOL:

- \*Transportation Motor Pool: 325
- \*Personal Property: 430
- \*ASP: 793
- \*ASP (Trans, Dist & P/U): 398
- \*Central Issue Facility: 547

### Family and MWR

- \*Kids On-Site: 418
- \*Parent Central Services: 275
- \*SKIES Unlimited: 185

### DPTMS

- \*Force Management Branch: 359
- \*Visual Info Service Branch: 562
- \*MSN Command Trng Center: 6784
- \*Training Support Center: 586

### DPW

- \*On-Post Housing: 1176
- \*Maintenance Division: 370

### Legal

- \*Legal Assistance: 253
- MEB Outreach Counsel Office: 793

The success of the program would not be possible unless there were dedicated professionals who are concerned about taking care of our customers. Your service to the Fort Hood Garrison and Installation is very much appreciated. Keep up the great work and we are looking forward to another fabulous year!

