



The text you see here will appear at the top and bottom of your survey, examples below.
Default text is included and you may modify this text as needed.

Welcome and Thank You Text
<p style="text-align: center;">Welcome Text</p> <p>Thank you for visiting MilitaryOneSource.mil. You've been randomly chosen to take part in a brief questionnaire to let us know what we're doing well and where we can improve.</p> <p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</p>
<p style="text-align: center;">Thank You Text</p> <p>Thank you for answering our questionnaire - and for helping us serve you better.</p> <p>Please note you will not receive a response from us based on your questionnaire comments. If you would like us to contact you about your feedback, please visit the Customer Support section of our website.</p>
<p style="text-align: center;">Example Desktop</p> <div style="border: 1px solid black; padding: 10px;"><p>MILITARY ONE SOURCE</p><p style="text-align: center;">Customer Satisfaction Questionnaire</p><p>Thank you for visiting Militaryonesource.mil. You've been randomly chosen to take part in a brief questionnaire to let us know what we're doing well and where we can improve.</p><p>Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.</p><p><i>Required questions are denoted by an *</i></p><hr style="border: none; border-top: 1px dashed black;"/><p>Thank you for answering our questionnaire - and for helping us serve you better.</p><p>Please note you will not receive a response from us based on your questionnaire comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.</p><p style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></p></div>

<https://public.militaryonesource.mil/feedback>

Model Name Military OneSource Web Browse
 Model ID
 Partitioned Yes - 2MQ
 Date
 Model Version 17.3.Y

~~Red & Strike-Through~~: Delete
Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Reword



Label	Satisfaction Questions	Label	Element Questions	Label	Future Behaviors
1 Satisfaction - Overall	Satisfaction What is your overall satisfaction with this site? <i>(1=Very Dissatisfied, 10=Very Satisfied)</i>	5 Site Performance - Speed	Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate the speed that pages and content loaded for you.	17 Brand Confidence	Brand Confidence (1=Not At All Confident, 10=Very Confident) Please rate your level of confidence in Military OneSource.
2 Satisfaction - Expectations	How well does this site meet your expectations ? <i>(1=Falls Short, 10=Exceeds)</i>	6 Site Performance - Completeness	Please rate the consistency of complete loading of pages and content.		Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to MilitaryOneSource.mil in the future?
3 Satisfaction - Ideal	How does this site compare to an ideal website ? <i>(1=Not Very Close, 10=Very Close)</i>	7 Site Performance - Responsiveness	Please rate the responsiveness of the pages to your actions.	18 Return	
4 Recommend	Recommend (NPS) <i>(1=Very Unlikely, 10=Very Likely)</i> How likely are you to recommend MilitaryOneSource.mil to someone else ?	8 Look and Feel - Appeal	Look and Feel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of the pages that you visited.	19 Recommend Company	Recommend Company (1=Very Unlikely, 10=Very Likely) How likely are you to recommend Military OneSource to someone else?
		9 Look and Feel - Spacing	Please rate the spacing between items on the pages that you visited.	20 Primary Resource	Primary Resource (1=Very Unlikely, 10=Very Likely) How likely are you to use MilitaryOneSource.mil as your primary resource for information about military life?
		10 Look and Feel - Readability	Please rate the legibility of the pages that you visited.		
		11 Navigation - Ease	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate the ease of finding what you were looking for.		
		12 Navigation - Layout	Please rate the page layout on displaying content and links where you could find them.		
		13 Navigation - Links	Please rate the links on taking you where you needed to go.		
		14 Site Information - Relevance	Site Information (1=Poor, 10=Excellent, Don't Know) Please rate the relevance to your interests of the information that you found.		
		15 Site Information - Thoroughness	Please rate the thoroughness of the information that you found.		
		16 Site Information - Readability	Please rate the readability of the information that you found.		

other_info_issues	A	Please describe the issue you experienced reviewing information.				N	Text area, no char limit	Skip Logic Group*	Information Issues - Other	
info_looking_for	B	What information were you looking for that you could not find?				N	Text area, no char limit	Skip Logic Group*	Information Looking For	
role_govt		What is your primary role in visiting the site today?	<input type="checkbox"/> General public <input type="checkbox"/> Service member <input type="checkbox"/> Veteran <input type="checkbox"/> Spouse of a service member <input type="checkbox"/> Other family member of a service member (non-spouse) <input type="checkbox"/> Friend of a service member <input type="checkbox"/> Service provider or military leadership <input type="checkbox"/> Government employee (federal, state or local) <input type="checkbox"/> Other (please specify)	<input type="checkbox"/> general_public <input type="checkbox"/> government_employee <input type="checkbox"/> other_please_specify		Y	Drop down, select one	Skip Logic Group*	Role	
other_info_issues	A	What is your role in visiting the site today?		A		N	Text area, no char limit	Skip Logic Group*	Role - Other	
visit_frequency		How often do you visit this site?	<input type="checkbox"/> This is my first visit <input type="checkbox"/> Once every 6 months or less often <input type="checkbox"/> Once every few months <input type="checkbox"/> Monthly <input type="checkbox"/> Weekly <input type="checkbox"/> Daily or more often	<input type="checkbox"/> first_visit <input type="checkbox"/> six_months <input type="checkbox"/> few_months <input type="checkbox"/> monthly <input type="checkbox"/> weekly <input type="checkbox"/> daily		Y	Drop down, select one		Visit Frequency	
improve		What else would you like to share with us to help improve your online experience with MilitaryOneSource.mil?				N	Text area, no char limit		Improve	
demos_gender		What is your gender?	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Prefer not to respond	<input type="checkbox"/> male <input type="checkbox"/> female <input type="checkbox"/> prefer_not_to_respond		N	Radio button, one-up vertical		Demos: Gender	
demos_age		Which category includes your age?	<input type="checkbox"/> Under 18 <input type="checkbox"/> 18 - 24 <input type="checkbox"/> 25 - 34 <input type="checkbox"/> 35 - 44 <input type="checkbox"/> 45 - 54 <input type="checkbox"/> 55 - 64 <input type="checkbox"/> 65 or older <input type="checkbox"/> Prefer not to respond	<input type="checkbox"/> under_18 <input type="checkbox"/> 18_24 <input type="checkbox"/> 25_34 <input type="checkbox"/> 35_44 <input type="checkbox"/> 45_54 <input type="checkbox"/> 55_64 <input type="checkbox"/> 65_or_older <input type="checkbox"/> prefer_not_to_respond		N	Drop down, select one		Demos: Age	
a11_satisfaction		Please rate your level of agreement with the following statements about your experience on the website today. I am satisfied with the service I received from Military OneSource.	<input type="radio"/> 1=Strongly Disagree <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5=Strongly Agree	<input type="radio"/> 1_strongly_disagree <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5_strongly_agree		N	Radio button, scale, no don't know		A11 Satisfaction	no change
a11_confidence		This interaction increased my confidence in Military OneSource.	<input type="radio"/> 1=Strongly Disagree <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5=Strongly Agree	<input type="radio"/> 1_strongly_disagree <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5_strongly_agree		N	Radio button, scale, no don't know		A11 Confidence	no change (Can use Trust question below as an alternative)
a11_quality		My need was addressed.	<input type="radio"/> 1=Strongly Disagree <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5=Strongly Agree	<input type="radio"/> 1_strongly_disagree <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5_strongly_agree		N	Radio button, scale, no don't know		A11 Quality	no change
a11_ease		It was easy to complete what I needed to do.	<input type="radio"/> 1=Strongly Disagree <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5=Strongly Agree	<input type="radio"/> 1_strongly_disagree <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5_strongly_agree		N	Radio button, scale, no don't know		A11 Ease	no change
a11_efficiency		It took a reasonable amount of time to do what I needed to do.	<input type="radio"/> 1=Strongly Disagree <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5=Strongly Agree	<input type="radio"/> 1_strongly_disagree <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5_strongly_agree		N	Radio button, scale, no don't know		A11 Efficiency	no change
a11_equity_digital		I was easily able to access the website on my device.	<input type="radio"/> 1=Strongly Disagree <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5=Strongly Agree	<input type="radio"/> 1_strongly_disagree <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5_strongly_agree		N	Radio button, scale, no don't know		A11 Equity Digital	I was treated fairly. (Equity/Transparency)
a11_helpful_digital		The website helped me do what I needed to do.	<input type="radio"/> 1=Strongly Disagree <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5=Strongly Agree	<input type="radio"/> 1_strongly_disagree <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5_strongly_agree		N	Radio button, scale, no don't know		A11 Helpful Digital	Employees I interacted with were helpful. (Employee Interaction)