OMB CONTROL NUMBER: 0704-0553

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**AGENCY DISCLOSURE NOTICE**

The public reporting burden for this collection of information, 0704-0553, is estimated to average 2 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 Triage Experience Survey Questions**

**Survey Content and Information**

The survey consists of **4 core questions** for all respondents. The answer choices will be a single select 5-point Likert scale: Strongly Agree, Agree, Neither Agree Nor Disagree, Disagree, Strongly Disagree. These questions will be numbered and bolded for emphasis.

Each core question has a secondary question that will only populate if a respondent selects “Disagree” or “Strongly Disagree” for the core question. The answer choices for the secondary question consist of a multi-select answer bank, where providing an answer is *optional.* These questions will not be bolded and will be numbered to indicate a subsequent question to the core question (i.e., 1.1, 2.1, 3.1, 4.1).

**Survey Instructions**

Below are the instructions for the Military OneSource Triage Experience Survey:

“Thank you for using the Military OneSource contact center. Please tell us about your contact center experience. The survey is voluntary and will only take a few minutes to complete. All responses are anonymous and will be used to improve the contact center for future users. *Please rate your level of agreement with the following statements:”*

**Survey Questions**

1. **My call center consultant successfully connected me to the appropriate service(s) for further support.***\**

|  |  |
| --- | --- |
| * Strongly Agree | *Go to 2* |
| * Agree | *Go to 2* |
| * Neither Agree Nor Disagree | *Go to 2* |
| * Disagree | *Go to 1.1* |
| * Strongly Disagree | *Go to 1.1* |

* 1. Please provide additional information regarding your response (Select all that apply):
* I was not connected to a service for further support.
* I was connected to at least one – but not all – the services I was seeking.
* I was connected to a service that did not suit my needs.

1. **My call center experience was smooth and easy.***\**

|  |  |
| --- | --- |
| * Strongly Agree | *Go to 3* |
| * Agree | *Go to 3* |
| * Neither Agree Nor Disagree | *Go to 3* |
| * Disagree | *Go to 2.1* |
| * Strongly Disagree | *Go to 2.1* |

* 1. Please provide additional information regarding your response (Select all that apply):
* I waited a long time to get connected to someone.
* I felt rushed by my call center consultant.
* I felt my call center consultant took too long to provide information.
* I started with live chat but then had to call.
* I experienced **phone** technical difficulties *(e.g., connection issues, dropped call).*
* I experienced **live chat** technical difficulties *(e.g., chat dropped, had to restart chat).*

1. **My call center consultant treated me with kindness and respect.***\**

|  |  |
| --- | --- |
| * Strongly Agree | *Go to 4* |
| * Agree | *Go to 4* |
| * Neither Agree Nor Disagree | *Go to 4* |
| * Disagree | *Go to 3.1* |
| * Strongly Disagree | *Go to 3.1* |

* 1. Please provide additional information regarding your response (Select all that apply):
* My call center consultant was unprofessional.
* My call center consultant did not understand my unique needs.
* My call center consultant did not understand military culture.

1. **My call center consultant provided clear information in response to my question(s).***\**

|  |  |
| --- | --- |
| * Strongly Agree | *Submit* |
| * Agree | *Submit* |
| * Neither Agree Nor Disagree | *Submit* |
| * Disagree | *Go to 4.1* |
| * Strongly Disagree | *Go to 4.1* |

* 1. Please provide additional information regarding your response (Select all that apply):
* My call center consultant did not know enough about the programs and services available.
* My call center consultant did not provide clear explanations during our conversation.
* My call center consultant did not explain the next steps to reach the recommended services.