



AFN Now Video Playback Quality Questionnaire Inbox x

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to me

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To: [amyroversit@gmail.com](mailto:amyroversit@gmail.com)  
CC:  
BCC:  
Subject: AFN Now Video Playback Quality Questionnaire

Hi Karyssa Keithley,

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 watching a specific program and completing the Video Playback Quality Questionnaire.

Instructions:

Please play (ASSET) from beginning to end.

During playback, please complete the following and note how the app responds:

1. Stop the video, exit to the AFN Now app's main menu, and then return to the video
2. Turn on closed captioning during the video
3. Advance the video using the timeline bar at the bottom of the screen

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

[Click here to complete the Video Playback Quality 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](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.

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

## AFN Now Video Playback Quality Questionnaire

Thank you for agreeing to take our Video Playback Quality Questionnaire. Required questions are marked with an asterisk.

[Start survey](#)

## AFN Now Video Playback Quality Questionnaire

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1.1 Were you able to continue watching the video where you left off? \*

- Yes
- No

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## AFN Now Video Playback Quality Questionnaire

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2.1 Were you able to fast forward using the timeline on the video? \*

- Yes
- No

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## AFN Now Video Playback Quality Questionnaire

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3.1 Did you see any of the following while watching the video (check all that apply)?

- Buffering
- Stuttering
- Dropout
- Crashes
- Freezing

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## AFN Now Video Playback Quality Questionnaire

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4.1 Did you experience any issues with volume? \*

- Yes
- No

Next Reset

## AFN Now Video Playback Quality Questionnaire

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5.1 Did you experience any issues with the quality of the video? \*

- Yes
- No

Next Reset

## AFN Now Video Playback Quality Questionnaire

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6.1 How was the quality of the video compared to other streaming services you have used? \*

- Significantly Better
- Better
- No different
- Worse
- Significantly Worse

Next Reset

## AFN Now Video Playback Quality Questionnaire

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7.1 What other streaming applications do you currently use (Check all that apply)? \*

- Amazon Prime
- CBS All Access
- Crackle
- DirecTV Now
- Discovery+
- Disney+
- HBO Max
- Hulu
- Movies Anywhere
- Netflix
- Peacock
- Periscope
- Showtime
- Sling TV
- Starz
- TBS
- Tubi
- Twitch
- YouTube TV
- None
- Other

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## AFN Now Video Playback Quality Questionnaire

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8.1 Did closed captioning work? \*

- Yes
- No

Next Reset

## AFN Now Video Playback Quality Questionnaire

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9.1 Please rate the AFN Now content navigation compared to other streaming applications you have used. \*

- Significantly Better
- Better
- No different
- Worse
- Significantly Worse

Next Reset

## AFN Now Video Playback Quality Questionnaire

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10.1 Please rate the AFN Now application navigation compared to other streaming applications you have used. \*

- Significantly Better
- Better
- No different
- Worse
- Significantly Worse

Next Reset

## AFN Now Video Playback Quality Questionnaire

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11.1 Please rate the AFN Now usability compared to other streaming applications you have used. \*

- Significantly Better
- Better
- No different
- Worse
- Significantly Worse

## AFN Now Video Playback Quality Questionnaire

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12.1 Is there anything we need to know to make this better for you?

## AFN Now Video Playback Quality Questionnaire

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Thank you for completing the AFN Now Video Playback Questionnaire. Your input helps us make this application better.