



# Defense Technical Information Center (DTIC®)

## DTIC Cares

Your comments and concerns are very important to us. Please share with us your experiences using DTIC's products and services. All responses are anonymous.

This data collection is approved under OMB Control Number 0704-0403 and DoD Report Control Symbol DD-AT&L(AR)2300 that expires 06/30/2013.

### **What was your primary purpose for accessing DTIC's products and services?**

- Registration Process
- DTIC Online (Public)
- DTIC Online Access Controlled (DOAC)
- DTIC Online Classified (DOC)
- DoDTechipedia
- Aristotle
- DoDTechSpace
- Information Analysis Centers (IAC)
- Submitting Data to DTIC's Collections
- General/Other



# Defense Technical Information Center (DTIC®) DTIC Cares

## Registration Process

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

- Newly Registered User
- Renewal
- Contract Expired
- Password Change
- Password Change
- Other \_\_\_\_\_

**Were you able to successfully achieve your purpose?**

- Yes
- No

If no, please explain.

**Please rate your satisfaction with DTIC's registration process on each of the following areas:**

Ease of registration processes	Accessibility (of staff and services)	Responsiveness (timely response)	Helpfulness of support staff/Web site information	Accuracy of information received
<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
<input type="radio"/> NA	<input type="radio"/> NA	<input type="radio"/> NA	<input type="radio"/> NA	<input type="radio"/> NA

**How would you rate your overall satisfaction with DTIC's registration process?**

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <b>Excellent</b>      | <b>Very Good</b>      | <b>Good</b>           | <b>Fair</b>           | <b>Poor</b>           |
| <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.**

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

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## General Information

**Which of the following best describes your current position?**

Other \_\_\_\_\_

**If you are willing to be contacted by a DTIC representative regarding your comments or for further clarification, please provide your work contact information below.**

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

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# Defense Technical Information Center (DTIC®) DTIC Cares

## DTIC Online (Public)

**What DTIC Online (Public) products/services did you use?  
(Check all that apply.)**

- Technical Reports (TR)
- Congressional Budget Database
- The DTIC Review
- Current Issues
- MultiSearch (i.e., searching across DTIC, DoD and Fed Gov Web sites)
- Ask a Librarian
- Other \_\_\_\_\_

**Were you able to successfully achieve your purpose for accessing DTIC Online (Public)?**

- Yes
- No

If no, please explain.

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**Please rate your satisfaction with DTIC Online (Public) on each of the following areas:**

<b>Accessibility</b>	<b>Ease of navigating site to find information</b>	<b>Organization and layout of site</b>	<b>Usefulness of information</b>	<b>Ease of use of DTIC search options</b>
<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
<input type="radio"/> NA	<input type="radio"/> NA	<input type="radio"/> NA	<input type="radio"/> NA	<input type="radio"/> NA

**How would you rate your overall satisfaction with DTIC Online (Public)?**

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <b>Excellent</b>      | <b>Very Good</b>      | <b>Good</b>           | <b>Fair</b>           | <b>Poor</b>           |
| <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.**

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**As a result of your experience with DTIC Online (Public), what improvements can you recommend?**

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## General Information

**Which of the following best describes your current position?**

Other \_\_\_\_\_

**If you are willing to be contacted by a DTIC representative regarding your comments or for further clarification, please provide your work contact information below.**

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

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# Defense Technical Information Center (DTIC®) DTIC Cares

## DTIC Online Access Controlled (DOAC)

Which DOAC products/services did you use? (Check all that apply.)

- Technical Reports (TR)
- Research in Progress (Formerly Research Summaries)
- Independent Research & Development (IR&D)
- Congressional Budget Database/Query
- Research & Engineering (R&E) Database
- The DTIC Review
- MultiSearch (i.e., searching across DTIC, DoD and Fed Gov Web sites)
- Current Issues
- Ask a Librarian
- Other \_\_\_\_\_

Were you able to successfully achieve your purpose for accessing DOAC?

- Yes
- No

If no, please explain.

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

Accessibility	Ease of navigating site to find information	Organization and layout of site	Usefulness of information	Ease of use of DTIC search options
<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
<input type="radio"/> NA	<input type="radio"/> NA	<input type="radio"/> NA	<input type="radio"/> NA	<input type="radio"/> NA

How would you rate your overall satisfaction with DOAC?

<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

As a result of your experience with DOAC, what improvements can you recommend?  
\_\_\_\_\_  
\_\_\_\_\_

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

### General Information

Which of the following best describes your current position?

Other \_\_\_\_\_

If you are willing to be contacted by a DTIC representative regarding your comments or for further clarification, please provide your work contact information below.

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

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# Defense Technical Information Center (DTIC®) DTIC Cares

## DTIC Online Classified

Which DTIC Online Classified products/services did you use? (Check all that apply.)

- Technical Reports (TR)
- DoDTechipedia SIPRNET
- Research Summaries
- Current Issues
- Ask a Librarian
- Other \_\_\_\_\_

Were you able to successfully achieve your purpose for accessing DTIC Online Classified?

- Yes
- No

If no, please explain.

Please rate your satisfaction with DTIC Online Classified on each of the following areas:

Accessibility	Ease of navigating site to find information	Organization and layout of site	Usefulness of information	Ease of use of DTIC search options
<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
<input type="radio"/> NA	<input type="radio"/> NA	<input type="radio"/> NA	<input type="radio"/> NA	<input type="radio"/> NA

How would you rate your overall satisfaction with DTIC Online Classified?

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <b>Excellent</b>      | <b>Very Good</b>      | <b>Good</b>           | <b>Fair</b>           | <b>Poor</b>           |
| <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.

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As a result of your experience with DTIC Online SIPRNET, what improvements can you recommend?

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## General Information

Which of the following best describes your current position?

Other \_\_\_\_\_

If you are willing to be contacted by a DTIC representative regarding your comments or for further clarification, please provide your work contact information below.

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

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# Defense Technical Information Center (DTIC®) DTIC Cares

## DoDTechipedia

**What was your purpose for accessing DoDTechipedia?  
(Check all that apply.)**

- Browse
- Research
- Contribute/Collaborate (e.g., edit, blog, etc.)
- 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                   | Ease of navigating wiki to find information | Organization and layout         | Usefulness of information       | Accuracy of information         |
|---------------------------------|---|---------------------------------|---------------------------------|---------------------------------|
| <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      |
| <input type="radio"/> NA        | <input type="radio"/> NA                    | <input type="radio"/> NA        | <input type="radio"/> NA        | <input type="radio"/> NA        |

**How would you rate your overall satisfaction with DoDTechipedia?**

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 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.**

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

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## General Information

**Which of the following best describes your current position?**

Other \_\_\_\_\_

**If you are willing to be contacted by a DTIC representative regarding your comments or for further clarification, please provide your work contact information below.**

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

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# Defense Technical Information Center (DTIC®) DTIC Cares

## Aristotle

**What was your purpose for accessing Aristotle? (Check all that apply.)**

- Find a person
- Research a topic
- Collaborate on a project
- Network
- Other \_\_\_\_\_

**Were you able to successfully achieve your purpose?**

- Yes
- No

If no, please explain.

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

- | Accessibility                   | Ease of site navigation         | Customer support                | Usefulness of information       | Accuracy of information         |
|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| <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      |
| <input type="radio"/> NA        | <input type="radio"/> NA        | <input type="radio"/> NA        | <input type="radio"/> NA        | <input type="radio"/> NA        |

**How would you rate your overall satisfaction with Aristotle?**

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <b>Excellent</b>      | <b>Very Good</b>      | <b>Good</b>           | <b>Fair</b>           | <b>Poor</b>           |
| <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.**

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

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## General Information

**Which of the following best describes your current position?**

Other \_\_\_\_\_

**If you are willing to be contacted by a DTIC representative regarding your comments or for further clarification, please provide your work contact information below.**

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

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# Defense Technical Information Center (DTIC®) DTIC Cares

## DoDTechSpace

**What was your purpose for accessing DoDTechSpace?  
(Check all that apply.)**

- Locate a technical resource
- Locate a technical professional
- Join a community/group
- Current battlefield awareness (e.g., RSS feeds)
- Collaborate on research and engineering (R&E) capabilities
- Research/Contribute to S&T Integrated Priority Lists (STIPLs)
- Other \_\_\_\_\_

**Were you able to successfully achieve your purpose?**

- Yes
- No

If no, please explain.

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

- | Accessibility                   | Ease of site navigation         | Customer support                | Usefulness of information       | Accuracy of information         |
|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| <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      |
| <input type="radio"/> NA        | <input type="radio"/> NA        | <input type="radio"/> NA        | <input type="radio"/> NA        | <input type="radio"/> NA        |

**How would you rate your overall satisfaction with DoDTechSpace?**

	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
	<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.**

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

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## General Information

**Which of the following best describes your current position?**

Other \_\_\_\_\_

**If you are willing to be contacted by a DTIC representative regarding your comments or for further clarification, please provide your work contact information below.**

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

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# Defense Technical Information Center (DTIC®) DTIC Cares

## Information Analysis Centers (IAC)

**With which IAC element did you have contact? (Check all that apply.)**

- AMMTIAC
- CBRNIAC
- CPIAC
- DACS
- IATAC
- MSIAC
- RIAC
- SENSIAC
- SURVIAC
- WSTIAC
- SNIM
- IAC Program Management Office (DTIC)
- Other \_\_\_\_\_

**What was your purpose for accessing the IACs? (Check all that apply.)**

- Web Page Content
- Technical Inquiry
- Product
- Newsletter
- TAT, CAT or Subscription Account
- Training
- Request for Document at an IAC
- TEMS/DTIC Online Search
- Other \_\_\_\_\_

**Were you able to successfully achieve your purpose?**

- Yes
- No

If no, please explain.

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

**Accessibility of services**

- Excellent
- Very Good
- Good
- Fair
- Poor
- NA

**Ease of site navigation**

- Excellent
- Very Good
- Good
- Fair
- Poor
- NA

**Customer support**

- Excellent
- Very Good
- Good
- Fair
- Poor
- NA

**Usefulness of information**

- Excellent
- Very Good
- Good
- Fair
- Poor
- NA

**Accuracy of information**

- Excellent
- Very Good
- Good
- Fair
- Poor
- NA

**How would you rate your overall satisfaction with the IACs?**

- Excellent**      **Very Good**      **Good**      **Fair**      **Poor**

**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 the IACs, what improvements can you recommend?**

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## General Information

**Which of the following best describes your current position?**

Other \_\_\_\_\_

**If you are willing to be contacted by a DTIC representative regarding your comments or for further clarification, please provide your work contact information below.**

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

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# Defense Technical Information Center (DTIC®) DTIC Cares

## Submitting Data to DTIC's Collections

### What type of data did you attempt to submit to DTIC?

- Technical reports
- Research in progress
- Independent Research & Development (IR&D) input
- Other \_\_\_\_\_

### Were you able to successfully submit your data?

- Yes
- No
- N/A - I was only looking for information on how to submit

If no, please explain.

### What method did you use to submit your data?

- Electronic Document Submission on the DTIC Web site
- Emailed to DTIC
- Mailed to DTIC
- Other \_\_\_\_\_

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### Please rate your satisfaction with DTIC's submission process on each of the following areas:

#### Accessibility of submission services

- Excellent
- Very Good
- Good
- Fair
- Poor
- NA

#### Ease of submission process

- Excellent
- Very Good
- Good
- Fair
- Poor
- NA

#### Customer support

- Excellent
- Very Good
- Good
- Fair
- Poor
- NA

#### Usefulness of submission information on DTIC Web sites

- Excellent
- Very Good
- Good
- Fair
- Poor
- NA

### How would you rate your overall satisfaction with the DTIC submission process?

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <b>Excellent</b>      | <b>Very Good</b>      | <b>Good</b>           | <b>Fair</b>           | <b>Poor</b>           |
| <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.

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As a result of your experience with DTIC's submission process, what improvements can you recommend?

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## General Information

### Which of the following best describes your current position?

Other \_\_\_\_\_

If you are willing to be contacted by a DTIC representative regarding your comments or for further clarification, please provide your work contact information below.

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

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# Defense Technical Information Center (DTIC®) DTIC Cares

## General

Please tell us your purpose for accessing DTIC's products and services.

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Were you able to successfully achieve your purpose?

- Yes
- No

If no, please explain.

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

Accessibility	Ease of navigating DTIC Web sites to find information	Organization and layout of DTIC Web sites	Usefulness of DTIC information	Ease of use of DTIC search options
<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
<input type="radio"/> NA	<input type="radio"/> NA	<input type="radio"/> NA	<input type="radio"/> NA	<input type="radio"/> NA

How would you rate your overall satisfaction with DTIC products and services?

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <b>Excellent</b>      | <b>Very Good</b>      | <b>Good</b>           | <b>Fair</b>           | <b>Poor</b>           |
| <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.

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

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## General Information

Which of the following best describes your current position?

Other \_\_\_\_\_

If you are willing to be contacted by a DTIC representative regarding your comments or for further clarification, please provide your work contact information below.

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

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