

## **The Customer Survey on the Military OneSource Live – Ft Bragg event**

### **The survey procedure:**

The link to the online survey will be sent in a follow up email to the registered participants after the subject event to collect feedback on the whole customer experience. The survey will be deployed through the software Bizzabo, in which the data is owned by the Government.

### **Email Invitation:**

SUBJECT: Please provide your feedback on the Military OneSource Live – Ft Bragg event

Hello-

Thank you for attending the Military OneSource Live – Ft Bragg event! Military OneSource strives to provide quality customer experiences to support the military community with 24/7 call center and website services. Please provide us with your feedback on the Military OneSource Live – Ft Bragg event, using the link below. Your feedback is anonymous.

[Survey Link inserted here]

The Department of Defense Military OneSource Team

"Connecting you to your best MilLife - [www.militaryonesource.mil](http://www.militaryonesource.mil) / 800-342-9647"

OMB CONTROL NUMBER: XXXX-XXXX

OMB EXPIRATION DATE: XX/XX/XXXX

### **AGENCY DISCLOSURE NOTICE**

The public reporting burden for this collection of information, 0704-0553, is estimated to average 5 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 the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at [whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil](mailto:whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil). 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.

### **The Survey Questions:**

1. How did you learn about Military OneSource Live – Ft Bragg?
  - a. Social Media (Facebook, Twitter, Instagram)
  - b. Article
  - c. Leadership or Installation Service Provider
  - d. Friend

- e. Flier/Poster
  - f. Other: (provide blank)
2. How would you rate the event registration process?
    - a. Excellent
    - b. Very Good
    - c. Good
    - d. Fair
    - e. Poor
  3. How would you rate the resource fair?
    - a. Excellent
    - b. Very Good
    - c. Good
    - d. Fair
    - e. Poor
    - f. Did not attend
  4. How would you rate the session presentations?
    - a. Excellent
    - b. Very Good
    - c. Good
    - d. Fair
    - e. Poor
    - f. Did not attend
  5. I learned at least one new resource or skill to improve my military life.
    - a. Strongly Agree
    - b. Agree
    - c. Undecided
    - d. Disagree
    - e. Strongly Disagree
  6. What did you find most valuable at the event?  
[Blank space provided]
  7. Tell us how we can improve an event like this?  
[Blank space provided]

Thank you for attending and providing your suggestions. We will use your feedback for future event planning and service improvements.