

Appendix B: Web Customer Satisfaction Survey

HUD.GOV Website Assessment Survey

Welcome,

This survey is part of a HUD.GOV web site usability assessment project. Information collected during this survey will be used to improve the organization and content of a new HUD.GOV web site. Your answers will be confidential. Survey results will be aggregated to provide summary results and indications of areas needing improvement. As a follow up to this survey, some selected users will be asked to volunteer for more in-depth task usability analysis. Your cooperation is appreciated. Thanks in Advance for your participation.

OMB approval #

General Questions

1. Please rate the layout of this site.

Poor				Excellent	No Opinion
1	2	3	4	5	
0	0	0	0	0	0

2. Please rate the ease of reading this site.

Extremely difficult				Very Easy	No Opinion
1	2	3	4	5	
0	0	0	0	0	0

3. Please rate how well the information is organized.

Poorly				Extremely well	No Opinion
1	2	3	4	5	
0	0	0	0	0	0

4. Please rate your ability to find the information you want on this site.

Extremely difficult				Very easy	No Opinion
1	2	3	4	5	
0	0	0	0	0	0

5. Please rate the speed of loading the page on this site.

Extremely slow					Very quickly	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

6. What is your overall satisfaction with this site?

Not at all satisfied					Extremely satisfied	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

7. How well does this site meet your expectations?

Not at all					Very well	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

8. How likely are you to return to this site?

Not likely					Extremely likely	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

9. How likely are you to recommend this site to someone else?

Not likely					Extremely likely	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

10. What specific information were you looking for? (Note: This will be a free-text area)

11. Did you find the specific information that you were looking for?

- Yes
- No
- Don't Know

12. Please rate the ease of navigation on this site.

Extremely Difficult					Very easy	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

13. Please rate the accuracy of information on this site.

Extremely inaccurate					Very accurate	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

14. Please rate the quality of information on this site.

Poor					Excellent	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

15. Please rate the usefulness of the information provided on this site.

Not at all useful					Very useful	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

16. Please rate your ability to accomplish what you wanted to on this site.

Not able to					Was able to with ease	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

17. Was the number of steps to get where you want acceptable?

- _____ Yes
- _____ No
- _____ Don't Know

18. Please rate the ease of finding the information you want on this site.

Extremely difficult					Very easy	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

19. What can we do to improve HUD.gov? (Note: This will be a free text area)

20. I would be willing to participate in a user Task Scenario to assess the usability of this web site. The user task scenario is estimated to take 15 -30 minutes. Participants will be asked to complete 1 to 3 tasks related to a specific user group such as prospective homebuyer, a current homeowner, or an agency seeking a grant.

If you would like to participate, please provide your: 1) name; 2) e-mail address and 3) phone number.

Appendix C: Web Customer Satisfaction Survey

Demographic Survey Questions

1. Highest Education Level
 - a. Some High School
 - b. High school degree
 - c. Trade or Vocational certificate
 - d. Some college (community or higher)
 - e. College degree (associate level)
 - f. College degree (bachelor level)
 - g. Some graduate school
 - h. Graduate Degree (Master or Higher)
 - i. Professional Degree (e.g. law, medicine, business, finance, engineering, pharmacy, public health)
2. Age
 - a. Under 18,
 - b. 18-25
 - c. 26-35
 - d. 36-45
 - e. 46-55
 - f. 56-62
 - g. 63-65
 - h. 66-75
 - i. 76-85
 - j. Over 85
3. Gender
 - a. M
 - b. F
4. Ethnicity (select one only):

Are you of Hispanic or Latino origin?

 - a. Yes
 - b. No
5. Race (select one or more)
 - a. American Indian or Alaska Native
 - b. Asian
 - c. Black or African American
 - d. Native Hawaiian or other Pacific Islander
 - e. White
6. My Native Language is:
 - a. English
 - b. Arabic
 - c. Chinese

- d. French
 - e. German
 - f. Polish
 - g. Portuguese
 - h. Russian
 - i. Spanish
 - j. Vietnamese
 - k. Other (identify)
7. What is your employment status?
- a. Employed Full-Time
 - b. Employed Part-Time
 - c. Self Employed
 - d. Not Employed but Looking for Work
 - e. Not Employed not Looking for Work
 - f. Retired
 - g. Student
 - h. Military
 - i. Homemaker
 - j. Prefer not to answer
8. Are you a U.S. Veteran?
- a. Yes
 - b. No
9. Which of the following categories best describes your total household income, before taxes?
- a. Less than \$12,000
 - b. \$12,001 - \$20,000
 - c. \$20,001 - \$30,000
 - d. \$30,001 - \$40,000
 - e. \$40,001 - \$50,000
 - f. \$50,001 - \$60,000
 - g. \$60,001 - \$70,000
 - h. \$70,001 - \$80,000
 - i. \$80,001 - \$90,000
 - j. \$90,001 - \$100,000
 - k. More than \$100,000
 - l. Prefer not to answer
10. What State do you live in?
- a. All States will be listed
 - b. Other (identify)
11. Please identify your HUD Customer Group (more than one answer may apply):
- a. Homebuyer

- b. Homeowner
 - c. Landlord
 - d. Military or Veteran
 - e. Person with Disabilities (1 or more)
 - f. Public Safety (e.g., Law enforcement, fire department, medical)
 - g. American Indian
 - h. Researcher
 - i. Senior (over 62)
 - j. Student
 - k. Tenant
 - l. Victim of Discrimination
 - m. Youth (under 18)
 - n. Other, please specify (in a textbox)
12. Please identify the Housing Industry group that applies (more than one answer may apply):
- a. Appraiser
 - b. Housing Developer
 - c. Housing Agency (e.g., Public Housing Agency)
 - d. Housing Inspector
 - e. Lender (e.g., a mortgage bank, credit union or other lending institution)
 - f. Tribe (e.g., American Indian, Alaska Native)
 - g. Real Estate or Broker Agent
 - h. Not Applicable (not a member of the housing industry)
 - i. Other, please specify (in a textbox)
13. Please identify your HUD Partner Group membership (select at least one response):
- a. Auditor
 - b. Congress
 - c. Elected Government Official (state or local)
 - d. Faith-Based or Community Organization
 - e. Fair Housing
 - f. Hospital
 - g. HUD Grantee (i.e, recipient or applicant for a HUD Grant)
 - h. Investor
 - i. Non-Profit Organization
 - j. Small Business
 - k. Not Applicable (not a member of any of these HUD Partner Groups)
 - l. Other, please specify (in a textbox)