

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.)**
- Federal Government
 - State or local government
 - Tribal government
 - Other private organization
 - Nonprofit
 - Other, please specify: _____
 - Faculty/student
 - Private social service
 - Research organization
 - Media
 - None

- 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.)**
- Publication
 - CD-ROM
 - Interlibrary loan
 - Videotape
 - Custom search
 - NCJRS general information
 - Other: _____
 - Information/resource package
 - Conference information
 - Document reproduction
 - Grant information/application
 - Electronic access information

- 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.)**
- Planning
 - Research
 - Training
 - Reference
 - Media
 - Other, please specify: _____
 - Program development
 - Conference, workshop
 - Personal development
 - Legislation
 - Presentation/speech
 - Professional report
 - School report
 - Grant proposal
 - Classroom use

- 6. How did you place your order?**
- Telephone
 - Online order form
 - Other, please specify: _____
 - Mail
 - Conference
 - Fax
 - E-mail

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

- 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.