

Hearing Center of Excellence Voice of the Customer Survey (20 Mar 2026 Copy)

Thank you for participating in our Voice of the Customer survey. Your feedback is crucial in helping the Hearing Center of Excellence (HCE) improve its resources, communication, and programs to better serve your needs.

Your responses are anonymous and you may skip any questions. The survey should take no more than 10 minute to complete. If you have questions about this survey, contact sara.a.murphy16_ctr@health.mil.

Your responses are valuable and will directly contribute to enhancing our support for the hearing health community.

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 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.

* Required

1. Which best describes your current employment type?

- Active Duty Service Member [\[GO TO QUESTION 2\]](#)
- Federal Employee [\[GO TO QUESTION 3\]](#)
- Federal Contractor [\[GO TO QUESTION 3\]](#)
- Civilian [\[GO TO QUESTION 3\]](#)
- Retired [\[GO TO QUESTION 5\]](#)

2. Which branch of the military do you serve in?

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

3. Can you describe your current role or profession (e.g. audiologist, physical therapist, etc.)?

4. How many years have you served in a role supporting hearing and balance?

- Less than 3 years
- 3-6 years
- 7-10 years
- 11-14 years
- 15+ years
- Not applicable

5. Which HCE groups are you a member of? (select all that apply)

- Boothless Audiometry Networking Group (BANG)
- Clinical Audiology and Hearing Conservation Community of Interest (CAHCCI)
- Central Auditory Processing Disorder (CAPD) Working Group
- Collaborative Auditory and Vestibular Research Network (CAVRN)
- FIT Network
- Joint DOD Tele/Video Audiology Working Group
- Pharmaceutical Interventions for Hearing Loss (PIHL) Working Group
- Tinnitus Working Group
- Not applicable
- Other

6. How familiar are you with the HCE?

- Very familiar
- Somewhat familiar
- Not familiar [\[GO TO QUESTION 12\]](#)

10. How important are the following HCE programs to you and your role?

	Extremely important	Very important	Moderately important	Slightly important	Not at all important
Clinical community advancement (e.g. development of knowledge products, research protocols, and tools)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinical community support [e.g., Military Vestibular Assessment and Rehabilitation (MVAR) courses, working groups]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enterprise Clinical Audiology Application (ECAA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enterprise Noah Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing education (e.g., posters, training)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing health modernization (e.g., boothless audiometry, hearing health surveillance data review)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing protector fit testing (e.g., training, equipment guidance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information management enterprise support (e.g., CyberLog, data analytics)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Joint Hearing Loss and Auditory System Injury Registry (JHASIR)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. What specific resources, services, or improvements would you like HCE to provide to better support your needs? **Please do not include PII.**

12. Where do you typically find information about hearing and balance health? **Please do not include PII.**

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