

Supporting Statement
Defense Technical Information Center (DTIC) Generic Customer Satisfaction Survey Questionnaires
OMB Control Number 0704-0403
DTIC Web Usability Questionnaire

JUSTIFICATION

1. Need for Information Collection. The purpose of this voluntary questionnaire is to determine users' satisfaction with DTIC websites. 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 will run for three weeks. The information obtained by this voluntary Web-based feedback instrument will be used to assist DTIC Usability Work Group to determine 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 (web-based) questionnaire. DTIC utilizes an automated survey software program called Survey Tracker. The questionnaire will be accessible at various public and secure DTIC websites.
4. Respondents, Response Rate, and Burden Hours. Respondents are DTIC registered users.

Web-Based Questionnaire

Total annual respondents	150
Frequency of response	1
Total annual response	150
Burden per response	3 minutes
Total burden hours	7.5 hours

5. Sample, Sample Plan, and Response Rate. The survey 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. Samples will be drawn from DTIC users who volunteer to respond to the questionnaire. Based on years of previous customer satisfaction surveys, DTIC customer base has historically experienced response rates in the 15-60 percent range.
6. Analytic Considerations. The analyzed data will be made available to management for the purpose of enhancing DTIC 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.