

MOCKUP FOR MCX MARINE MART SURVEY

OMB CONTROL NUMBER: 0704-0553

OMB EXPIRATION DATE: 05/31/2025

Thank you for participating in our customer satisfaction online survey. Your opinions are very important to us.

AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information, 0704-0553, is estimated to average 5 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.

PRIVACY ACT STATEMENT

AUTHORITY: 10 U.S.C. 1146, 2481, 5013; and 5041; DoDI 1330.09; DoDI 1330.21; MCO 1700.30; and SORNs DoD-0018 and NM04060-1.

PURPOSE: Your personal information will be used to enter you into Marine Corps Exchange (MCX) contests and sweepstakes. In addition, information may be used for statistical analyses and advertising purposes.

ROUTINE USES: Information may be disclosed to current authorized contractors and vendors to accomplish a function related to these systems of records. Complete lists and explanation of applicable Routine Uses are included in the respective SORNs, accessible at <https://dpcl.d.defense.gov/Privacy/SORNs/>.

DISCLOSURE: Voluntary; however, failure to provide the requested information may delay award notification or result in forfeiture of winner eligibility.

MCX MARINE MART SURVEY

1. What is your overall satisfaction with shopping at this MCX store?

1=Very dissatisfied

2

3

4

5= Very satisfied

2. How well did shopping at this MCX store meet your expectations?

1=Falls short

2

3

4

5= Exceeds

3. How did the shopping experience at this MCX store compare with an ideal shopping experience?

1=Not very close

2

3

4

5= Very close

MOCKUP FOR MCX MARINE MART SURVEY

4. How likely are you to recommend this MCX store to someone else?

1=Very unlikely

2

3

4

5= Very likely

5. Did you receive fast and friendly service at the time of checkout?

- Yes
- No

6. Did your purchase include ready-to-eat / food-bar items? (Mark all that apply)

- Yes, hot items
- Yes, cold items
- No

6a. [IF YES TO Q6] Were the ready-to-eat / food-bar items readily available?

- Yes
- No

6b. [IF NO TO Q6a] Why weren't your ready to eat/food bar items available? Do not include Personally Identifiable Information.

6c. [IF YES TO Q6] Were the ready-to-eat / food-bar items at the appropriate temperature?

- Yes
- No

6d. [IF NO TO Q6c] What wasn't as expected with the temperature of your food? Do not include Personally Identifiable Information.

6e. [IF YES TO Q6] Were the ready-to-eat / food-bar items fresh?

- Yes
- No

6f. [IF NO TO Q6e] What wasn't as expected with the freshness of your food? Do not include Personally Identifiable Information.

6g. [IF NO TO Q6] Why didn't you purchase any ready-to-eat / food bar items? Do not include Personally Identifiable Information.

7. Were you able to find the item(s) you were shopping for?

- Yes
- No
- Partially

7a. [IF NO OR PARTIALLY TO Q7] Why were you unable to find the item(s) you were shopping for?

- The item(s) were out of stock [GO TO Q7b]
- MCX did not carry the item I was looking for [GO TO Q7c]

MOCKUP FOR MCX MARINE MART SURVEY

- The item(s) were not available in the variety I was looking for (e.g. brand, flavor, color) [GO TO Q7d]
- Other [GO TO Q7E]

7b. What particular item(s) were out-of-stock? (Please be as specific as possible.) Do not include Personally Identifiable Information.

7c. What item(s) was MCX not carrying that you were interested in? (Please be as specific as possible.) Do not include Personally Identifiable Information.

7d. What variety (e.g. brand, flavor, or color) of the item(s) you were looking for was not available? (Please be as specific as possible.) Do not include Personally Identifiable Information.

7e. Why you were unable to find the item(s) you were shopping for? Do not include Personally Identifiable Information.

8. What types of items did you buy on your visit to the MCX Store? (Mark all that apply)

- Hot prepared food (Tornados, hot dogs, etc.)
- Cold prepared food (e.g. sandwiches, salads, etc.)
- Beer, alcohol, spirits
- Bottled or canned beverages (e.g. soda, energy drinks, tea, etc.)
- Cigarettes, nicotine products
- Cleaning & organizing
- Fountain beverages (e.g. soda, coffee, hot chocolate, etc.)
- Gas
- Health & Hygiene
- Pre-packaged Snacks (e.g. chips, pretzels, candy, etc.)

9. How frequently do you shop at MCX Marine Mart?

- Every day
- 5 - 6 times a week
- 2 - 4 times a week
- Once a week
- Less than once a week

10. Did you find MCX pricing competitive with other convenience stores?

- 1=Not very competitive
2
3
4
5= Very competitive

11. What is your military affiliation?

- Active Duty
- Reservist
- Veteran
- Retired
- Military Spouse
- Military Dependent
- Other Family Member

MOCKUP FOR MCX MARINE MART SURVEY

- DoD Civilian
- Contractor
- Other
- Not military-affiliated

12. [IF MILITARY AFFILIATION IS INDICATED IN Q11] With which branch of Service are you or the military family member in your household now or last associated?

- Marine Corps
- Army
- Air Force
- Navy
- Coast Guard

13. Are you: (Mark all that apply)

- Male
- Female
- Transgender, non-binary, or another gender identity
- Prefer not to answer

14. Do you have any other comments you would like to make regarding your Marine Mart visit today? Do not include Personally Identifiable Information.

15. Would you like to be contacted by MCX Management regarding an outstanding issue? Opting out does not impact your sweepstakes entry.

- Yes
- No