Supporting Statement
Defense Technical Information Center (DTIC) Generic Customer Satisfaction Survey Questionnaires
OMB Control Number 0704-0403
DTIC Search Assessment Feedback Form

JUSTIFICATION

1. Need for Information Collection. The purpose of this voluntary questionnaire is to determine users' satisfaction levels with a DTIC's search features. 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 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) survey. DTIC utilizes an automated survey which employs a survey software program called Survey Tracker. Each potential respondent will receive the survey via email, utilizing a notification cover letter. The cover letter will include the proper URL for responding to the survey. All electronically generated response data will be automatically downloaded into specified databases for analysis and reporting.

4. Respondents, Response Rate, and Burden Hours

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Feedback Form

Total annual respondents	100
Frequency of response	1
Total annual response	100
Burden per response	3 minutes
Total burden hours	5 hours

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5. Sample, Sample Plan, and Response Rate. The universe population will 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.

6. Analytic Considerations. The analyzed data will be made available to management for the purpose of enhancing DTIC's searching capabilities.

7. Data Tabulation. The responses will be retrieved and automatically downloaded into specified databases for analysis and reporting.