

Supporting Statement

Defense Technical Information Center (DTIC) Generic Customer Satisfaction Survey Questionnaires
OMB Control Number 0704-0403
DTIC New Users Feedback Questionnaire

JUSTIFICATION

1. Need for Information Collection. The purpose of this voluntary questionnaire is to determine new users' satisfaction levels with the services provided by DTIC. This questionnaire will also obtain suggestions for improving the quality of service and identify issues affecting customers' service need. This Web-based feedback instrument is required to implement Executive Order 12862, dated September 11, 1993, titled "Setting Customer Service Standards;" the memorandum of the Deputy Secretary of Defense dated January 7, 1994, directing the components to apply the principles in the Executive Order to all of their customers; and the GPRA of 1993.
2. Use for Information Collection. The proposed collection of information will be conducted on a daily basis. The information obtained by this voluntary Web-based feedback instrument will be used to assist agency management in determining agency business policies and processes that should be examined, modified, and reengineered from the customer's perspective.
3. Information Technology. This is an electronic data collection (Internet) questionnaire. DTIC utilizes an automated survey software program called Survey Tracker. Each potential respondent will receive the questionnaire via email link, embedded in a DTIC New Users welcome letter. The New Users Web-based feedback instrument consists of five questions that will be accessible from a link on the New Users welcome letter.
4. Respondents, Response Rate, and Burden Hours. Respondents are DTIC's newly registered users who will be receiving DTIC's welcome letter. The New Users web-based feedback instrument will be a link in the welcome letter for customers to volunteer to respond.

Web-Based Questionnaire

Total annual respondents	7200
Frequency of response	1
Total annual response	7200
Burden per response	3 minutes
Total burden hours	360 hours

5. Sample, Sample Plan, and Response Rate. The population is composed of the Defense community including components of the Department of Defense and the military services, other federal government agencies, U.S. government contractors, and universities involved in federally funded research. 7200 is the average number of new users DTIC receives on a yearly basis. The possible universe is the 7200 new users. Samples will come from new users who volunteer to respond to the questionnaire. Based on years of previous customer satisfaction surveys, DTIC's customer base has historically experienced response rates in the 15-60 percent range. DTIC is not sure what the exact response rate will be as this is the first time DTIC is surveying new users.
6. Analytic Considerations. The analyzed data will be made available to management for the purpose of enhancing DTIC's customer services and support.

7. Data Tabulation. The generated response data will be automatically collected using the Survey Tracker software. The responses will be retrieved and automatically downloaded into specified databases for analysis and reporting.