**TRICARE.MIL Web FAQs Survey**

OMB CONTROL NUMBER: 0704-0553

OMB EXPIRATION DATE: 05/31/2025

**AGENCY DISCLOSURE NOTICE**

The public reporting burden for this collection of information, 0704-0553, is estimated to average 15 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.

1. Did you find the information you were looking for today on tricare.mil/faqs?
   1. Yes
   2. No
2. Please tell us what you couldn’t find. Do not include any personal identifiable information.
3. On a scale of one to five where one is poor and five is excellent, please rate TRICARE.mil on **how well the site menu and navigation is organized**.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1  Poor | 2 | 3 | 4 | 5  Excellent |

1. What could we do to improve your experience using the tricare.mil/faqs? If no improvements are needed, please write N/A.
2. How did you find tricare.mil/faqs?
   1. Google, Bing, Yahoo, or other search engines
   2. A link from the tricare.mil website
   3. Tricare.mil website search
   4. Bookmark or typed in tricare.mil/faqs directly
   5. Other (Please specify: )
3. What tools did you use today? (Please select all that apply.)
   1. FAQs Search by Keyword
   2. Browse FAQs by Category
   3. FAQs print button
   4. FAQs email button
   5. I used a tool not listed (Please specify: )
   6. I didn’t use any tools on the site today
4. Were the FAQ search results helpful?
   1. Yes
   2. No
   3. N/A, I did not use the FAQ search tool
5. What issues did you experience with the FAQs search tool today? (Select all that apply.)
6. Results weren’t relevant
7. Too many results
8. Not enough results
9. Received no results
10. Received error message(s)
11. Links were not working
12. Autofill was not working
13. I had a different search issue (Please specify: )
14. N/A, I did not experience any issues with the FAQ search tool
15. Please let us know what search term(s) you used. If you did not use the search tool, please write N/A.
16. Were the FAQ categories helpful?
17. Yes
18. No
19. What issues did you experience while reviewing information? (Please select all that apply.)
    1. Information wasn’t up to date
    2. Information didn’t answer my questions
    3. Information wasn’t clear
    4. Text font/size was difficult to read
    5. Information was not relevant
    6. Links were not working
    7. Other (Please specify: )
    8. I didn’t have any issues
20. What other FAQ topics would you like to see added to tricare.mil/faqs?
21. How often do you use tricare.mil/faqs?
    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
22. Which best describes you?
23. Active Duty Service Member (Includes all Uniformed Services)
24. Retired Service Member
25. National Guard or Reserve Member (Active, Reserve, or Retired)
26. Family of Active Duty Service Member
27. Family of Retired Service Member
28. Family of National Guard or Reserve Member
    1. Provider (Staff included)
    2. Government
    3. Government Contractor
    4. Media
    5. Other (Please specify:)
29. Which plans are you using? Please select all that apply.
30. TRICARE Prime
31. TRICARE Prime Remote
32. TRICARE Prime Overseas
33. TRICARE Prime Remote Overseas
34. TRICARE Select
35. TRICARE Select Overseas
36. TRICARE For Life
37. TRICARE Reserve Select
38. TRICARE Retired Reserve
39. TRICARE Young Adult
40. US Family Health Plan
41. Active Duty Dental Plan
42. TRICARE Dental Plan
43. Other/Don't know
44. I don’t have TRICARE
45. Which region are you currently located in?
46. TRICARE East
47. TRICARE West
48. TRICARE Overseas
49. Don't know