

Survey Page 1

2016 NGA Customer Satisfaction Survey BACKUP

OMB Control Number 0704-0553
Exp. 30 Apr 2019

Welcome to the 2016 NGA Customer Satisfaction Survey. You have been selected to participate in this voluntary survey as a customer of NGA products or services.

Thank you for your participation.

Before you begin:

Participation is Voluntary: Your participation in this survey is voluntary, and you may withdraw at any time. If you do not wish to answer a given question, you may skip to the next one. If you begin the survey and do not want to continue, you can simply exit the survey. If you do not click the "submit" button at the end of the questionnaire, your answers and participation will not be recorded.

Survey is Strictly Confidential: The information that you provide us is completely confidential. Only the researchers will see your complete survey responses. To ensure confidentiality, study results will be reported only in summary, aggregate and statistical form. You will not be identified in any way.

Survey data may be combined with other sources: Your responses may be combined other datasets containing customer service information (product usage rates, NGA website visits, etc.). Datasets will only be combined for the purpose of improving customer service at NGA. Data will be summarized for all reporting and will not be shared in combination with any identifying information.

Request to share individual anonymous responses (optional): At the end of the survey, we may ask your permission to use a quotation from your responses during future presentations, without attributing the information to you/your name. Simply check your response to indicate whether you would like your anonymous responses to be shared and we will honor your wishes.

Agency Disclosure Notice: The public reporting burden for this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, Executive Services Directorate, Directives Division, 4800 Mark Center Drive, East Tower, Suite 02G09, Alexandria, VA 22304-3100. OMB Control Number 0704-0553. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

By clicking **NEXT**, you acknowledge that you have read this information and agree to participate in this survey, with full knowledge that you can withdraw at any time without penalty. If you choose not to continue with the survey, you may close the browser window and/or exit information will be recorded.

Next >
Exit and clear survey
Load unfinished survey

This survey is currently not active. You will not be able to save your responses.

Survey Page 2

2016 NGA Customer Satisfaction Survey Backup 1212121

OMB Control Number 0704-0553
Exp. 30 Apr 2019

Welcome to the 2016 NGA Customer Satisfaction Survey. You have been selected to participate in this voluntary survey as a customer of NGA products or services.

Thank you for your participation.

0% 100%

Main Survey Questions

1. Which of the following best describes your employment type?

Check any that apply:

- Federal Civilian
- Local/State Civilian
- Military (Active/Reserves)
- Contractor
- Other:

2. How frequently do you use NGA products and/or content to support your work?

Choose one of the following answers:

- Several times a day
- Once a day
- Several times a week
- Once a week
- Several times a month
- Once a month or less

3. Thinking of the NGA products and/or content that you have accessed during the past 90 days, how did your actual service experience with NGA compare to your expectations?

My service experience with NGA...

Choose one of the following answers:

- Exceeded my expectations in every way
- Exceeded my expectations in some ways
- Met my expectations exactly
- Did not fully meet my expectations
- Failed to meet my expectations in every way
- No previous experience with NGA/No prior expectations for service experience

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4. For each criterion listed below, please rate your **overall satisfaction** with NGA products and/or content that you have accessed during the past 90 days.

	6-Very Satisfied	5-Satisfied	4-Somewhat Satisfied	3-Somewhat Dissatisfied	2-Dissatisfied	1-Very Dissatisfied
Timeliness - Products and/or content are published when I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness - My requests are promptly addressed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability - Products and/or content are consistent in their level of quality.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy - Products and/or content are error-free.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance - Products and/or content are pertinent to my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness - I can apply products and/or content to my mission.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discoverability - I can easily find the products and/or content I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility - I can get products and/or content in the format I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classification - Products and/or content are available at the classification I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Thinking about NGA products and/or content you accessed during the past 90 days, please rate the importance of the following criteria to your daily work.

	1-Very Important	2-Important	3-Somewhat Important	4-Somewhat Unimportant	5-Unimportant	6-Very Unimportant
Timeliness - Products and/or content are published when I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness - My requests are promptly addressed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability - Products and/or content are consistent in their level of quality.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy - Products and/or content are error-free.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance - Products and/or content are pertinent to my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness - I can apply products and/or content to my mission.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discoverability - I can easily find the products and/or content I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility - I can get products and/or content in the format I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Classification - Products and/or content are available at the classification I need.

6. What is the most significant way that you have used NGA products and/or content in the last year to support your agency or organization's mission?

7. How would you like to see NGA improve its products and/or content?

8. For which agency or organization do you work?

Choose one of the following answers

Please choose...

9. To which agency or organization are you assigned?

Choose one of the following answers

Please choose...

10. How many years of experience do you have working with or using intelligence products?

Choose one of the following answers

- Less than one year
- 1 to 5
- 6 to 10
- 11 to 15
- 16 to 20
- 21 to 25
- 26 to 30
- 31 or more

Main Survey Questions

8. For which agency or organization do you work?

Choose one of the following answers

- Please choose...
- CIA
- DEA
- DHS
- DIA
- DNI
- DOE
- DOS
- FBI
- NGA
- NRO
- NSA
- Treasury
- USAF
- US Army
- USCG
- USMC
- US Navy
- USAFRICOM
- USCENTCOM
- USEUCOM
- USNORTHCOM
- USPACOM
- USSOUTHCOM
- USSOCOM
- USSTRATCOM
- USTRANSCOM

Main Survey Questions

9. To which agency or organization are you assigned?

Choose one of the following answers

- Please choose...
- CIA
- DEA
- DHS
- DIA
- DNI
- DOE
- DOS
- FBI
- NGA
- NRO
- NSA
- Treasury
- USAF
- US Army
- USCG
- USMC
- US Navy
- USAFRICOM
- USCENTCOM
- USEUCOM
- USNORTHCOM
- USPACOM
- USSOUTHCOM
- USSOCOM
- USSTRATCOM
- USTRANSCOM

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11. Rank order these tasks from top to bottom, with the top being most often, based on how often you do each in a typical week. To rank them, drag them from the left box to the right. If you never do the task, just leave it on the left side.

Drag-and-drop items in the left list to move them to the right - your highest ranking item should be on the top right, moving through to your lowest ranking item.

Your choices	Your ranking
Watch for emerging threats	
Inform or brief decision makers	
Study issues of topics in depth	
Develop new intelligence analysis or products	
Conduct operational planning or targeting	
Experiment with tools or systems	
Development or evaluation of intelligence sources (Case Officers and Support, Report Officers, etc.)	
Administration functions of intelligence production (i.e. management, dissemination, communications, etc.)	
Other	

12. Which of the following NGA service options do you predominantly use to meet your GEONT needs?

Choose one of the following answers:

- I work with at least one NGA analyst embedded in my organization who provides customized services, content, and/or products for me. (full-service)
- I reach out to NGA support representatives who will provide me with answers or recommend experts if needed. (assisted-service)
- I find my own NGA products and/or products via NGA web-enabled content, tools, and/or services. (self-service)
- I receive a feed or direct distribution of NGA products.
- Other - Please Specify

Please enter your comment here:

13. Please rate your Overall Satisfaction with NGA products and/or content you accessed during the past 90 days.

Choose one of the following answers:

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied
- No Opinion

May we have your permission to use a quotation from your survey response in future presentations, if we ensure that your personal identity is protected?

Yes No