Phone Survey For Non-HUD USER-Based Sample

All Respondents Except Congressional Staffers
To be entered into the survey system by the interviewer:
Customer Phone Number:
Type of product ordered
O Publications
O Periodicals
O Data sets
Interviewer will select gender and type of order placed:
O Male
O Female
Hello, my name is I am calling on behalf of the Office of Policy Development and Research of the US Department of Housing and Urban Development. Could I please talk to [name of the person placing order]
Our records show you have ordered [reports/data sets/periodicals] from us previously. I am conducting a brief survey about research products from PD&R. The survey will take approximately 5 minutes. Do you have a few minutes to talk?
If yes: Thank you for agreeing to participate. Please answer the questions to the best of your comfort level. The results will be reported for the group of respondents as a whole.
If no: Is there a more convenient time when I can call back?
Do you remember receiving publications and reports from HUD USER and PD&R? [Order information will be available to the interviewer in case the respondent asks what they had ordered.]
O Yes [continue to Section I]
O No [continue to Section II]
O Ordered for someone else [continue to Section III]

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1c. How	can we ma	ake researc	h products	from	PD&R mor	e useful t	o you?		
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			tion with e	ach of	satisfied" an these stater			Satisfied", pl reports.	
			Not a All Satisfi		2	2	4	Extremely Satisfied	Don't know N/A
Quality	of PD&R r	reports	1		2 O	3 O	0	5 O	0

Level of detail in PD&R reports	0	0	0	0	0	0
Topics covered by PD&R reports	0	0	0	0	0	0
Usefulness of PD&R reports	0	0	0	0	0	0
Organization of PD&R reports	0	0	0	0	0	0
Clarity of the information	0	0	0	0	0	0
Ease of finding PD&R reports on the website	0	0	0	0	0	0
2b. On a scale of 1 to 5, where 1 is your level of agreement with each of		-			ree" please	
	rongly sagree 1	2	3	4	Strongly Agree 5	Don't know N/A
PD&R reports cover timely topics	0	0	0	0	0	0
The reports from PD&R are well written	0	0	0	0	0	0
PD&R reports employ valid research methods	0	0	0	0	0	0
3. Which of the following research topic areas interest you? (please say yes to all that apply) Affordable housing Economic & housing market reports Building/Construction technology and methods Housing finance Public/Assisted housing research Community development issues GIS resources Evaluation of government programs Other Please Specify						
4. How often do you order/download publications, periodicals or data sets from HUD USER? O 2 or more times per month O Once a month O 2-3 times a year O Only once O Never O Other Please Specify						

5. Typically, how do you use the information on the HUD USER Web site (interviewer will enter the information in a text box if it does not fit into any of these categories)
For reference For research To provide data to others To make decisions and/or set policy For personal interest To grow my business
Other Please Specify
6. What other websites do you normally use to get information in your field?
7. For statistical purposes only, what is your work affiliation? O Federal Government O State/Local Government
O Researcher/Academic/Student O Consultant O Trade/Professional Organizations O Builder/Developer/Architect O Housing Advocate
O Faith-Based Organization O Real Estate/Mortgage Industry O Other Please Specify
8. When looking for housing-related research in the future, how likely are you to seek out HUD
USER? O Very Likely O Probably O Not sure O Unlikely O Definitely not
9. Please provide us with any additional comments or suggestions you may have about research, publications, and data sets from PD&R.
Thank you again for your participation. As a token of our appreciation, we would like to offer you two free publications from PD&R. Would you like to write down the coupon code or I can take your order right now?
SECTION B
Question for those individuals who have ordered data sets

Now talking specifically about the data sets from HUD USER,

2a. On a scale of 1 to 5, where 1 indicate your level of satisfaction				-	_	lease	
indicate your level of substaction	Not at All Satisfied				Extremely Satisfied	Don't know N/A	
Quality of PD&R data sets	0	2 O	3 O	4 O	5 O	0	
Usefulness of PD&R data sets	0	0	0	0	0	0	
Ease of finding data sets on the website	0	0	0	0	0	0	
Available data set formats	0	0	0	0	0	0	
Accuracy of data	0	0	0	0	0	0	
2b. On a scale of 1 to 5, where 1 is "Not al all satisfied" and 5 is "Extremely Satisfied," please indicate your level of satisfaction with each of these statements about PD&R data sets: Don't							
The data sets are timely	1 O	2 O	3 O	4 O	5 O	0	
Data from PD&R is credible	0	0	0	0	0	0	
PD&R data sets are valuable to my work	0	0	0	0	0	0	
3. Which of the following research topic areas interest you? (please say yes to all that apply)							
4. How often do you order/dowr O 2-3 times a month O Once a month O 2-3 times a year O Only once O Never	поаа ривнса	ниопѕ, ре	riodicals or d	ata sets fr	om HUD US	EK!	

O Other	Please Specify
	ou use the information on the HUD USER Web site (interviewer will enter to the total total site of the
For reference For research To provide dat To make decis For personal in To grow my be Other	ions and/or set policy nterest
6. What other websites	do you normally use to get information in your field?
O Federal Gov O State/Local of Researcher/Local of Consultant O Trade/Profest O Builder/Dev O Housing Ad O Faith-Based	Government Academic/Student ssional Organizations eloper/Architect vocate
8. When looking for ho USER? O Very Likely O Probably O Not sure O Unlikely O Definitely no	using-related research in the future, how likely are you to seek out HUD ot
9. Please provide us wi publications, and data s	th any additional comments or suggestions you may have about research, ets from PD&R.
	ur participation. As a token of our appreciation, we would like to offer you om PD&R. Would you like to write down the coupon code or I can take
	SECTION C n for those individuals who have ordered periodicals

Now talking specifically about the periodicals and newsletters such as USHMC, ResearchWorks, Breakhroughs, and Cityscape from HUD USER,

2a. On a scale of 1 to 5, where indicate your level of satisfactinewsletters from PD&R:						
newstetters from 1 Dare.	Not at All Satisfied 1	2	3	4	Extremely Satisfied 5	Don't know N/A
Topics covered by PD&R periodicals and newsletters	0	0	0	0	0	0
Clarity of the information	0	0	0	0	0	0
2b. On a scale of 1 to 5, where indicate your level of satisfacti newsletters from PD&R:				_	_	
	Strongly Disagree				Strongly Agree	Don't know N/A
	1	2	3	4	5	
PD&R periodicals and newsletters are timely	0	0	0	0	0	0
PD&R periodicals and newsletters are well written	0	0	0	0	0	0
3. Which of the following reseation Affordable housing Economic & housing Building/Construction Housing finance Public/Assisted housing Community developmed GIS resources Evaluation of governments.	market reports a technology a ng research aent issues	s and metho		se say yes	to all that ap	oly)
4. How often do you order/dow O 2-3 times a month O Once a month O 2-3 times a year O Only once O Never O Other	1				rom HUD US	ER?
O Other	Pie	ase speci.	ту			_

5. Typically, how do you use the information on the HUD USER Web site (interviewer will enter the information in a text box if it does not fit into any of these categories)

For reference For research To provide data to others To make decisions and/or set policy For personal interest To grow my business Other Please Specify
6. What other websites do you normally use to get information in your field?
7. For statistical purposes only, what is your work affiliation? O Federal Government O State/Local Government O Researcher/Academic/Student O Consultant O Trade/Professional Organizations O Builder/Developer/Architect O Housing Advocate O Faith-Based Organization O Real Estate/Mortgage Industry O Other Please Specify
8. When looking for housing-related research in the future, how likely are you to seek out HUD USER? O Very Likely O Probably O Not sure O Unlikely O Definitely not
9. Please provide us with any additional comments or suggestions you may have about research, publications, and data sets from PD&R.
Thank you again for your participation. As a token of our appreciation, we would like to offer you two free publications from PD&R. Would you like to write down the coupon code or I can take your order right now?
SECTION II

The Office of Policy Development and Research (known as PD&R) functions as the U.S. Department of Housing and Urban Development's source for current information on housing, research on priority housing needs, and policy analysis for housing and community development issues. PD&R operates a website, huduser.org, to serve as a central information source for researchers, academics, policymakers, and the American public. You had placed an order for [Give name of publication/data set/periodical ordered] from PD&R last year.

Do yo	O Yes [Continue to Section I] O No [Continue to Q2] O Not sure O Ordered for some one else [continue to Section III]
If you don't m that be fine wi	ind, I'd like to ask you a couple of questions for statistical purposes only. Would th you?
	s [continue to question 3] thank them for their time.
O Fed O Sta O Res O Cor O Tra O Bui O Ho O Fai	al purposes only, what is your work affiliation? deral Government te/Local Government searcher/Academic/Student nsultant de/Professional Organizations ilder/Developer/Architect using Advocate th-Based Organization al Estate/Mortgage Industry ner Please Specify
Publi Data Perio Other	dicals, such as research-based newsletters
Affor Econd Build Hous Publi Comr GIS r	the following research topic areas interest you? Indable housing topic & housing market reports below to the chnology and methods below to the chnology and th
5. What other	websites do you normally use to get information in your field?

Thank you again for your participation. As a token of our appreciation, we would like to offer you two free publications from PD&R. Would you like to write down the coupon code or I can take your order right now?

SECTION III
1. For statistical purposes only, what is your work affiliation? O Federal Government O State/Local Government O Researcher/Academic/Student O Consultant O Trade/Professional Organizations O Builder/Developer/Architect O Housing Advocate O Faith-Based Organization O Real Estate/Mortgage Industry O Other Please Specify
2. The Office of Policy Development and Research (known as PD&R) functions as the U.S. Department of Housing and Urban Development's source for current information on housing, research on priority housing needs, and policy analysis for housing and community development issues. PD&R operates a website, huduser.org, to serve as a central information source for researchers, academics, policymakers, and the American public.
Does this sound like a resource that would be of interest to you?
O Yes O No O Not sure
Thank you again for your participation.
For Congressional Staffers
Hello, my name is I am calling on behalf of the Office of Policy Development and Research of the US Department of Housing and Urban Development. Could I please talk to [name of the staffer]
The Office of Policy Development and Research (known as PD&R) functions as the U.S.

The Office of Policy Development and Research (known as PD&R) functions as the U.S. Department of Housing and Urban Development's source for current information on housing, research on priority housing needs, and policy analysis for housing and community development issues. PD&R operates a website, huduser.org, to serve as a central information source for researchers, academics, policymakers, and the American public. I wanted to talk to you briefly

about the research products from PD&R. This will take no more than 5 minutes of your time. Would you be willing to answer a few questions?

If yes: Thank you for agreeing to participate. Please answer the questions to the best of your comfort level. The results will be reported for the group of respondents as a whole.

If no: Is there a more convenient time when I can call back? Thank you for your time.
1. Have you read or used or are familiar with research products from PD&R □ Publications from PD&R □ Periodicals and newsletters such as USHMC, Research Works, Breakhroughs, and Cityscape from PD&R □ Data sets from PD&R □ None of the above [go to Q3]
I would like to now ask about your overall impression of <u>ALL</u> PD&R products.
2a. How satisfied are you with the overall quality research products from PD&R? Not at Extremely Don't all satisfied satisfied know 1 2 3 4 5 O O O O O O
2b. How satisfied are you with the overall usefulness of research products from PD&R? Not at all satisfied 1 2 3 4 5 0 0 0 0 0 0 2c. How can we make research products from PD&R more useful to you?
3. What types of research products do you typically use for housing related information? Publications, such as research reports, academic journals, or government reports Data sets Periodicals, such as research-based newsletters Other Please Specify None of the above
4. What other websites do you normally use to get housing related information?
5. Please let me know if there are any other comments or suggestions you may have about reports, publications, and data sets from PD&R.

Thank you again for your participation. As a token of our appreciation, we would like to offer you two free publications from PD&R. Would you like to write down the coupon code or I can take your order right now?