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Military Community Outreach Feedback Form

# Purpose

The Military Community Outreach Feedback Form purpose is to gather feedback about the respondents’ experiences using the services the MCO IT and Cybersecurity and/or Outreach Operation team provides.

We request completion of the feedback form with the following audience segment:

* Military service members
* DoD Civilians
* Contractors
* Other

**The objectives** of the feedback form are to determine:

* Respondents’ satisfaction with MCO services
* Identification of services that may need modification

## Feedback Form Questions

Signature Line: *Please take a moment to tell us how we did!* [*https://forms.osi.apps.mil/r/NjaDQ7SfEE*](https://forms.osi.apps.mil/r/NjaDQ7SfEE)

**Military Community Outreach Feedback Form**

Welcome to the Military Community Outreach (MCO) feedback form! Please take a moment to tell us how we did! Your participation is anonymous and voluntary.

Your feedback will help improve the services we provide to you; will help us elevate quality-of-life support we provide service members and their families; and will help our military-connected community thrive and navigate military life.

1.I am a:

Service Member

DoD Civilian

Contractor

Other

2.Which DoD organization or MC&FP Directorate do you currently work for?

Air Force

Army

Joint Chiefs of Staff

National Guard Bureau

Marine Corps

Navy

Space Force

Office of the Secretary of Defense or Defense Agencies and DoD Field Activities

MC&FP - Casualty, Mortuary Affairs, and Military Funeral Honors

MC&FP - Office of Military Family Readiness Policy

MC&FP - Military Community Support Programs

MC&FP - Child and Youth Programs

MC&FP - Military Community Advocacy

MC&FP - Morale, Welfare, and Recreation and Resale Policy

MC&FP - Defense State Liaison Office

MC&FP - Military Community Outreach

MC&FP - Resources and Oversight

Other

3.Which MCO team provided you services?

Outreach Operations

IT and Cybersecurity

Combination of both

4.Based on your experience, how satisfied are you with your overall experience?

Very satisfied

Somewhat satisfied

Neither satisfied nor dissatisfied

Somewhat dissatisfied

Very dissatisfied

5.What aspects of your experience were satisfactory (Select all that appy)?

Quality of service (time and effort)

Knowledge and expertise

Friendliness and politeness

Resolution of request for service

N/A

Other

6.What aspects of your experience were less than satisfactory (Select all that apply)?

Quality of service (time and effort)

Knowledge and expertise

Friendliness and politeness

Resolution of request for service

N/A

Other

7.How would you describe your overall experience?

***(Do not include any personally identifiable information (PII))***

[Open ended, short response]

8.Did the service meet your expectations?

Yes

No

9.If you answered No for question 8, please tell us what didn't meet your expectations and how we can improve:

***(Do not include any personally identifiable information (PII))***

[Open ended, short response]

10.Please provide any additional comments or feedback:

***(Do not include any personally identifiable information (PII))***

[Open ended, short response]

[SUBMIT]