

## DoDTechipedia Customer Care Questionnaire

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

This data collection is authorized by: RCS DD-NII(AR)2051, and the Office of Management and Budget, OMB #0704-0403, [REDACTED]

Expires 11/30/2010. [REDACTED]

What was your purpose for accessing the DoDTechipedia Web site?

- Browse
- Research
- Contribute
- Collaborate
- Other \_\_\_\_\_

Were you able to successfully achieve your purpose?

- Yes
- No

If no, please explain.

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Please rate your satisfaction with DoDTechipedia on each of the following areas:

Accessibility of Site	Accuracy of Information	Usefulness of Information	Ease of Site Navigation	Responsiveness of Support Team
<input type="radio"/> Excellent	<input type="radio"/> Excellent	<input type="radio"/> Excellent	<input type="radio"/> Excellent	<input type="radio"/> Excellent
<input type="radio"/> Very Good	<input type="radio"/> Very Good	<input type="radio"/> Very Good	<input type="radio"/> Very Good	<input type="radio"/> Very Good
<input type="radio"/> Good	<input type="radio"/> Good	<input type="radio"/> Good	<input type="radio"/> Good	<input type="radio"/> Good
<input type="radio"/> Fair	<input type="radio"/> Fair	<input type="radio"/> Fair	<input type="radio"/> Fair	<input type="radio"/> Fair
<input type="radio"/> Poor	<input type="radio"/> Poor	<input type="radio"/> Poor	<input type="radio"/> Poor	<input type="radio"/> Poor

How would you rate your overall satisfaction with the DoDTechipedia Web site?

- Excellent      Very Good      Good      Fair      Poor
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If you feel that we exceeded or did not meet your service expectations, please describe the situation.

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

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### General Information

Which of the following best describes your current position?

Other \_\_\_\_\_

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

Name, Telephone Number, and/or E-mail Address (optional)

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