

DoD DLA Desktop Browse Survey - 0704-DDBS, Exp. 5/31/2025

INITIAL PROMPT

Displays as an in-window pop-up when visiting dla.mil

The Defense Logistics Agency welcomes your feedback!

Would you like to take a brief survey so we can improve your experience on the website?

If you would like to participate in this voluntary survey, we'll ask you some questions after you finish your visit. All responses are confidential.

[Button: Yes, I'll give feedback]

[Button: No thanks]

OMB Control Number 0704-DDBS

SECONDARY PROMPT

Displays as a new window pop-up after accepting the initial prompt

Please keep this window open!

The Defense Logistics Agency values your feedback about your website experience.

If you would like to continue to participate in this voluntary survey, please keep this window open. We'll ask you some questions after you finish. All responses are confidential.

The survey will appear in this window after you finish browsing, or you may begin the survey now below. You can minimize this window for now or simply reselect the window with DLA website to proceed.

[Button: Begin Survey Now]

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WELCOME MESSAGE

Displays as a new window pop-up after accepting the survey and finishing browsing dla.mil, or after manually selecting the "begin survey now" button. This text appears on the landing page of the survey.

Thank you agreeing to share your Defense Logistics Agency website experience in this voluntary survey. All responses are confidential. Please select the Next button to proceed.

AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information, **0704-DDBS**, is estimated to average **6 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. 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.

[Button: Next]

SURVEY STARTS

MODEL QUESTIONS

Section: Look and Feel

Introductory text displayed: For each of the following, please rate the website's look and feel based on your most recent experience with www.dla.mil:

Questions displayed, with response options between 1 (Poor) to 10 (Excellent), plus "Don't Know"

- Visual appeal of this site
- Balance of graphics and text on this site
- Readability of the pages on this site

Section: Site Performance

Introductory text displayed: For each of the following, please rate the website's performance based on your most recent experience with www.dla.mil:

Questions displayed, with response options between 1 (Poor) to 10 (Excellent), plus "Don't Know"

- How quickly pages load on this site
- Consistency of speed from page to page on this site
- Ability to load pages without getting an error message on this site

Section: Navigation

Introductory text displayed: For each of the following, please rate the website's navigation based on your most recent experience with www.dla.mil:

Questions displayed, with response options between 1 (Poor) to 10 (Excellent), plus "Don't Know"

- How well the site is organized
- Options available for navigating this site
- How well the site layout helps you find what you are looking for

Section: Information Browsing

Introductory text displayed: For each of the following, please rate the website's information browsing based on your most recent experience with www.dla.mil:

Questions displayed, with response options between 1 (Poor) to 10 (Excellent), plus "Don't Know"

- Ability to sort information by criteria that is important to you on this site
- Ability to narrow choices to find the information you are looking for on this site
- How well the features on the site help you find the information you are looking for

Section: Site Information

Introductory text displayed: For each of the following, please rate the website's information based on your most recent experience with www.dla.mil:

Questions displayed, with response options between 1 (Poor) to 10 (Excellent), plus "Don't Know"

- Thoroughness of information provided on this site
- How understandable this site's information is
- How well the site's information provides answers to your questions

Satisfaction

- What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)
- How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)
- How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)

Return

- How likely are you to return to dla.mil in the future? (1=Very Unlikely, 10=Very Likely)

Trust

- Please rate your level of trust in the Defense Logistics Agency (1=Not at all Trustworthy, 10=Very Trustworthy)

Primary Resource

- How likely are you to use dla.mil as your primary resource for obtaining information from the Defense Logistics Agency? (1=Very Unlikely, 10=Very Likely)

CUSTOM QUESTIONS

DLA SYSTEM USE: Did your visit require you to use a DLA system or application?

1. Yes

- a. **<<SKIP TO>> DLA SYSTEM ISSUES:** Which of the following did you experience while accessing a DLA system or application? (Please select all that apply.)
- i. Security certificate or unsecure connection warnings
 - ii. Slow or unreliable connectivity
 - iii. Unable to create an account
 - iv. Unable to log in
 - v. Unable to contact customer assistance
 - vi. No access to introductory guides, FAQs, or other self-help materials
 - vii. Difficulties navigating or searching intuitively
 - viii. Broken links, images, or functionality
 - ix. Key features do not meet expectations
 - x. Inaccurate or out-of-date information
 - xi. Content is not written using clear and plain language
 - xii. Communications do not meet expectations (news, periodic notifications, responses to submissions, etc.)
 - xiii. I had no issues
2. No

TASKS ATTEMPTED: Which task(s) were you attempting to complete during your visit? (Please select all that apply.)

1. Do research
 2. Download a document
 3. Find contact information
 4. Find employment opportunities
 5. Find training
 6. Get assistance or customer support
 7. Read news
 8. Request products or services
 9. Turn in or search for excess property
 10. Reference policies or standards
 11. Register or review accounts needed to work with the federal government
 12. Other
- o **<<SKIP TO>> TASKS – OTHER:** Please specify the other reason for your visit. Please do not include any personally identifiable information. (Open End Text)

ACCOMPLISH: Did you accomplish what you wanted to do today on this site?

1. Yes
 2. No
- a. **<<SKIP TO>> WHY NOT ACCOMPLISH:** Please tell us why you were unable to accomplish your task today. Please do not include any personally identifiable information. (Open End Text)

ACQUISITION SOURCE: How were you referred to the site today?
(SELECT ONE ANSWER)

1. An email from the Defense Logistics Agency
2. Defense Logistics Agency social network post, tweet, video, etc.
3. Non-Defense Logistics Agency social network post, tweet, video, etc.
4. Internet blogs or discussion forums
5. Search engine results
6. Recommendation from someone I know

7. Professional contact or training
8. Conference or printed promotional products
9. Other (please specify)
 - a. <<SKIP TO>> **ACQUISITION SOURCE – OTHER:** Please specify how else you were referred to the site. Please do not include any personally identifiable information. (Open End Text)
10. I was not referred to the site by anything specific

ROLE: What is your primary role in visiting the site today?
(SELECT ONE ANSWER)

1. Servicemember
2. Government employee outside of Defense Logistics Agency
3. Defense Logistics Agency employee
4. Defense Logistics Agency contractor
5. Industry representative
6. Vendor looking for business
7. Vendor already working with Defense Logistics Agency
8. Journalist / Press
9. Prospective employee
10. U.S. Citizen
11. Non-U.S. Citizen
12. Researcher
13. Other

NAVIGATION EXPERIENCE: Which of the following navigation issues, if any, did you encounter during your browsing experience? (Please select all that apply)

1. Links did not perform as expected
2. I had difficulty finding relevant information
3. There were too many links or navigation options to choose from
4. I could not navigate back to previous information
5. I had a navigation issue that's not listed
6. I had no difficulty navigating the site

TECHNICAL PROBLEMS: Which of the following technical problems, if any, occurred during your visit?
(Please select all that apply)

1. Site error message
2. Incomplete load of a site page
3. Inconsistent page loads
4. I had a technical issue that's not listed
5. No technical problems occurred

INFORMATION ISSUES: Which of the following issues, if any, did you experience while reviewing information? (Please select all that apply)

1. Information was not up to date
2. Information did not answer my questions
3. Information was not presented in a concise format
4. Wording was not clear
5. Text was difficult to read

6. I had an information issue that's not listed
7. No issues reviewing information occurred

ISSUES: Please describe any issues you encountered during your visit today. Please do not include any personally identifiable information. (Open End Text)

VISIT FREQUENCY: How often do you visit this site? (SELECT ONE ANSWER)

1. This is my first visit
2. Once every 6 months or less often
3. Once every few months
4. Monthly
5. Weekly
6. Daily or more often

IMPROVE: What else would you like to share with us to help improve your online experience with dla.mil? Please do not include any personally identifiable information. (Open End Text)