



# DoDTechipedia Customer Care Questionnaire

Burden Statement 

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 approved under OMB Control Number 0704-0403 that expires XX/XX/XXXX and DoD Report Control Symbol DD-AT&L(AR)2300 that expires 11/30/2010.

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.

\_\_\_\_\_

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                  |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If you feel that we exceeded or did not meet your service expectations, please describe the situation.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## General Information

Which of the following best describes your current position?

Other \_\_\_\_\_

If you would like a DoDTechipedia team member to contact you regarding your comments, please provide your work contact information below.

Name, Telephone Number, and/or Email Address (optional)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Information for the Defense Community 