

Supporting Statement

Defense Technical Information Center (DTIC) Generic Customer Satisfaction Survey Questionnaires
OMB Control Number 0704-0403
DTIC Customer And Relationship Experiences (CARES)

JUSTIFICATION

1. Need for Information Collection. The purpose of these voluntary feedback questionnaires is to provides customers the opportunity to share their experience with DTIC. DTIC's Customer And Relationship Experiences (CARES) is designed to improve customer service by allowing management to monitor the satisfaction levels of customer feedback in a real-time manner. These CARES questionnaires will also obtain suggestions for improving the quality of service and identify issues affecting customers' service need.
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) feedback questionnaire. DTIC utilizes an automated survey software program called Survey Tracker. Implementation of the CARES evaluation instrument will be placed at various locations on DTIC's Web site for access. It will consist of a clickable icon.
4. Respondents, Response Rate, and Burden Hours.

Web-Based Questionnaire

Total annual respondents	4000
Frequency of response	1
Total annual response	4000
Burden per response	3 minutes
Total burden hours	200 hours

5. Sample, Sample Plan, and Response Rate. The universe population can be composed of the Defense community including components of the Department of Defense and the military services, other federal government agencies, U.S. government contractors, Private Industry, and College/University. The respondents will be able to come to this web site to volunteer to respond to the feedback form
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 responses will be retrieved and automatically downloaded into specified databases for analysis and reporting.