

Office of Pesticide Programs Customer Satisfaction Survey

The Office of Pesticide Programs (OPP) has developed this customer satisfaction survey to receive specific feedback on the value, quality, and usefulness of the content and materials provided through our OPP Updates, Web site, and consumer materials. Your voluntary input will help EPA to continue to improve our outreach efforts to better serve you. This survey should require no more than 15 minutes of your time to complete. All answers will remain entirely anonymous, so your honesty is appreciated. Please answer as many questions below as possible. We truly appreciate your time.

1. How satisfied are you with the information presented in our OPP Updates?

Please rate in terms of:

a. Content

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Not Applicable

b. Clarity

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Not Applicable

c. Quality

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Not Applicable

2. Do you distribute our OPP Updates to other organizations, groups, or contacts? (If so, please describe the types of groups)

- Yes
- No

- Describe _____

3. How often do you visit the Pesticide Web site?

- Daily
- Weekly
- Monthly
- Occasionally
- This is my first visit

4. How satisfied are you with the information on the Pesticide Web site?

Please rate in terms of:

a. Accuracy

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Not Applicable

b. Quality

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Not Applicable

d. Clarity

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Not Applicable

5. How satisfied are you with the ease of navigation on the Web site?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Not Applicable

6. When you look for specific information on our Web site, do you find it?

- Always
- Most of the time
- About half of the time
- Often
- Sometimes
- Rarely
- Not Applicable

7. What changes, if any, would you like to see on the Pesticide Web site?

8. a. How do you order our pesticide materials? (Check all that apply)

- Web site
- E-mail
- Fax
- Phone
- Other_____
- Not Applicable (I have never ordered pesticide publications)

b. How satisfied are you with the ordering process you use?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Not Applicable

9. How satisfied are you with the information in the publications you have ordered?

Please rate in terms of:

a. Accuracy

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Not Applicable

b. Quality

- Very Satisfied
- Satisfied

- Neutral
- Dissatisfied
- Very Dissatisfied
- Not Applicable

e. Clarity

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Not Applicable

10. Which group best describes you?

- Student
- Parent/adult helping a child
- Educator (teacher, professor)
- General public
- Scientist
- Law firm
- Consulting company
- Media
- Business
- Local government
- State government
- Federal government
- Environmental group
- Community group
- Other (please specify)

11. Any other comments?

Burden Statement: Public reporting burden for this collection of information is estimated to average ten (15) 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 Director, OEI Collections Strategies Division, United States Environmental Protection Agency, Mail Code 2822, 1200 Pennsylvania Avenue, N.W., Washington, DC 20460-0001; and to the Office of Information and Regulatory Affairs, Office of Management Budget, 725 17th Street, NW, Washington, DC 20503. Attention: Desk Officer for EPA. Include the EPA ICR number (EPA ICR No. 1711.05) and the OMB control number (OMB Control No. 2090-0019) in any correspondence.