



AFN Now Content Availability Questionnaire Inbox x

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Ivanti Service Desk <ivanti@afn-now.vsecorp.com>
to me

From: ivanti@afn-now.vsecorp.com
To: amyroversit@gmail.com
CC:
BCC:
Subject: AFN Now Content Availability Questionnaire

Hi Karyssa Kelthley,

Thank you for registering for the AFN Now application. We hope you have been enjoying the content provided.

Please take a moment to assist us by following the instructions below and completing the Content Availability Questionnaire.

The questionnaire can be viewed prior to completing by clicking the link below. The link will be active until the questionnaire is completed and submitted.

Instructions:

1. If possible, attempt to watch any show or movie on and off an installation and note the response.
2. Please attempt to play *The Flash* and *NCIS* off base and note the response.
3. During playback, please make note of when commercials are played (beginning, middle, end), the length (30, 60, 120 seconds) and if you viewed the same commercial break more than once.
4. Attempt to skip or fast forward through commercials and note the response.
5. Note any video issues experienced.

When you have finished, please complete the questionnaire by clicking the link below.

[Click here to fill out the Content Availability Questionnaire](#)

Thank you,

AFN Now Service Desk Team

AFN|NOW SATISFACTION SURVEY

OMB CONTROL NUMBER: 0704-0553
OMB EXPIRATION DATE: XX/XX/XXXX
RCS: DD-PA-XXXX

AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information, OMB 0704-0553, is estimated to average five minutes per survey 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. 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.

PURPOSE: To collect end-user feedback on the AFN|now application registration process, platform content, application functionality, and service desk experience.

AFN Now Content Availability Questionnaire

Thank you for agreeing to take our Content Availability Questionnaire. Required questions are marked with an asterisk.

[Start survey](#)

AFN Now Content Availability Questionnaire

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1.1 Where (country and base) are you using this service? *

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2.1 While completing this questionnaire, are you currently? *

- On an installation
- Off an installation

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3.1 Were you able to view any shows or movies while on an installation? *

- Yes
- No
- N/A

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4.1 Were you able to view any shows or movies while off an installation? *

- Yes
- No
- N/A

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5.1 Were you able to play "The Flash" off base? *

- Yes
- No

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6.1 Were you able to play "NCIS" off base? *

- Yes
- No
- Didn't see it

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7.1 Did a commercial play before the video began? *

- Yes
- No

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8.1 If you answered yes above, how long was the commercial break?

- 30 Seconds
- 60 Seconds
- 120 Seconds

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9.1 Did a commercial break play in the middle of the show? *

- Yes
- No

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10.1 If you answered yes above, how long was the commercial break?

- 30 Seconds
- 60 Seconds
- 120 Seconds

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11.1 Was there a final commercial break at the end of the show? *

- Yes
- No

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12.1 If you answered yes above, how long was the commercial break?

- 30 Seconds
- 60 Seconds
- 120 Seconds

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13.1 Did the video play without issue? *

- Yes
- No

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14.1 If you answered no, please provide a brief description of the issue you experienced.

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15.1 Were you able to skip or fast forward through commercials? *

- Yes
- No

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16.1 During a commercial break did you see the same commercial more than once? *

- Yes
- No

AFN Now Content Availability Questionnaire

Thank you for completing the AFN Now Content Availability Questionnaire. Your input helps up make this application better.