

TRICARE.MIL Web FAQs Survey

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AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information, 0704-0553, is estimated to average 15 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.

- 1) Did you find the information you were looking for today on tricare.mil/faqs?
 - a. Yes
 - b. No

- 2) Please tell us what you couldn't find. Do not include any personal identifiable information.

- 3) On a scale of one to five where one is poor and five is excellent, please rate TRICARE.mil on **how well the site menu and navigation is organized.**

1 Poor	2	3	4	5 Excellent
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- 4) What could we do to improve your experience using the tricare.mil/faqs? If no improvements are needed, please write N/A.

- 5) How did you find tricare.mil/faqs?
 - a. Google, Bing, Yahoo, or other search engines
 - b. A link from the tricare.mil website
 - c. [Tricare.mil](http://tricare.mil) website search
 - d. Bookmark or typed in tricare.mil/faqs directly
 - e. Other (Please specify:)

- 6) What tools did you use today? (Please select all that apply.)
 - a. FAQs Search by Keyword
 - b. Browse FAQs by Category

- c. FAQs print button
 - d. FAQs email button
 - e. I used a tool not listed (Please specify:)
 - f. I didn't use any tools on the site today
- 7) Were the FAQ search results helpful?
- a. Yes
 - b. No
 - c. N/A, I did not use the FAQ search tool
- 8) What issues did you experience with the FAQs search tool today? (Select all that apply.)
- a. Results weren't relevant
 - b. Too many results
 - c. Not enough results
 - d. Received no results
 - e. Received error message(s)
 - f. Links were not working
 - g. Autofill was not working
 - h. I had a different search issue (Please specify:)
 - i. N/A, I did not experience any issues with the FAQ search tool
- 9) Please let us know what search term(s) you used. If you did not use the search tool, please write N/A.
- 10) Were the FAQ categories helpful?
- a. Yes
 - b. No
- 11) What issues did you experience while reviewing information? (Please select all that apply.)
- a. Information wasn't up to date
 - b. Information didn't answer my questions
 - c. Information wasn't clear
 - d. Text font/size was difficult to read
 - e. Information was not relevant
 - f. Links were not working
 - g. Other (Please specify:)
 - h. I didn't have any issues
- 12) What other FAQ topics would you like to see added to tricare.mil/faqs?

13) How often do you use [tricare.mil/faqs](https://www.tricare.mil/faqs)?

- a. This is my first visit
- b. Once every 6 months or less often
- c. Once every few months
- d. Monthly
- e. Weekly
- f. Daily or more often

14) Which best describes you?

- a. Active Duty Service Member (Includes all Uniformed Services)
- b. Retired Service Member
- c. National Guard or Reserve Member (Active, Reserve, or Retired)
- d. Family of Active Duty Service Member
- e. Family of Retired Service Member
- f. Family of National Guard or Reserve Member
- a. Provider (Staff included)
- b. Government
- c. Government Contractor
- d. Media
- e. Other (Please specify:)

15) Which plans are you using? Please select all that apply.

- a. TRICARE Prime
- b. TRICARE Prime Remote
- c. TRICARE Prime Overseas
- d. TRICARE Prime Remote Overseas
- e. TRICARE Select
- f. TRICARE Select Overseas
- g. TRICARE For Life
- h. TRICARE Reserve Select
- i. TRICARE Retired Reserve
- j. TRICARE Young Adult
- k. US Family Health Plan
- l. Active Duty Dental Plan
- m. TRICARE Dental Plan
- n. Other/Don't know
- o. I don't have TRICARE

16) Which region are you currently located in?

- a. TRICARE East
- b. TRICARE West
- c. TRICARE Overseas
- d. Don't know