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

JUSTIFICATION

1. Need for Information Collection. The purpose of this voluntary questionnaire is to determine users' satisfaction levels with a DTIC web site. 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 HTML feedback form will be used to assist DTIC San Diego Office 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 (Internet) questionnaire. DTIC utilizes a HTML feedback form. The questionnaire will be accessible at various DTIC web sites.

4. Respondents, Response Rate, and Burden Hours

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Feedback Form

Total annual respondents	200 (estimated)
Frequency of response	1
Total annual response	200
Burden per response	3 minutes
Total burden hours	10 hours

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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.