

EXAMPLE

SURVEYS

DRAFT Example

DTIC 2007 CUSTOMER SATISFACTION SURVEY

This Web-based assessment is voluntary. However, your input is essential to improving our continuing operations and helping us better serve your information needs. The average response time to complete this survey is about 7 to 10 minutes.

OMB 0704-0403,

Thank you for participating.

SECTION 1 - USER DEMOGRAPHICS

1. Which of the following best describes your current organization? (Click on one)

- DoD/Military/Civilian (All Services/Guard/Reserves/Agencies/Labs/Colleges/Schools)
- Non-DoD Federal Government (All Departments/Agencies/Labs)
- Industry/Corporate/Government Contractor/Small Business/Labs
- Historically Black Colleges and Universities and Minority Institutions (HBCU/MI)
- College/University/Research Center (Other than HBCU/MI)
- Other (Please specify in the space below)

2. In general, which of the following best describes your current job position? (Click on one)

- Contracting Officer/Procurement Specialist/COTR/Sponsor
- Engineer (Aeronautical, Civil, Industrial, Mechanical, or other Engineering Fields)
- Librarian (Head, Technical, Research, or other Librarian Staff)
- Researcher/Analyst/Program Manager (Non-Scientist)
- Resource Management/Financial/ Budget Analyst
- Scientist (Aerospace, Biology, Chemistry, Physics, or other Scientific Field)
- Technical Information Specialist
- Security (Manager, Supervisor, Specialist, Analyst, Inspector, Assistant)
- Other (Please specify in the space below)

3. Which of the following categories best describes how long you have been a DTIC registered user? (Click on One)

Less than 1 year

1 - 2 years

3 - 5 years

6 or more years

SECTION 2 - INFORMATION REQUIREMENTS

4. Do you consider DTIC to be your primary or main source for your DoD scientific and technical information needs?

Yes

No

5. Do you think that the scope of DTIC's collection meets the needs of your organization?

Yes

Most of the time

No

6. What would you like to see that you are not currently finding in DTIC's collection?

7. What other source do you obtain scientific and information needs?

SECTION 3 - USERS OF DTIC ONLINE SERVICES

8. Which of the following DTIC online service(s) do you currently use? (Click on as many as apply)

- | | Yes |
|--|--------------------------|
| R&E Portal DoD Research and Engineering | <input type="checkbox"/> |
| Public STINET (Scientific & Technical Information Network) | <input type="checkbox"/> |
| Private STINET (Scientific & Technical Information Network) | <input type="checkbox"/> |
| Classified STINET (Scientific & Technical Information Network) | <input type="checkbox"/> |

9. If you use R&E Portal, please rate the following quality factors: (Click on as many as apply)

- | | Excellent | Very Good | Good | Fair | Poor |
|-----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Accessibility (Access to site) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ease of use (Navigating the site) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Content | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Organization | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Usefulness (Information useful) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Customer Support | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

10. What improvements would you make to the R&E Portal?

11. Does the R&E Portal provide easy access to RDT&E information?

- Yes
 No

12. If you use Public STINET, please rate the following quality factors: (Click on as many as apply)

- | | Excellent | Very Good | Good | Fair | Poor |
|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Accessibility (Access to site) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Ease of use (Navigating the site)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usefulness (Information useful)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. If you use Private STINET, please rate the following quality factors: (Click on as many as apply)

	Excellent	Very Good	Good	Fair	Poor
Accessibility (Access to site)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of use (Navigating the site)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usefulness (Information useful)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. What improvements would you make to Private STINET?

15. If you use Classified STINET, please rate the following quality factors: (Click on as many as apply)

	Excellent	Very Good	Good	Fair	Poor
Accessibility (Access to site)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of use (Navigating the site)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usefulness (Information useful)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. What improvements would you make to Classified STINET?

17. Please provide additional comments about the quality of DTIC online services.

SECTION 4 - USERS OF OTHER DTIC PRODUCTS AND SERVICES

18. Do you use the following DTIC products and services?

	Yes	No
Current Awareness Services(i.e., Scheduled Searches)	<input type="checkbox"/>	<input type="checkbox"/>
Independent Research& Development (IR&D) Database	<input type="checkbox"/>	<input type="checkbox"/>
Information Analysis Centers (IACs)	<input type="checkbox"/>	<input type="checkbox"/>
Technical Report (TR) Database CD-ROM/DVD	<input type="checkbox"/>	<input type="checkbox"/>
The DTIC Review	<input type="checkbox"/>	<input type="checkbox"/>
Technical Report Automated Information List (TRAIL)	<input type="checkbox"/>	<input type="checkbox"/>

19. Please rate the overall quality of the DTIC products and services that you currently use: (Click on as many as apply)

	Excellent	Very Good	Good	Fair	Poor
Current Awareness Services(i.e., Scheduled Searches)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent Research& Development (IR&D) Database	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information Analysis Centers (IACs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technical Report (TR) Database CD-ROM/DVD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The DTIC Review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technical Report Automated Information List (TRAIL)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 5 - CUSTOMER SERVICE EXPERIENCES

20. In your experience(s) with us, how would you rate DTIC, as a whole, on the following customer service quality factors? (Click on as many as apply)

	Excellent	Very Good	Good	Fair	Poor
Accessibility (Easy to access staff)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy (Provided correct information)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsiveness (Timely response)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of Service (How quickly performed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. In your experience(s) with DTIC's registration process, how would you rate your satisfaction level on the following factors? (Click on as many as apply)

	Excellent	Very Good	Good	Fair	Poor
Accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of Use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 6 - COMMUNICATIONS AND ACCESS

22. DTIC does a good job informing you about: (Click on all that apply)

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
New Products/Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Products/Services changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Submitting Documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training Opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
System Disruptions/Downtime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 7 - GENERAL

23. What improvements would you make to the DTIC Homepage

24. Do you think DTIC electronic submission process of technical reports is easy to use?

Yes

No

N/A

25. When do you feel you will be using DTIC services again?

Today

Within a week

Within the month

Within the next 6 months

Within 12 months

Uncertain

26. How important are DTIC products/services to the accomplishment of your business objectives
(Click on one)

Extremely Important

Very Important

Important

Not Very Important

Not at All Important

27. Which of the following describes DTIC's impact in supporting your overall mission? (Click on one)

Very High Impact

- High Impact
- Medium Impact
- Low Impact
- Very Low Impact

28. Please describe ways in which DTIC products or services have been valuable to your organization.

▲

▼

← | →

29. Would you recommend DTIC to a friend or colleague? (Click on one)

- Yes
- No

30. Please include your comments and suggestions for improving DTIC products, services, and/or our customer care.

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▼

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31. If you would like to discuss any aspects of DTIC's products or services with a DTIC representative, please provide your name and phone number or your email address.

▲

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Please note that all individual response data will remain confidential.

Thank you for participating in this important survey.

DTIC New Users Feedback Questionnaire

We need your help to improve DTIC and serve you better. Please complete this short, voluntary questionnaire to tell us about your experiences using DTIC. We will use this information to improve our continuing operations and better serve your information needs.

This questionnaire should take less than three minutes and is supported by the Office of Management and Budget, OMB #0704-0403.

Thank you for your participation!

1. What was the main purpose of registering with DTIC?

- To access Director, Defense Research and Engineering Portal (DDR&E Portal)
- To access Private STINET (Technical Reports, Research Summaries, IR&D project summaries)
- To access Classified STINET
- To access Information Analysis Centers (IACs)
- To access Antiterrorism Enterprise Portal (ATEP)
- Other (Please specify in the space below)

2. How would you rate your satisfaction level on the following registration process?

	Excellent	Very Good	Good	Fair	Poor	N/A
Ease of navigating the Web-based registration process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed with which your request was handled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of reaching someone who could assist you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to meet your needs/solve your problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. If you could change something about DTIC's registration process what would it be?

||

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4. How did you learn about DTIC?

- Previous Registered User
- Internet
- Conference/Presentation/Exhibit/Trade Show
- Word of Mouth (friend or colleague)
- Publications (articles or brochures)
- Other (Please specify in the space below)

5. Which one of the following job titles best describes your job position? (Click on one)

- Contracting Officer/Procurement Specialist/COTR/Sponsor
- Engineer (Aeronautical, Civil, Industrial, Mechanical, or other Engineering Fields)
- Librarian (Head, Technical, Research, or other Librarian Staff)
- Researcher/Analyst/Program Manager (Non-Scientist)
- Resource Management/Financial/Budget Analyst
- Scientist (Aerospace, Biology, Chemistry, Physics, or other Scientific Field)
- Technical Information Specialist
- Security (Manager, Supervisor, Specialist, Analyst, Inspector, Assistant)
- Other (Please specify in the space below)

Did You Know?

Providing quality service to customers outside of the Metropolitan Washington D.C. area is just what DTIC's Regional Offices do on a daily basis. Each of the four offices play an essential role in supporting the Defense research community. DTIC's Regional Offices are able to respond to customer needs directly, efficiently and speedily. Give them a call!

Northeastern Regional Office: CT, MA, ME, NH, NJ, NY, PA, RI, VT
Phone: (781) 377-2413; DSN: 478-2413; Email: boston@dtic.mil

Midwestern Regional Office: AR, IA, IL, IN, KY, MI, MN, MO OH, WI
Phone: (937) 255-7905; DSN: 785-7905; Email: dayton@dtic.mil

Southwestern Regional Office: AZ, CO, KS, MT, ND, NE, NM, OK, SD, TX, WY
Phone: (505) 846-6797; DSN: 246-6797; Email: albuq@dtic.mil

Western Regional Office: AK, CA, HI, ID, NV, OR, UT, WA
Phone: (310) 653-4028; DSN: 633-4028; Email: losangel@dtic.mil
Note: HQ DTIC: AL, DC, DE, FL, GA, LA, MD, MS, NC, SC, TN, VA, WV, AE, AP

To begin your DTIC research experience and learn more about our products and services, please visit the DTIC Homepage at <http://www.dtic.mil/dtic/index.html>

Thank you for your feedback!

Example of a CARES Questionnaire/form

Thank you for visiting CARES on Registration Services.

1. What was the nature of your recent contact with DTIC Registration?

- Renewal
- Contract Expired
- Password Change
- Other

2. How would you rate your overall satisfaction with registration process, on the following customer service quality factors?

	Excellent	Very Good	Good	Fair	Poor
Accessibility (Easy to access staff)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy (Provide complete, correct information)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness (Timely Response)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of Service (How quickly performed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

5. Please indicate the name(s) and comments of any staff person you would like to commend:

	▲
	▼
◀	▶

6. If you would like a representative to contact you regarding your DTIC Registration experience, please provide your name and phone number or your email address.

	▲
	▼
◀	▶

Submit Clear

NOTE: For best results, please use a browser that supports JavaScript 1.1 or higher

DTIC Web Hosting Services Feedback

This data collection is authorized by: OMB & CFR 1320 (46) OMB
 0704-0403 Expires 09/30/07

This web-based assessment is voluntary. However, your input is essential to improving our continuing operations and helping us better serve your information needs. The average response time to complete this survey is about 1-3 minutes. Please read each question carefully before responding.

Thank you for participating.

1. How would you rate your overall satisfaction with Web Hosting services at DTIC during the past year?

- Very Satisfied
- Satisfied
- Undecided
- Dissatisfied
- Very Dissatisfied

2. In your experience(s) with Web Hosting services at DTIC, how would you rate the services on each of the following?

	Excellent	Very Good	Good	Fair	Poor
Availability of your content on DTIC Servers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of publishing content to your website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness in responding to new requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness in resolving problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Please rate your satisfaction level with your DTIC point(s) of contact.

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Knowledge of website design and development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness of resolving problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Did you request a custom developed feature for your web site?

- Yes
- No (Skip to Question 8)

5. How satisfied were you with your customer developed feature?

- Very Satisfied
- Satisfied
- Undecided
- Dissatisfied
- Very Dissatisfied

6. How satisfied were you that the customer development feature met your business requirements?

- Very Satisfied
- Satisfied
- Undecided
- Dissatisfied
- Very Dissatisfied

7. How satisfied were you with the timeliness of completion of your custom developed feature?

- Very Satisfied
- Satisfied
- Undecided
- Dissatisfied
- Very Dissatisfied

8. Based on your experience, do you intend to continue to have DTIC provide support at your current level?

- Yes
- No

9. Would you recommend DTIC for other web support activities for your organization?

- Yes
- No

10. Please rate the following elements on importance when working with a Web Hosting services partner.

	Extremely Important	Very Important	Important	Somewhat Unimportant	Not at All Important
Security/DoD accreditation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness in resolving problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for custom applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer point of	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

contact

**Support for both
NIPRNET & SIPRNET
products at one
location**

Cost

**Content management
tools**

Usage statistics

Full text search

11. Do you have a need for .NET applications hosting support?

- Immediate
- 3 to 9 months
- 9 to 12 months
- Possible future need
- No need at this time

12. Please provide any additional comments that you feel will help us improve our web hosting services.

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Thank you for participating in this important survey.