

AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information, 0704-0553, is estimated to average 10 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.

Military OneSource Educational Materials

Welcome to Military OneSource Feedback! We greatly appreciate your willingness to complete this brief questionnaire to give feedback on the services you received from Military OneSource. Your feedback will help improve the services we provide to our service members and their families.

Your participation in this survey is strictly voluntary and your information will not be shared outside of the program office.

*

1. How did you order your educational materials from Military OneSource?

- ☐ Online
- ☐ Telephone

2. Thinking about the time it took for you to receive your materials from when you placed your order, did your materials arrive in a reasonable amount of time?

- ☐ Yes
- ☐ No

*

3. Did you receive all of the items you ordered?

☐ Yes

☐ No

4. Did every item arrive in good condition?

☐ Yes

☐ No

5. The information in the material(s) I ordered is relevant to my needs.

☐ Strongly Disagree

☐ Disagree

☐ Neither Agree nor Disagree

☐ Agree

☐ Strongly agree

6. I am pleased with the quality of the items I ordered.

☐ Strongly Disagree

☐ Disagree

☐ Neither Agree nor Disagree

☐ Agree

☐ Strongly agree

*

7. Overall, how satisfied or dissatisfied are you with your experience with Military OneSource?

- ☐ Very Dissatisfied
- ☐ Somewhat Dissatisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Somewhat Satisfied
- ☐ Very Satisfied

*

8. How likely is it that you would recommend Military OneSource to a friend or colleague?

- ☐ Very Unlikely
- ☐ Unlikely
- ☐ Not Sure
- ☐ Likely
- ☐ Highly Likely

9. Please tell us anything we should know about your experience with Military OneSource. We appreciate any detail you can provide, especially if our service was less than satisfactory. You will help us to learn and improve. (Please do not share any personally identifying information in your response.)

Your responses have been registered!

We strive to provide excellent service and all questions, comments and suggestions are welcome! If you would like to be contacted to discuss the service you received please e-mail us at quality.control@militaryonesource.com. Thank you for your service and for the opportunity to serve you!