

NSCEP Web Site Customer Satisfaction Survey

OMB CONTROL NO: 2090-0019

EXPIRATION DATE: 08/31/2009

Welcome to the NSCEP web site survey. We want to know how well we are meeting your needs and expectations for this Web site.

NOTE: This survey covers ONLY the NSCEP web site; it does NOT cover any other EPA web site.

Questions About You As Our Customer

On a scale of 1 to 5 please rate the following, where:

- | | | |
|------------------|---------------------|------------------------|
| 1 Very satisfied | 2 Satisfied | 3 Neither satisfied or |
| 4 Dissatisfied | 5 Very dissatisfied | dissatisfied |

1 2 3 4 5

1a How satisfied are you with the ease of finding
the NSCEP website?

1b Please check the method that best describes how you found the
NSCEP website:

Link from EPA Home Page

Federal Register
Notice

Link from other web site

Magazine

From a friend or colleague

Newspaper

Other (e.g., surfing the Net, other publications)

2. How often have you used the NSCEP web site in the past three
months?

Daily

Weekly

Monthly

Never before

Questions for Improving Customer Satisfaction with NSCEP Web Site

1 2 3 4 5

3. Overall, how satisfied are you with the NSCEP
web site?

4. How satisfied are you with the subject matter
of the NSCEP web site?

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

6. How satisfied are you with the response time of
the NSCEP web site?

7. How satisfied are you with the level of detail on
the NSCEP web site?

8. How satisfied are you with how easy it is to
understand the language on the NSCEP web
site?

9a How satisfied are you with the performance of
the NSCEP web site?

9b If less than very satisfied, please check as many items as apply:

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When you click on a link you get an error

Lengthy download time for a PDF or TIFF file

Could not find what you were looking for on the NSCEP website

Other, please specify:

10 What would make the NSCEP web site even more satisfactory for you?

Burden Statement

The public reporting and recordkeeping burden for this collection of information is estimated to average 10 minutes per response. Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggested methods for minimizing respondent burden, including through the use of automated collection techniques to the Director, Collection Strategies Division, U.S. Environmental Protection Agency (2822T), 1200 Pennsylvania Ave., NW, Washington, D.C. 20460. Include the OMB control number in any correspondence.