

SUBJECT: Chain of Command Satisfaction Survey

1. Purpose: To provide information and details regarding the process for distribution, intended recipients and subsequent follow-up associated with the Chain of Command Satisfaction Survey
2. Procedural Information: Upon receipt of the Chain of Command Satisfaction Survey, State Family Program Directors (SFPDs) will complete the Survey and distribute the Survey to individuals from the state/territory Chain of Command for completion.
 - a. Means of Distribution: The Chain of Command Satisfaction Survey will be accessible via an online portal (Survey Monkey). Online access to the survey is available at the following location: <https://www.surveymonkey.com/r/ChainCommand> additionally, in situations where online accessibility is restricted or unavailable, participants may complete a printed version of the survey for review.
 - i. SFPDs should utilize the information provided in these instructions to distribute the Chain of Command Satisfaction Survey to identified individuals at the local level. Ideal individuals may include, but not be limited to, SFPDs, Senior Leaders, Unit Commanders, First Sergeants, Readiness NCOs, Yellow Ribbon OIC/NCOIC, etc.
 - ii. Email/Electronic distribution to identified individuals within the local Chain of Command will include the Survey Monkey link as well as the PDF version of the survey as an attachment.
 - iii. Print distribution of the PDF version of the survey may be utilized in cases where access to the online portal may be limited or unavailable. In these situations, SFPDs will ensure mailing address and contact information is accurate and complete.
 - iv. Participants surveyed who utilize the PDF version will submit their completed survey by the specified suspense date for inclusion to: National Guard Bureau Soldier and Family Support Division, ATTN: Chris Hopkins, 111 South George Mason Dr., Arlington, VA 22204 or christopher.l.hopkins10.ctr@mail.mil
 - b. Suspense Date: All Chain of Command Satisfaction Surveys must be completed online/submitted via mail or email no later than close of business **31 December 2019**.
 - c. Final Results: Final results of the Chain of Command Satisfaction Survey will be compiled by NGB, with individual state/territory results being distributed to the SFPD and LCYPC.
 - d. Questions: Please direct questions related to the Chain of Command Satisfaction Survey to NGB:

Ms. Dana Ivory - Child & Youth Services Program Manager
(o) 703-607-3012 **or** email: dana.c.ivory.civ@mail.mil

For issues directly related to Survey Monkey accessibility or link, please contact:
Erin Berry at 614-406-4809 or by email at erin.berry@dystech.com

Enclosures:

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