

DeCA Store Purchase

Question Text

Q1. What is your overall satisfaction in shopping at this commissary?

Q2. How well did shopping at this commissary meet your expectations?

Q3. How did the shopping experience at this commissary compare with an ideal shopping experience?

Q4. Thinking of the shopping environment of the commissary you recently visited, please indicate your agreement with the following:

There was enough space in the commissary for me to shop comfortably.

Q5. I was easily able to find the products that I wanted.

Q6. The layout of the commissary was convenient for shopping.

Q7. Please rate the associates who assisted you encountered on the following:

Availability of associates when I needed them

Q8. Responsiveness to my needs

Q9. Ability to answer my questions

Q10. Please rate the products that you shopped for at this commissary on the following:

Appeal to my taste and preference

Q11. Quality of the products

Q12. Variety that I expect

Q13. Consider the prices of products that you shopped for at this commissary. Please rate the following aspects of those prices:

The prices of the products, given the quality expected from the commissary

Q14. Competitiveness of the prices

Q15. Clarity of price information (including what is shown on displays, sales, promotions, and online flyers)

Q16. Consider your checkout experience at this commissary. Please rate the following:

Availability of open registers and cashiers

Q17. Speed of checkout
Q18. Accuracy of the transaction (including pricing, promotions, coupons, rewards card, special offers)
Q19. How likely are you to make another purchase from a commissary in the next 30 days?
Q20. How likely are you to purchase from the commissary the next time you purchase similar merchandise?
Q21. How likely are you to recommend shopping at a commissary?
Q22. Which of the following prompted your most recent visit to the commissary?
Q23. Please tell us what prompted your most recent commissary visit.
Q24. Did you come to the installation to shop at the commissary, or were you on the installation for another reason?
Q25. Why were you on the installation when you decided to shop at the commissary?
Q26. What type(s) of product(s) did you purchase during this visit? (Please select all that apply.)
Q27. Please specify the other type(s) of product(s) you purchased.
Q28. Did your purchase include any commissary store brand products? (e.g. Freedom's Choice, Full Circle, Home Base, Top Care, Tippy Toes, etc.)
Q29. Why did you decide to purchase commissary store brand products? (Please select all that apply.)
Q30. Were you able to purchase everything you wanted during your commissary visit?
Q31. What was the main reason you did not purchase everything you wanted?
Q32. Please specify the other reason you didn't purchase everything you wanted.
Q33. What type(s) of product(s) were you unable to purchase during your visit? (Please select all that apply.)
Q34. Please specify the type(s) of product(s) you were unable to purchase.
Q35. Since you did not purchase everything you wanted during your commissary visit, what do you plan to do next?
Q36. Please specify what you plan to do next.
Q37. Where did you interact with the commissary associates during your visit? (Please select all that apply)
Q38. How frequently do you shop at the commissary?
Q39. Why don't you shop at the commissary more frequently?

Q40. Where else have you shopped for the type of products sold at the commissary in the past month? (Please select all that apply.)

Q41. Please specify where else you have shopped for the type of products sold at the commissary.

Q42. How did you make your non-commissary purchase(s)? (Please select all that apply.)

Q43. Why didn't you shop for these items at the commissary? (Please select all that apply.)

Q44. Please specify why you did not shop for these items at the commissary.

Q45. Please tell us about something that delighted you during your shopping trip.

Q46. What else would you like to share with us to help improve your commissary shopping experience? (Please do not enter any personally-identifiable information, including your social security number, account number(s), or any username(s) and/or password(s) in this survey.)

Q47. What new items or services would you most like to see at your commissary?

Q48. How much do you typically spend per month at a commissary?

Q49. Please select your sponsor's status.

Q50. Which category includes the age of the primary shopper?

Q51. What is the gender of the primary shopper?

Q52. What is your marital status?

Q52. How many people including yourself currently live in your household?

Q53. What are the age groups of any children that live in your household? (Please select all that apply.)

Q54. Please enter the 5-digit zip code of your current residence. (If OCONUS or aboard ship use FPO zip code. If you don't have a zip code, enter 99999)

User Survey

Answer Text

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User Survey

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Question Text

Q1.

Q2.

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Q4.

Q5.

Q6.

Q7.

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Answer Text

Start rating (5 stars)

(Open ended question)