

TRICARE.MIL Web FAQs Survey

OMB CONTROL NUMBER: 0704-0553

OMB EXPIRATION DATE: 05/31/2025

AGENCY DISCLOSURE NOTICE

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- 1) Did you find the information you were looking for today on tricare.mil/faqs?
 - a. Yes
 - b. 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 | 2 | 3 | 4 | 5 |
| Poor | | | | Excellent |

- 4) What could we do to improve your experience using the tricare.mil/faqs? If no improvements are needed, please write N/A.
- 5) How did you find tricare.mil/faqs?
 - a. Google, Bing, Yahoo, or other search engines
 - b. A link from the tricare.mil website
 - c. Tricare.mil website search
 - d. Bookmark or typed in tricare.mil/faqs directly
 - e. Other (Please specify:)
- 6) What tools did you use today? (Please select all that apply.)
 - a. FAQs Search by Keyword
 - b. Browse FAQs by Category

- c. FAQs print button
- d. FAQs email button
- e. I used a tool not listed (Please specify:)
- f. I didn't use any tools on the site today

7) Were the FAQ search results helpful?

- a. Yes
- b. No
- c. N/A, I did not use the FAQ search tool

8) What issues did you experience with the FAQs search tool today? (Select all that apply.)

- a. Results weren't relevant
- b. Too many results
- c. Not enough results
- d. Received no results
- e. Received error message(s)
- f. Links were not working
- g. Autofill was not working
- h. I had a different search issue (Please specify:)
- i. N/A, I did not experience any issues with the FAQ search tool

9) Please let us know what search term(s) you used. If you did not use the search tool, please write N/A.

10) Were the FAQ categories helpful?

- a. Yes
- b. No

11) What issues did you experience while reviewing information? (Please select all that apply.)

- a. Information wasn't up to date
- b. Information didn't answer my questions
- c. Information wasn't clear
- d. Text font/size was difficult to read
- e. Information was not relevant
- f. Links were not working
- g. Other (Please specify:)
- h. I didn't have any issues

12) What other FAQ topics would you like to see added to tricare.mil/faqs?

13) How often do you use [tricare.mil/faqs](https://www.tricare.mil/faqs)?

- a. This is my first visit
- b. Once every 6 months or less often
- c. Once every few months
- d. Monthly
- e. Weekly
- f. Daily or more often

14) Which best describes you?

- a. Active Duty Service Member (Includes all Uniformed Services)
- b. Retired Service Member
- c. National Guard or Reserve Member (Active, Reserve, or Retired)
- d. Family of Active Duty Service Member
- e. Family of Retired Service Member
- f. Family of National Guard or Reserve Member
- a. Provider (Staff included)
- b. Government
- c. Government Contractor
- d. Media
- e. Other (Please specify:)

15) Which plans are you using? Please select all that apply.

- a. TRICARE Prime
- b. TRICARE Prime Remote
- c. TRICARE Prime Overseas
- d. TRICARE Prime Remote Overseas
- e. TRICARE Select
- f. TRICARE Select Overseas
- g. TRICARE For Life
- h. TRICARE Reserve Select
- i. TRICARE Retired Reserve
- j. TRICARE Young Adult
- k. US Family Health Plan
- l. Active Duty Dental Plan
- m. TRICARE Dental Plan
- n. Other/Don't know
- o. I don't have TRICARE

16) Which region are you currently located in?

- a. TRICARE East
- b. TRICARE West
- c. TRICARE Overseas
- d. Don't know