



OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE

WASHINGTON, DC 20301-1200

HEALTH AFFAIRS

October 2, 2015

Dr. James E. Skibo
SVP Business Development
Exchange Business Development
3911 South Walton Walker Blvd.
Dallas, TX 75236-1598

Re: Army and Air Force Exchange Service Customer Satisfaction Survey

Dear Dr. Skibo,

The Office of the Under Secretary of Defense (Personnel and Readiness) Research Regulatory Oversight Office has reviewed the material submitted for the above referenced study. We find that this activity does not meet the definition of research under 32 CFR 219 as it is not designed to develop or contribute to generalizable knowledge. The Exchange utilizes the data to improve the quality of goods and services provided and address complaints.

Although the human subject regulations do not apply to this activity, it is our expectation that this activity will be conducted in an ethical manner and in accordance with the protocol. If any changes to the study are planned, please submit them to me prior to implementation as this may affect the determination.

Please keep a copy of this letter in your records and include a copy in the package provided to your Information Management Control Officer for submission to the DoD Clearance Officer. Should you have any questions, please feel free to contact me at DHA.R2O2.PR@mail.mil.

Patrice Robinson-Haley, ScD
Program Director
Office of the Under Secretary of Defense
(Personnel & Readiness)
Research Regulatory Oversight Office