



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY

WASHINGTON, DC 20460

Visitor Survey

Provide your comments on the ACE website

EPA ICR No. 1711.05

OMB Control No. 2090-0019

EXPIRATION DATE: 8/31/2009

Welcome to the America's Children and the Environment (ACE) Customer Satisfaction Survey. The purpose of this survey is to find out whether the ACE Web site is meeting the information needs of its users. You will probably need to spend no more than 10 minutes completing this important survey. All answers will remain entirely anonymous, so your honesty is appreciated. Please answer as many questions below as possible. We appreciate your time.

1. Which group best describes you? (Please select one)

- Community Group Representative
- Researcher/Scientist
- Industry Representative
- Consultant
- State Govt.
- Federal Govt.
- U.S. EPA
- Tribal Govt.
- City, County Govt.
- Teacher
- Student
- Journalist
- Non-Profit organization
- Librarian
- General Public
- Health Care Providers
- Other (Please Specify:)

2. How did you first learn about the ACE Web site? (Please select one)

- Heard about it through word of mouth (or from a listserv)
- Received an email from the US EPA
- Search Engine (Google, FirstGov, Yahoo, AOL, Lycos, etc.)

Link from another site (name site):

Found it through Office of Children's Health Protection (OCHP) Web site

Other - please describe:

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

This is my first visit

Daily

Weekly

Monthly

On an as needed basis

4. How satisfied were you with your overall visit to our site? (Please check one button)

Extremely Dissatisfied

Very Dissatisfied

Dissatisfied

Satisfied

Very Satisfied

Extremely Satisfied

Not-Applicable

5. Did you find what you were looking for? (Please explain)

Yes

No

6. How satisfied are you with the current topics addressed on the ACE site, such as environmental contaminants, body burdens, and childhood illnesses?

Extremely dissatisfied

Very dissatisfied

Dissatisfied

Satisfied

Very satisfied

Extremely satisfied

N/A

7. How satisfied are you with the clarity and completeness of the background text on each topic?

Extremely dissatisfied

Very dissatisfied

Dissatisfied

Satisfied

Very satisfied

Extremely satisfied

N/A

8. How satisfied are you with the presentation of the data (including graphics, tables, downloads)?

Extremely dissatisfied
Very dissatisfied
Dissatisfied
Satisfied
Very satisfied
Extremely satisfied
N/A

9. How satisfied are you with the explanation/interpretation of the data?

Extremely dissatisfied
Very dissatisfied
Dissatisfied
Satisfied
Very satisfied
Extremely satisfied
N/A

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

Extremely dissatisfied
Very dissatisfied
Dissatisfied
Satisfied
Very satisfied
Extremely satisfied
N/A

11. What would make the ACE Web site even more satisfactory for you (ie. If we could provide additional information or functionality, what would you suggest to improve your satisfaction?)

12. Will you visit us again?

yes
no

13. We welcome any comments, suggestions or questions that you may have, please enter them below:

PLEASE DO NOT LEAVE ANY PERSONAL INFORMATION. You will have the opportunity to contact us after you click on the "Send your responses" button.

Thanks again for completing this survey. Please click the button below to send us your responses.

Burden Statement: Public reporting burden for this collection of information is estimated to average 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 Director, OEI Collections Strategies Division, United States Environmental Protection Agency, Mail Code 2822T, 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 (1711.05) and the OMB control number (2090-0019) in any correspondence.