

O General/Other

### 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
O DTIC Online (Public)
O DTIC Online Access Controlled (DOAC)
O DTIC Online Classified (DOC)
○ DoDTechipedia
○ Aristotle
○ DoDTechSpace
O Information Analysis Centers (IAC)
O Submitting Data to DTIC's Collections



### **Registration Process**

What was the nature of your recent contact with DTIC Registration?			Were you able to successfully achieve your purpose?					
Newly Registered User     Renewal			○ Yes ○ No					
Contract Expired				If no, please ex	plain.			
O Password Change			,					
O Password Change								
Other								
Please rate your satisf	action with DTIC's regis	tration proces	s on each of	the following areas:				
Ease of registration processes	Accessibility (of staff and services)		ness (timely onse)	Helpfulness of support staff/Web site	Accuracy of information received			
O Excellent	○ Excellent	<ul><li>Excellent</li></ul>		information	O Excelle	ent		
O Very Good	O Very Good	O Very Goo	d	O Excellent	O Very G	iood		
○ Good	○ Good	$\bigcirc$ Good		O Very Good	$\bigcirc$ Good			
○ Fair	○ Fair	○ Fair		O Good	○ Fair			
○ Poor	○ Poor	O Poor		○ Fair	○ Poor			
$\circ$ NA	$\circ$ NA	$\circ$ NA		O Poor	$\circ$ NA			
				○ NA				
		Excellent	Very Good	Good	Fair	Poor		
How would you rate you with DTIC's registration		0	0	0	0	0		
If you feel that we exce your service expectation the situation.								
As a result of your exp service-related improver recommend?								
		General In	formation					
-	best describes your cui	rent position	represen clarificat	e willing to be contact stative regarding your ion, please provide yo ion below.	comments	or for further		
Other			Name,	Telephone Number, and/o	or Email Addre	ess (optional)		



### DTIC Online (Public)

What DTIC Online (P	ublic) products/services d	id vou use?				_		
(Check all that apply		a you use.	Were you able to successfully achieve your purpose for accessing DTIC Online (Public)?					
Technical Reports (TR)			○ Yes					
Congressional Budget [								
☐ The DTIC Review			○ No					
☐ Current Issues				If no, please	explain.			
☐ MultiSearch (i.e., search	hing across DTIC, DoD and Fed Go	v Web sites)						
Ask a Librarian								
Other								
Please rate your sati	sfaction with DTIC Online	(Public) on e	ach of the foll	lowing areas:				
Accessibility	Ease of navigating site		n and layout	Usefulness of		of use of DTIC		
○ Excellent	to find information		site	information		rch options		
O Very Good	○ Excellent	O Excellent		O Excellent	○ Excel			
○ Good	O Very Good	O Very Goo	oa	O Very Good	○ Very			
○ Fair	○ Good	○ Good		○ Good	○ Good			
○ Poor	○ Fair	○ Fair		○ Fair	○ Fair			
$\circ$ NA	O Poor	O Poor		O Poor	O Poor			
	○ NA	O NA		○ NA	○ NA			
		Excellent	Very Good	Good	Fair	Poor		
How would you rate ; with DTIC Online (Pu	your overall satisfaction blic)?	C	O O	) ()		0		
-	ceeded or did not meet tions, please describe							
As a result of your e Online (Public), what recommend?	xperience with DTIC t improvements can you							
		General I	nformation					
Which of the followir	ng best describes your cur	rent position	? If you ar	e willing to be conta	cted by a DT	TIC .		
			<b>Clarificat</b>	ntative regarding you ion, please provide				
Other			informat	ion below.				
Other		Name, Telephone Number, and/or Email Address (optional)						



### **DTIC Online Access Controlled (DOAC)**

Which DOAC product that apply.)	s/services did you use? (C	Were you able to successfully achieve your purpose for accessing DOAC?							
☐ Technical Reports (TR)			○ Yes						
Research in Progress (F	ormerly Research Summaries)		○ No						
☐ Independent Research 8	Development (IR&D)								
Congressional Budget D	atabase/Query			If no, please	explain.				
Research & Engineering	(R&E) Database								
The DTIC Review									
MultiSearch (i.e., search	ing across DTIC, DoD and Fed Gov	/ Web sites)							
Current Issues									
Ask a Librarian									
Other									
Please rate your satis	faction with DOAC on eac	h of the follo	wing areas:						
			n and layout site	Usefulness of information		f use of DTIC			
O Excellent	to find information  © Excellent	O Excellent	site	Excellent	○ Excelle	ch options			
O Very Good		O Very Goo	d	○ Very Good					
○ Good	○ Very Good ○ Good	○ Good	u	○ Good	O Very Good				
○ Fair	○ Good ○ Fair	○ Good ○ Fair		○ Good ○ Fair	○ Good				
O Poor					○ Fair				
○ NA	○ Poor ○ NA	○ Poor ○ NA		○ Poor ○ NA	○ Poor ○ NA				
How would you rate y with DOAC?	our overall satisfaction	Excellent	Very Good	Good	Fair O	Poor			
As a result of your ex what improvements o	an you recommend? —								
•	eeded or did not meet ions, please describe — —								
		General Ir	nformation						
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, an	α/or Email Addr	ess (optional)			



#### **DTIC Online Classified** Which DTIC Online Classified products/services did you Were you able to successfully achieve your purpose for use? (Check all that apply.) accessing DTIC Online Classified? ☐ Technical Reports (TR) O Yes □ DoDTechipedia SIPRNET O No □ Research Summaries If no, please explain. ☐ Current Issues ☐ Ask a Librarian ☐ Other Please rate your satisfaction with DTIC Online Classified on each of the following areas: Accessibility Ease of navigating site Organization and layout Usefulness of Ease of use of DTIC information to find information search options of site O Excellent O Excellent O Excellent O Excellent O Excellent O Very Good O Good O Good O Good O Good O Good ○ Fair O Fair O Fair O Fair O Fair O Poor O Poor O Poor O Poor O Poor $\bigcirc$ NA $\bigcirc$ NA $\bigcirc$ NA $\bigcirc$ NA $\bigcirc$ NA Excellent Very Good Good Fair Poor How would you rate your overall satisfaction $\bigcirc$ 0 $\bigcirc$ $\bigcirc$ $\bigcirc$ with DTIC Online Classified? If you feel that we exceeded or did not meet your service expectations, please describe the situation. As a result of your experience with DTIC Online SIPRNET, what improvements can you recommend? General Information If you are willing to be contacted by a DTIC Which of the following best describes your current position? representative regarding your comments or for further clarification, please provide your work contact information below. Other Name, Telephone Number, and/or Email Address (optional)



		DoDTechip	pedia 			
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.			
Please rate your satis	sfaction with DoDTechiped	lia on each of the	e followin	g areas:		
Accessibility  Excellent Very Good Good Fair Poor NA	Ease of navigating wiki to find information  Excellent  Very Good  Good  Fair  Poor  NA	Organization an  Excellent  Very Good  Good  Fair  Poor  NA	d layout	Usefulness of information  Excellent  Very Good  Good  Fair  Poor  NA	Accuracy of information  Excellent  Very Good  Good  Fair  Poor  NA	
How would you rate  Excellent	your overall satisfaction w Very Good	ith DoDTechiped	dia?	<b>Fair</b>	Poor	
-	ceeded or did not meet tions, please describe					
As a result of your ex DoDTechipedia, wha recommend?	xperience with t improvements can you = - -					
		General Infor	mation			
Which of the follow position? Other	ving best describes your	current	represer clarifica informat	tion, please provide y tion below.	r comments or for further	



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?  O Yes O No  If no, please explain.							
Uther										
Please rate your sat	isfaction with Aristotle on e	each of the fol	lowing areas	<b>s</b> :						
Accessibility Ease of site navigation Excellent Very Good Good Fair Poor NA Ease of site navigation Care for a control of the		Customer  Excellent  Very Good  Good  Fair  Poor  NA		Usefulness of information  Excellent Very Good Good Fair Poor NA	Accurac  Excel  Very  Good  Fair  Poor  NA	Good				
with Aristotle?	your overall satisfaction	Excellent	Very Good	Good O	Fair	Poor				
-	ceeded or did not meet ations, please describe — —									
	xperience with Aristotle, can you recommend?									
		General Int	formation							
Which of the following	ng best describes your curi	rent position?	represen clarificat informati	e willing to be contact tative regarding you ion, please provide y on below. Telephone Number, and	r comments our work co	or for further ontact				



		DoDTec	hSpace			
Check all that apply.  Locate a technical pro Locate a technical pro Join a community/gro Current battlefield aw Collaborate on resea	source ofessional	Were you able to successfully achieve your purpose?  O Yes O No  If no, please explain.				
Please rate your sati	sfaction with DoDTechSpa	ce on each of	f the followin	g areas:		
Accessibility  Excellent  Very Good  Good  Fair  Poor  NA  Ease of site navigation  Excellent  O Very Good  O Good  O Fair  O Poor  NA		Customer  Excellent  Very Good  Good  Fair  Poor  NA		Usefulness of information  Excellent  Very Good  Good  Fair  Poor  NA	Accurac  Excel  Very  Good  Fair  Poor  NA	Good
How would you rate y	your overall satisfaction	Excellent	Very Good	Good O	Fair O	Poor
	exceeded or did not expectations, please ion.					
As a result of your ex DoDTech Space, wha recommend?	operience with t improvements can you — —					
		General In	formation			
Which of the following	ng best describes your cur	•	represen clarificat informati	e willing to be contactative regarding you ion, please provide you on below.  Telephone Number, and	ır comments your work co	or for further ontact



		Intorit	iation Ana	lysis Cente	ers (IAC)			
		Web Pag   Technica   Product   Newslette   TAT, CAT   Training   Request	eck all that e Content I Inquiry	tion Account t at an IAC	sing the	achieve yo  O Yes  O No	able to succe ur purpose?	,
Please rate your satis	faction wit	n the IACs	on each o	f the follow	ing areas	:		
Accessibility of services  Excellent Very Good Good Fair Poor NA	Ease of site  Excellent  Very Good  Good  Fair  Poor  NA	_	Custom  Custom  Exceller  Very Go  Good  Fair  Poor  NA		in Excel  Very  Good  Fair  Poor  NA	Good	Accura      Exce     Very     Goo     Fair     Poor     NA	r Good d
How would you rate you with the IACs?	ır overall sat	tisfaction	0	0		0	0	0
If you feel that we excee your service expectation the situation.	ns, please d	escribe — —						
As a result of your expe what improvements can								
			General	Information				
Which of the following by position?  Other	oest describ	es your curr	rent	regarding you provide you	our commo	ents or for f ntact inform	urther clarifi	



#### Submitting Data to DTIC's Collections What type of data did you attempt to submit to DTIC? Were you able to successfully submit your data? ☐ Technical reports O Yes ☐ Research in progress O No ☐ Independent Research & Development (IR&D) input O N/A - I was only looking for information on how to submit ☐ Other 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 Please rate your satisfaction with DTIC's submission process on each of the following areas: Accessibility of submission Ease of submission process Customer support Usefulness of submission services information on DTIC Web sites O Excellent O Excellent O Excellent O Excellent O Very Good O Very Good O Very Good O Very Good O Good O Good O Good O Good O Fair O Fair O Fair O Fair O Poor O Poor O Poor O Poor $\bigcirc$ NA $\bigcirc$ NA $\bigcirc$ NA $\bigcirc$ NA Excellent Very Good Good Fair Poor How would you rate your overall satisfaction $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ with the DTIC submission process? If you feel that we exceeded or did not meet your service expectations, please describe the situation. As a result of your experience with DTIC's submission process, what improvements can you recommend? General Information Which of the following best describes your current position? 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. Other Name, Telephone Number, and/or Email Address (optional)



General									
Please tell us your purpose for accessing DTIC's products and services.			Were you able to successfully achieve your purpose?  O Yes O No  If no, please explain.						
				ii no, piedae ex	<u>р</u> шп.				
Please rate your satisf	faction with DTIC on each	of the follow	ving areas:						
<ul> <li>Excellent</li> <li>Very Good</li> <li>Good</li> <li>Fair</li> <li>Poor</li> <li>NA</li> </ul> Web sites to find information <ul> <li>Excellent</li> <li>Oexage Good</li> <li>Fair</li> <li>Oexage Good</li> <li>Fair</li> </ul>		Organization and layout of DTIC Web sites  Excellent Very Good Good Fair Poor NA				Good			
How would you rate you with DTIC products an	our overall satisfaction and services?	Excellent	Very Good	Good O	Fair	Poor			
If you feel that we exceeded or did not meet your service expectations, please describe the situation.									
As a result of your exp what improvements ca									
		General Ir	nformation						
Which of the following best describes your current position  Other			represen clarificat informat	e willing to be contact stative regarding your ion, please provide yo ion below. Telephone Number, and/	comments our work co	or for further ontact			