Defense Technical Information Center (DTIC®)
Customer And Relationship Experiences (CARES)

Your comments and concerns are very important to us. Please share with us your experiences using DTIC services. All responses will be confidential.

What was the nature of your visit to DTIC Online?

☐ Registration
☐ Search DTIC Collections (i.e., S&T Resources)
☐ Research and Engineering (R&E) DoD Information
☐ Information Analysis Centers (IACs) Information
☐ DoDTechipedia Information
☐ DTIC Interest Areas (i.e., communities)
☐ DoDTechipedia Information
☐ Other _____

Were you able to locate the information that you needed from this Web site?

○ Yes
○ No

If no, please explain

_____

_____

How would you rate your overall satisfaction with DTIC, on the following customer service quality factors?

Accessibility
(Ease to access staff)
○ Excellent
○ Very Good
○ Good
○ Fair
○ Poor

Accuracy (Provide complete, correct information)
○ Excellent
○ Very Good
○ Good
○ Fair
○ Poor

Responsiveness
(Timely Response)
○ Excellent
○ Very Good
○ Good
○ Fair
○ Poor

Helpfulness
○ Excellent
○ Very Good
○ Good
○ Fair
○ Poor

Professionalism
○ Excellent
○ Very Good
○ Good
○ Fair
○ Poor

How would you rate your overall satisfaction with DTIC, on the following customer service quality factors?	Excellent	Very Good	Good	Fair	Poor
	○	○	○	○	○

If you feel tha we fell short or exceeded in meeting your service expectations, please describe the situation.

_____

_____

As a result of your experience with us, what service-related improvements can you recommend?

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General Information

Which best describes your position?

○ Contracting Officer/Procurement Specialist/Contracting Officers' Technical Representative/Sponsor
○ Engineer (Aeronautical, Civil, Industrial, Mechanical or other Engineering Fields)
○ IT Software Security (Manager, Supervisor, Specialist, Analyst, Inspector, Assistant)
○ Librarian (Head, Technical, Research or other Library Staff)
○ Researcher/Analyst/Program Manager (non-scientist)
○ Resource Manager/Financial/Budget Analyst
○ Scientist (Aerospace, Biology, Chemistry, Physics or other Scientific Field)
○ Technical Information Specialist
○ Other _____

If you would like a representative to contact you regarding your comments, please provide your contact information.

Name (optional)

_____

Telephone Number (optional)

_____

Email Address (optional)

_____