

Exchange Network Satisfaction

Satisfaction with Current Services

OMB: 2090-0019; Expires: 8/31/2009

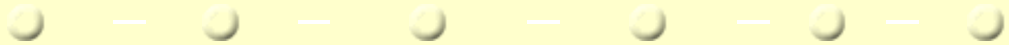
Thank you for taking the Exchange Network Satisfaction survey. The survey has 18 questions and will take approximately 15 minutes. For questions with a '*' an answer must be completed in order to advance to the next part of the survey.

*** 1. How satisfied are you with the overall Exchange Network experience?**

Very Dissatisfied Dissatisfied Somewhat Dissatisfied Somewhat Satisfied Satisfied Very Satisfied



Satisfaction Level



2. What about the Exchange Network has satisfied or dissatisfied you?

*** 3. Are you an Exchange Network Node Administrator or Node Manager? (e.g. responsible for technical node management)**

If you are, you will be directed to a set of questions about Exchange Network features and services. If not, you will be directed to the next set of questions.

Yes

No

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* 5. Considering all of the services listed in the above question, overall, how satisfied are you with all of the Exchange Network services?

Very Dissatisfied Dissatisfied Somewhat Dissatisfied Somewhat Satisfied Satisfied Very Satisfied N/A



Satisfaction Level

6. What features and services can the Exchange Network enhance or include to improve your satisfaction?

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Exchange Network Satisfaction

Satisfaction with Governance

- * 7. Are you familiar with the governance of the Exchange Network? (e.g. NOB, NTG, NPRG, or ENLC)

If not, you will automatically advance to the next section of the survey.

Yes.

No.

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Exchange Network Satisfaction

Satisfaction with Governance

* **8. Please indicate whether you Agree or Disagree with the following statements about Exchange Network Governance:**

Strongly Disagree Disagree Disagree Somewhat Agree Somewhat Agree Strongly Agree



I am satisfied with the products and support the Governance offers.

Strongly Disagree Disagree Disagree Somewhat Agree Somewhat Agree Strongly Agree

I am satisfied with accessibility to Governance and the communication mechanisms available to me to voice issues.

Strongly Disagree Disagree Disagree Somewhat Agree Somewhat Agree Strongly Agree

I am satisfied with the timeliness in which Governance resolves issues.

Strongly Disagree Disagree Disagree Somewhat Agree Somewhat Agree Strongly Agree

9. What can the Exchange Network governance enhance or offer to improve your satisfaction?

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13. To better offer all Exchange Network partners data exchange opportunities to satisfy their business needs, please specify additional data exchanges that you or your agency are pursuing. (If you marked 'additional' in the above question; please elaborate. If you are also using your Network Node to exchange data with an entity other than the U.S. EPA, please elaborate on the data exchange, partner(s), and stage of development (e.g., production, development, planning).

14. To improve your satisfaction with Exchange Network data exchange opportunities, what additional data exchanges, reports, state-to-state exchanges, or totally new uses of the Exchange Network would you like to see offered?

*** 15. Are you satisfied with your node or data exchange's operation? If not, please elaborate on any errors or problems that have caused your dissatisfaction.**

Satisfied.

Not Satisfied. (Please describe errors/problems below)

Exchange Network Satisfaction

Satisfaction with Impact on Decision Making

Please click Done at the bottom of the page when you are finished answering questions.

The following section of questions is about the level of satisfaction your agency has with the Exchange Network's impact on environmental decision making.

16. Overall, how satisfied is your agency with the impact that the Exchange Network has had on your ability to make environmental decisions based on data from the Exchange Network.

Very Dissatisfied Dissatisfied Somewhat Dissatisfied Somewhat Satisfied Satisfied Very Satisfied N/A



Satisfaction with Impact on Decision Making

Rating scale with 7 buttons: Very Dissatisfied, Dissatisfied, Somewhat Dissatisfied, Somewhat Satisfied, Satisfied, Very Satisfied, N/A.

*** 17. To determine how the Exchange Network can improve our services to better meet your agency's decision making needs, please rate the following statements:**

Strongly Disagree Disagree Disagree Somewhat Agree Somewhat Agree Strongly Agree N/A



Data are more accessible to my agency for decision making.

Rating scale with 7 buttons: Strongly Disagree, Disagree, Disagree Somewhat, Agree Somewhat, Agree, Strongly Agree, N/A.

My agency is able to provide more data to other departments for decision making.

Rating scale with 7 buttons: Strongly Disagree, Disagree, Disagree Somewhat, Agree Somewhat, Agree, Strongly Agree, N/A.

18. Please elaborate on some of the positive or negative impacts that the Exchange Network has had on your agency's environmental decision making that have contributed to your satisfaction or dissatisfaction level. Specific examples of how the Exchange Network has positively or negatively impacted environmental decision making are greatly appreciated.

19. For follow-up purposes on Exchange Network data exchange opportunities and decision making capabilities we can offer in the future, may we contact you? If yes, please provide contact information below. (Your contact information will be kept separate from your survey responses to protect anonymity.)

No. Please do not contact me.

Yes. Please list email address.

Thank you for taking the Exchange Network Satisfaction Survey. If you have questions about the survey, please email exchangenetwork@epa.gov.

EPA ICR: 1711.04

Burden Statement: Public reporting burden for this collection of information is estimated to average 5-10 minutes per response, including the time for reviewing instructions, gathering information, and completing and reviewing the collection of information. Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggestions for reducing the burden, including the use of automated collection techniques to the United States Environmental Protection Agency, Office of Information Collection, Office of Environmental Information (Mail Code 2823T), 1200 Pennsylvania Avenue, N. W., Washington, DC 20460.

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