

National Criminal Justice Reference Service (NCJRS)

User Satisfaction Form

Thank you for using NCJRS. We value your input and would appreciate hearing from you. Please take a few moments to complete the questions below. When you are finished, please return this form by fax to 301-519-5711 or mail it to the address on the opposite side of this form; you can also complete this form online at <http://www.ncjrs.org/usersatisfaction>.

- 1. What is your organizational affiliation? (Check only one box.)**
- | | |
|---|---|
| <input type="checkbox"/> Federal Government | <input type="checkbox"/> Faculty/student |
| <input type="checkbox"/> State or local government | <input type="checkbox"/> Private social service |
| <input type="checkbox"/> Tribal government | <input type="checkbox"/> Research organization |
| <input type="checkbox"/> Other private organization | <input type="checkbox"/> Media |
| <input type="checkbox"/> Nonprofit | <input type="checkbox"/> None |
| <input type="checkbox"/> Other, please specify: _____ | |

- 2. Is your organization affiliated with a country other than the United States?**
- Yes
 No

- 3. What NCJRS product(s) did you receive? (Check all that apply.)**
- | | |
|--|--|
| <input type="checkbox"/> Publication | <input type="checkbox"/> Information/resource package |
| <input type="checkbox"/> CD-ROM | <input type="checkbox"/> Conference information |
| <input type="checkbox"/> Interlibrary loan | <input type="checkbox"/> Document reproduction |
| <input type="checkbox"/> Videotape | <input type="checkbox"/> Grant information/application |
| <input type="checkbox"/> Custom search | <input type="checkbox"/> Electronic access information |
| <input type="checkbox"/> NCJRS general information | |
| <input type="checkbox"/> Other: _____ | |

- 4. Did the product(s) meet your needs?**
- Yes
 Somewhat, please explain: _____
 No, please explain: _____

- 5. How will you use the product/materials you ordered? (Check all that apply.)**
- | | | |
|---|---|--|
| <input type="checkbox"/> Planning | <input type="checkbox"/> Program development | <input type="checkbox"/> Professional report |
| <input type="checkbox"/> Research | <input type="checkbox"/> Conference, workshop | <input type="checkbox"/> School report |
| <input type="checkbox"/> Training | <input type="checkbox"/> Personal development | <input type="checkbox"/> Grant proposal |
| <input type="checkbox"/> Reference | <input type="checkbox"/> Legislation | <input type="checkbox"/> Classroom use |
| <input type="checkbox"/> Media | <input type="checkbox"/> Presentation/speech | |
| <input type="checkbox"/> Other, please specify: _____ | | |

- 6. How did you place your order?**
- | | | |
|---|-------------------------------------|---------------------------------|
| <input type="checkbox"/> Telephone | <input type="checkbox"/> Mail | <input type="checkbox"/> Fax |
| <input type="checkbox"/> Online order form | <input type="checkbox"/> Conference | <input type="checkbox"/> E-mail |
| <input type="checkbox"/> Other, please specify: _____ | | |

- 7. How did you learn about the product(s) you ordered? (Check all that apply.)**
- | | | |
|---|------------------------------------|---|
| <input type="checkbox"/> Conference, please specify: _____ | | |
| <input type="checkbox"/> Publication, please specify: _____ | | |
| <input type="checkbox"/> E-mail/listserv, please specify: _____ | | |
| <input type="checkbox"/> Newsletter, please specify: _____ | | |
| <input type="checkbox"/> Web site, please specify: _____ | | |
| <input type="checkbox"/> Recommended by NCJRS reference staff | | |
| <input type="checkbox"/> Fax notice | <input type="checkbox"/> Colleague | <input type="checkbox"/> NCJRS Catalog |
| <input type="checkbox"/> Teacher | <input type="checkbox"/> Librarian | <input type="checkbox"/> Announcement/flyer |
| <input type="checkbox"/> Other, please specify: _____ | | |

- 8. Where do you have access to the World Wide Web? (Check all that apply.)**
- At home At work At school
 Other, please specify: _____

- 9. How often do you access the World Wide Web?**
- Daily
 Several times a week
 Several times a month
 Less often

- 10. Have you ever visited the NCJRS World Wide Web site, www.ncjrs.org?**
- Yes
 No

- 11. How many times did you order products/materials from NCJRS in the past 12 months?**
- 1-2
 3-5
 6 or more

12. Please rate your most recent experience with NCJRS Clearinghouse services.

	Excellent	Good	Fair	Poor	Not Applicable
Timeliness of response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteousness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for completing this questionnaire. Additional space for comments can be found on the other side of this form.