

WHAT WORKS CLEARINGHOUSE SURVEY OF CUSTOMER SATISFACTION AND NEEDS

We're trying to improve the Internet services of the What Works Clearinghouse and we need your help! Please answer the 11 questions below. It will take you about 10 minutes, but your answers will help guide future development of this website.

1. How often do you visit the What Works Clearinghouse website on average?

- First time visitor
- Daily
- At least once a week
- At last once a month
- At least once every six months
- Less than once every six months

2. Do you receive the WWC Update email information service? (WWC Update sends subscribers occasional email messages announcing and describing new WWC initiatives and activities.)

- Current subscriber
- Former subscriber
- Not familiar with; how do I subscribe?
- Not interested

3. How did you initially hear about the What Works Clearinghouse website?

- Conference or meeting
- News report (TV, radio, newspaper, magazine, journal, etc.)
- U.S. Department of Education website
- Personal referral
- Print advertisement or promotional literature
- Professional association
- Internet search engine (Yahoo, Google)
- Web link from another site
- Other (specify) _____

4. During *this* visit, did you access the site to locate specific information?

- Yes
- No, just browsing

If yes, for what information were you looking? _____

Did you find what you were looking for?

- Yes
- No

What Works Clearinghouse



- Not sure (please explain) _____

5. Which of the following sections of the WWC website did you visit today? (Check all that apply)

- What's New
- About WWC
- Search the WWC databases
- Nominations to the WWC
- Subscribe to WWC Update
- Technical Advisory Group
- Standards of Evidence
- Tools
- Related Links
- Search the Site
- Contact Us
- Other: _____

6. Which of the following databases did you search during *this* visit? (Check all that apply)

- Educational Interventions
- Evaluation Studies
- Registry of Outcome Evaluators
- None of the above

7. We want What Works Clearinghouse Internet services to meet your needs. Please indicate your level of agreement with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/ Not Applicable
It was easy to find what I was looking for.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was easy to navigate through the site.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information I found was easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend this website to a colleague or friend.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evidence provided on the WWC website is useful in making decisions about education programs and practices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you'd like to give us some specific examples of what you like or don't like about how the site is organized, please do so here. _____

8. For what purpose do you plan to use the information you obtained from the What Works Clearinghouse website during *this* visit? (Select all that apply)

- K-12 classroom or home instruction
- Curriculum development
- Research project
- School policy decision
- District policy decision
- State policy decision
- Federal policy decision
- Other (specify) _____

9. Please explain in further detail how you plan to use the WWC information.

10. How could the WWC website better meet your information needs? Be as specific as possible.

11. In what capacity are you currently visiting the What Works website? (Check only one)

- Administrator (principal, dean, department head, superintendent, etc.)
- Community Group Member (includes members of the business community, civic organizations, religious organizations, and volunteer groups)
- Local Education Agency (district)
- State Education Agency
- Other Federal Funds Recipient/Applicant (includes contractor, for- or non-profit organization, and grantee, etc.)
- Foundation Staff Member (includes personnel of organizations that fund grants and education venture capitalists)
- Librarian (includes academic, federal, public, special, and state librarians and media specialists)
- News Media
- Parent/Family (includes nuclear and extended family and child caregivers)
- Policymaker (board of education member; federal, state, or local public officials; state or local education agency policymakers; legislators, etc.)
- Program Developer/Vendor
- Researcher
- School Support Staff (includes school guidance counselors and paraprofessional school personnel, including technology coordinators)
- Student
- Teacher (includes teachers and professors of all levels and types of education)
- Technical Assistance Provider (includes staff of for- and non-profit education associations, Regional Educational Laboratories, and Professional Development Centers)
- Other (Specify) _____

If you have questions about filling out this form, or would like to submit this information in paper form, please contact us at:

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PAPERWORK BURDEN STATEMENT

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection is **1850-0788**. The time required to complete this information collection is estimated to average 10 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. **If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to:** U.S. Department of Education, Washington, D.C. 20202-4700. **If you have comments or concerns regarding the status of your individual submission of this form, write directly to:** Susan Sanchez, U.S. Department of Education, Institute of Education Sciences, Room 500G, 555 New Jersey Avenue, NW, Washington, DC, Washington, D.C. 20208.