



Exchange Network New Users

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Thank you for taking the Exchange Network New User Survey. The survey should take approximately 5 minutes.

We believe a new user's satisfaction with Exchange Network is based on how easy it was to establish a new node or data exchange. There are three different types of new users: users who developed new nodes, users who developed new data exchanges, and users who implemented existing data exchanges. This survey is tailored to only ask you questions that pertain to the type of new user you are. Questions indicated with '*' are required, and must be completed in order to advance to the next page of the survey.

* **1. From the following menu, please select what type of new user you are by selecting the category that best describes what you or your team developed on the Exchange Network.**

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* 4. The Exchange Network would like to evaluate new users' satisfaction with services by determining how easy or complicated those services were to use. Please rate the following Exchange Network Services based on your team's experience.

Extremely Difficult Difficult Somewhat Difficult Somewhat Easy Easy Extremely Easy N/A



Registration with CDX

Security Services

XML Schema Development
Guidance/Documentation

Help Desk

Testing Tools

Validation Tools

5. How long did it take your team to establish the data exchange?

0-3 Months

4-6 Months

6-9 Months

Other (please specify)

6. What services and/or products do you suggest the Exchange Network provide new teams in order to ease the process of new data exchange development and improve their satisfaction?



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New Nodes

To determine your satisfaction as a new user on the Exchange Network, this section asks questions about ease of establishing a new node.

1. Overall, how satisfied is your team with the entire process of establishing a new node on the Exchange Network.

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



New Node



*** 2. How easy was it for your team to establish a node on the Exchange Network?**

Extremely Difficult Difficult Somewhat Difficult Somewhat Easy Easy Extremely Easy



Ease of Use



*** 3. The Exchange Network would like to evaluate new users' satisfaction with services by determining how easy or complicated those services were to use. Please rate the following Exchange Network Services based on your team's experience.**

Extremely Difficult Difficult Somewhat Difficult Somewhat Easy Easy Extremely Easy



Security Services



Securness Model



4. How long did it take your team to establish your node?

0-1 Months

2-4 Months

5-6 Months

Other (please specify)

5. What services and/or products do you suggest the Exchange Network provide new teams in order to ease the process of node development?

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Implementing an Existing Data Exchange

To determine your satisfaction with implementing an existing data exchange on the Exchange Network, this section asks questions about your experience.

* **1. What is the name of the data exchange your team recently implemented?**

2. Overall, how satisfied is your team with the process you went through to implement an existing data exchange?

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



Existing Flow/Exchange



3. Overall, how easy was it for your team to implement the data exchange on the Exchange Network?

Extremely Difficult — Difficult — Somewhat Difficult — Somewhat Easy — Easy — Extremely Easy



Ease of Use

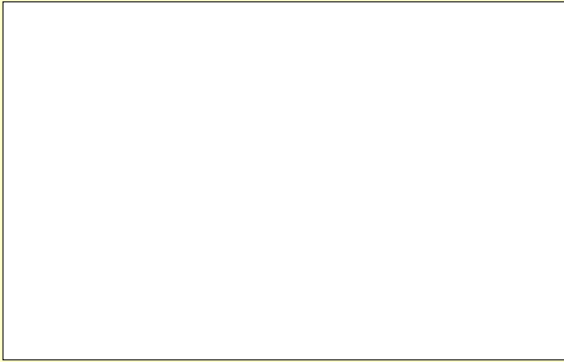


* **4. The Exchange Network would like to evaluate new users' satisfaction with services by determining how easy or complicated those services were. Please rate the following Exchange Network Services based on your team's experience.**

Extremely Difficult — Difficult — Somewhat Difficult — Somewhat Easy — Easy — Extremely Easy — N/A



5. What services or products can you suggest the Exchange Network provide to improve implementation of data exchanges?



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Conclusion

1. From your experience, how could the Exchange Network improve new user satisfaction by making development easier?

Thank you for taking the New User Survey. If you have questions about the survey, please email exchangenetwork@epa.gov.

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Burden Statement: Public reporting burden for this collection of information is estimated to average 5 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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