



AGENCY DISCLOSURE NOTICE

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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*

1.1. 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.

2. 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*

2.1 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*).

3. 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*

3.1 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.

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

- Strongly Agree *Submit*
- Agree *Submit*



- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree

Submit

Go to 4.1

Go to 4.1

4.1 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.