Department of Defense
Defense Technical Information Center

Information for the Defense Community DTIC®

Introduction

The U.S. Department of Defense, Defense Technical Information Center (DTIC®) would like to hear from those who use its products and services in order to understand how well DTIC is meeting your needs. Please take a few minutes to complete the following survey.

Your participation is voluntary. This survey is authorized by Office of Management and Budget Control No. 1090-0007. This survey will take approximately 15 minutes to complete.

Thank you for helping DTIC better serve the defense community.

User Demographics

DEMO1. Please indicate which of the following best describes your organization.
1. DoD Military
2. DoD Civilian
3. Non-DoD Federal Government
4. DoD Industry/Government Contractor
5. Non-DoD Federal Government Industry/Government Contractor
6. College/University
7. Other (Specify)

DEMO2. Do you work in one of the following?
1. Research Lab
2. Combatant Command (COCOM)
3. Acquisitions
4. None of the above

DEMO3. Which best describes your position?
1. Contracting Officer/Procurement Specialist/Contracting Officers' Technical Representative/Sponsor
2. Engineer (Aeronautical, Civil, Industrial, Mechanical or other Engineering Fields)
3. Librarian (Head, Technical, Research or other Library Staff)
4. Researcher/Analyst/Program Manager (non-scientist)
5. Resource Manager/Financial/Budget Analyst
6. Scientist (Aerospace, Biology, Chemistry, Physics or other Scientific Field)
7. Technical Information Specialist
8. IT Software Security (Manager, Supervisor, Specialist, Analyst, Inspector, Assistant)
9. Other (Specify)

DEMO4. How long have you been a registered DTIC customer?
1. Less than 1 year
2. 1 – 2 years
3. 3 – 5 years
4. 6 or more years
5. Don't know

DEMO5. How many times have you accessed DTIC resources in the past year?
1. None
2. One
3. 2-5
4. 6-10
5. More than 10

IF DEMO 5=1 or 2 ASK
DEMO6. Why did you access DTIC resources only once or not at all in the past year?

DEMO7. When you acquire information from DTIC, who is the end-user of the information?
1. You are primarily the end-user of the information you acquire from DTIC
2. You are an intermediary user who primarily obtains information for others to use

(IF DEMO 7 = 2 ASK DEMO 8 AND DEMO9; ELSE SKIP TO NEXT SECTION)
DEMO8. How many people in your organization will directly benefit from the DTIC information you obtain?
1. Five or fewer
2. 6 – 20
3. 21 – 50
4. 51 – 100
5. More than 100

DEMO9. What do you think is the main reason end-users of DTIC information in your organization do not directly obtain the information from DTIC themselves?
1. Not aware that DTIC exists
2. Find obtaining information directly from DTIC too difficult
3. Prefer to use another search engine (e.g. Google, Yahoo!, etc.)
4. Other (Specify)

Registration Process

Q1. What product or service did you initially register for?
1. DTIC Online Access Controlled (DOAC)
2. DTIC Online SIPRNET (Classified STINET)
3. DoDTechipedia
4. Total Electronic Migration System (TEMS)
5. Aristotle

Please rate the registration process on the following areas. Use a scale from 1 to 10, where 1 means poor and 10 means excellent.   (PROGRAMMING NOTE – HAVE SCALE INFO ON SEPARATE LINE)

Q2. Ease of registration process
Q3. Convenience of process
Q4. Usefulness of help available on registration site (e.g., FAQs, eligibility requirements, etc.)
Q5. Helpfulness of Registration staff

Information/Web site

Q5. Which of the following DTIC products do you use? (Select all that apply)
1. DTIC Online (Public)
2. DTIC Online Access Controlled (DOAC)
3. DTIC Online SIPRNET (Classified STINET)
4. DoDTechipedia
5. Total Electronic Migration System (TEMS)
6. Aristotle

Q6. Which of the following DTIC products do you use most frequently? (Select one)
1. DTIC Online (Public)
2. DTIC Online Access Controlled (DOAC)
3. DTIC Online SIPRNET (Classified STINET)
4. DoDTechipedia
5. Total Electronic Migration System (TEMS)
6. Aristotle

Q7. Which do you most prefer as a point of entry to all DTIC resources? (Select one)
1. DTIC Online (Public)
2. DTIC Online Access Controlled (DOAC)
3. DTIC Online SIPRNET (Classified STINET)
4. DoDTechipedia
5. Total Electronic Migration System (TEMS)
6. Aristotle
7. New Web 2.0 Technologies Interface (wikis, social networking, and relationship mapping)

Now think about the DTIC product that you use most frequently.
Please rate (ANSWER FROM Q6) on the following areas. Use a scale from 1 to 10, where 1 means poor and 10 means excellent. If a question does not apply, please select "N/A".

 (PROGRAMMING NOTE – HAVE SCALE INFO ON SEPARATE LINE)

Q8.   Ease of access to site
Q9.   Ease of navigating site to find information
Q10. Organization and layout of site
Q11. Usefulness of information
Q12. Ease of use of DTIC Search Engine

Q13. Think specifically about DTIC's <u>online</u> services. Overall, how satisfied are you with these services? Please use a scale from 1 to 10, where 1 means very dissatisfied and 10 means very satisfied.

Q14. Are you typically able to find the type(s) of information that you need in the DTIC collection?
1. Yes
2. No
3. Not applicable

Q15. What would you like to see that you are not currently finding in the DTIC collection? (Open end)

Products and Services

Q16. Please indicate the products/resources and services from DTIC that you use. (Select all that apply)

DOAC Products/Resources
1. Technical Reports (TR) collection/data collection
2. Research Summaries (RS) collection/data collection
3. Independent Research & Development (IR&D) collection
4. Aristotle
5. Total Electronic Migration System (TEMS)
6. The DTIC Review
7. Congressional Budget Database/Query
8. Research & Engineering (R&E) Database
9. MultiSearch
10. Other (Please indicate)

DoDTechipedia Product/Resources

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1. Research
2. Collaborate/Contribute (e.g.,, edit, blog)

DOAC Services
1. Information Analysis Centers (IAC) Program
2. Customized Searches
3. Scheduled Searches
4. Referral Services
5. Ask a Librarian
6. Web Hosting
7. Regional Offices
8. Interest Areas
9. Document Submission Process
10. Other (Please indicate)

Q17. Please rate the ease of navigating between products/resources and services. Use a scale from 1 to 10, where 1 means not very easy and 10 means very easy.

ASK Q18 IF Q17=5 OR LESS

Q18. Please explain your rating.

Q19. Which one do you use most frequently? (Select one)

DOAC Products/Resources
1. Technical Reports (TR) collection/data collection
2. Research Summaries (RS) collection/data collection
3. Independent Research & Development (IR&D) collection
4. Aristotle
5. Total Electronic Migration System (TEMS)
6. The DTIC Review
7. Congressional Budget Database/Query
8. Research & Engineering (R&E) Database
9. MultiSearch
10. Other (Please indicate)

DoDTechipedia Product/Resources
1. Research
2. Collaborate/Contribute (e.g.,, edit, blog)

DOAC Services
1. Information Analysis Centers (IAC) Program
2. Customized Searches
3. Scheduled Searches
4. Referral Services
5. Ask a Librarian
6. Web Hosting
7. Regional Offices
8. Interest Areas
9. Document Submission Process
10. Other (Please indicate)

Please rate the (ANSWER TO Q19) that you indicated you use most frequently on the following. Use a scale from 1 to 10, where 1 is poor and 10 is excellent. (PROGRAMMING NOTE – HAVE SCALE INFO ON SEPARATE LINE)

(FOR PRODUCT ONLY ASK Q20-25)
Q20. Accessibility (access to service)
Q21. Ease of use
Q22. Timeliness of information
Q23. Organization of information
Q24. Usefulness of information
Q25. Meeting your information needs

(FOR SERVICE ONLY ASK Q26-31
Q26. Availability of staff
Q27. Ease of submitting your request
Q28. Professionalism and courtesy of staff
Q29. Ability to answer your question or solve your issue
Q30. Responsiveness of staff
Q31. Timeliness of service

Customer Support

Q32. During the past year, have you contacted DTIC for customer support?
1. Yes
2. No

If Q32=1 (YES) ASK Q33

Q33. How do you primarily contact DTIC? (Select one)
1. Phone
2. Email
3. Web site feedback form (e.g., DTIC CARES)

Please rate customer support on the following areas when you contact DTIC by [ANSWER FROM Q33]. Use a scale from 1 to 10, where 1 means poor and 10 means excellent. (PROGRAMMING NOTE – HAVE SCALE INFO ON SEPARATE LINE)

If a question does not apply, please select "N/A".

Q34. Availability of customer support staff
Q35. Professionalism and courtesy
Q36. Knowledgeable
Q37. Ability to answer your question or solve your issue
Q38. Responsiveness
Q39. Timeliness of service

Q40. Was your issue resolved in one contact or was an additional contact required?
1. Yes – issue resolved in one contact
2. No – had to contact more than once
3. Other (Please explain)

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Communication

How well does DTIC do in informing you about the following? Please use a scale from 1 to 10, where 1 is does not inform very well and 10 is informs very well. (PROGRAMMING NOTE – HAVE SCALE INFO ON SEPARATE LINE)

Q41. Products and services (including new offerings and revised/updates)
Q42. Training opportunities
Q43. System disruptions and downtime
Q44. DTIC events and conferences
Q45. Submitting documents

Q46. How would you rate the frequency of receiving communications from DTIC?
1. Not frequent enough to meet your needs
2. Frequent enough to meet your needs
3. Too frequent to meet your needs

Q47. How do you learn about DTIC news and events?
1. DTIC Web sites
2. DoDTechipedia News (email/listserv messages)
3. DTIC Online News (email/listserv messages)
4. Trade shows
5. Presentations and conferences
6. Articles/Publications
7. Other (specify)

Q48. What is your preferred method for receiving information about DTIC products, services, updates, etc?
1. Email/listserv messages
2. Web site announcements
3. Trade shows
4. Presentations and conferences
5. Articles/Publications
6. Other (specify)

Data Submission

Q49. During the past year, have you submitted data or information, (e.g., Technical Reports, Research Summaries or some other type of information) to the DTIC collection?

1. Yes
2. No

IF Q 49=1 (YES) ASK Q50; IF Q49=2 (NO) SKIP TO Q52

Q50. Was DTIC's electronic submission process easy to use?

1. Yes
2. No (If no, explain below)

IF Q50=2 (NO) ASK Q51 ELSE SKIP TO Q53
Q51. Please explain why the electronic submission process is not easy to use.

Q52. Why did you not submit information to the DTIC collection?

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Satisfaction

Think about all of your experiences using DTIC over the past year.

Q53. Using a scale from 1 to 10, where 1 means very dissatisfied and 10 means very satisfied, please rate your overall satisfaction with DTIC.

Now, think about how well DTIC met your expectations.

Q54. Please rate how well DTIC met your expectations using a scale from 1 to 10, where 1 means falls short of your expectations and 10 means exceeds your expectations.

Now, think about the ideal provider of scientific and technical information. How well does DTIC compare to that ideal?

Q55. Please use a scale from 1 to 10, where 1 means not very close to the ideal and 10 means very close to the ideal.

Outcome Behaviors

Q56. Do you use DTIC as your primary source for scientific and technical information?
1. Yes
2. No

IF Q56=2 (NO) ASK Q57 ELSE SKIP TO Q58
Q57. From what other sources do you obtain scientific, technical, research and engineering information?

Q58. How valuable are DTIC's products and services in helping you perform your job? Please use a scale from 1 to 10, where 1 is not very valuable and 10 is very valuable.

Q59. If you were asked, how likely are you to recommend DTIC's products and services to a colleague? Please use a scale from 1 to 10, where 1 is not very likely and 10 is very likely.

Q60. Have you submitted a complaint or recommendation to DTIC in the past year?
1. Yes
2. No

IF Q60=1 (YES) THEN ASK Q61 ELSE SKIP TO Q62

Q61. Was the complaint/recommendation handled to your satisfaction?
1. Yes
2. No (Please explain)

Q62. Please describe how you use DTIC's products and services to support your overall mission.

Q63. Please include your comments and suggestions for improving DTIC products, services, and/or customer care.