

**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

- Publications
- Periodicals
- Data sets

Interviewer will select gender and type of order placed:

- Male
- 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.]

- Yes [continue to Section I]
- No [continue to Section II]
- Ordered for someone else [*continue to Section III*]

**SECTION I**



Level of detail in PD&R reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Topics covered by PD&R reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of PD&R reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organization of PD&R reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of the information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of finding PD&R reports on the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2b. On a scale of 1 to 5, where 1 is “Strongly Disagree” and 5 is “Strongly Agree” please indicate your level of agreement with each of these statements about PD&R reports:

	<b>Strongly Disagree</b>				<b>Strongly Agree</b>	<b>Don't know N/A</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
PD&R reports cover timely topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The reports from PD&R are well written	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PD&R reports employ valid research methods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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?

- 2 or more times per month
- Once a month
- 2-3 times a year
- Only once
- Never
- 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?

- Federal Government
- State/Local Government
- Researcher/Academic/Student
- Consultant
- Trade/Professional Organizations
- Builder/Developer/Architect
- Housing Advocate
- Faith-Based Organization
- Real Estate/Mortgage Industry
- Other    Please Specify \_\_\_\_\_

8. When looking for housing-related research in the future, how likely are you to seek out HUD USER?

- Very Likely
- Probably
- Not sure
- Unlikely
- 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?*

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**SECTION B**  
**Question for those individuals who have ordered data sets**  
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*Now talking specifically about the data sets from HUD USER,*

2a. On a scale of 1 to 5, where 1 is “Not at all satisfied” and 5 is “Extremely Satisfied,” please indicate your level of satisfaction with each of these statements about PD&R data sets:

	<b>Not at All Satisfied</b>					<b>Extremely Satisfied</b>	<b>Don't know N/A</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>		<b>5</b>	
Quality of PD&R data sets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Usefulness of PD&R data sets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Ease of finding data sets on the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Available data set formats	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Accuracy of data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>

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:

	<b>Strongly Disagree</b>					<b>Strongly Agree</b>	<b>Don't know N/A</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>		<b>5</b>	
The data sets are timely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
Data from PD&R is credible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
PD&R data sets are valuable to my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>

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?

- 2-3 times a month
- Once a month
- 2-3 times a year
- Only once
- Never

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?

- Federal Government
- State/Local Government
- Researcher/Academic/Student
- Consultant
- Trade/Professional Organizations
- Builder/Developer/Architect
- Housing Advocate
- Faith-Based Organization
- Real Estate/Mortgage Industry
- Other Please Specify \_\_\_\_\_

8. When looking for housing-related research in the future, how likely are you to seek out HUD USER?

- Very Likely
- Probably
- Not sure
- Unlikely
- 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?*

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**SECTION C**  
**Question for those individuals who have ordered periodicals**

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

2a. On a scale of 1 to 5, where 1 is “Not at all satisfied” and 5 is “Extremely Satisfied,” please indicate your level of satisfaction with each of these statements about these periodicals and newsletters from PD&R:

	<b>Not at All Satisfied</b>				<b>Extremely Satisfied</b>	<b>Don't know N/A</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
Topics covered by PD&R periodicals and newsletters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of the information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2b. On a scale of 1 to 5, where 1 is “Not at all satisfied” and 5 is “Extremely Satisfied,” please indicate your level of satisfaction with each of these statements about PD&R periodicals and newsletters from PD&R:

	<b>Strongly Disagree</b>				<b>Strongly Agree</b>	<b>Don't know N/A</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
PD&R periodicals and newsletters are timely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PD&R periodicals and newsletters are well written	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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?

- 2-3 times a month
- Once a month
- 2-3 times a year
- Only once
- Never
- 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?

- Federal Government
- State/Local Government
- Researcher/Academic/Student
- Consultant
- Trade/Professional Organizations
- Builder/Developer/Architect
- Housing Advocate
- Faith-Based Organization
- Real Estate/Mortgage Industry
- Other Please Specify \_\_\_\_\_

8. When looking for housing-related research in the future, how likely are you to seek out HUD USER?

- Very Likely
- Probably
- Not sure
- Unlikely
- 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?*

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## SECTION II

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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](http://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 you remember placing the order now?

- Yes [Continue to Section I]
- No [Continue to Q2]
- Not sure
- Ordered for some one else [continue to Section III]

*If you don't mind, I'd like to ask you a couple of questions for statistical purposes only. Would that be fine with you?*

2.  Yes [continue to question 3]  
 No -- *thank them for their time.*

3. For statistical purposes only, what is your work affiliation?

- Federal Government
- State/Local Government
- Researcher/Academic/Student
- Consultant
- Trade/Professional Organizations
- Builder/Developer/Architect
- Housing Advocate
- Faith-Based Organization
- Real Estate/Mortgage Industry
- Other Please Specify \_\_\_\_\_

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. Which of the following research topic areas interest you?

- 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 \_\_\_\_\_

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?*

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**SECTION III**

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1. For statistical purposes only, what is your work affiliation?

- Federal Government
- State/Local Government
- Researcher/Academic/Student
- Consultant
- Trade/Professional Organizations
- Builder/Developer/Architect
- Housing Advocate
- Faith-Based Organization
- Real Estate/Mortgage Industry
- 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](http://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?

- Yes
- No
- Not sure

*Thank you again for your participation.*

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**For Congressional Staffers**

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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. 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](http://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 \_\_\_\_\_ (Name if mentioned)
  - Periodicals and newsletters such as USHMC, Research Works, Breakthroughs, and Cityscape from PD&R \_\_\_\_\_ (Name if mentioned)
  - Data sets from PD&R \_\_\_\_\_ (Name if mentioned)
  - None of the above [go to Q3]

**I would like to now ask about your overall impression of ALL PD&R products.**

- 2a. How satisfied are you with the overall quality research products from PD&R?
- |                         |                       |                       |                       |                        |                       |
|-------------------------|-----------------------|-----------------------|-----------------------|------------------------|-----------------------|
| Not at<br>all satisfied |                       |                       |                       | Extremely<br>satisfied | Don't<br>know         |
| 1                       | 2                     | 3                     | 4                     | 5                      |                       |
| <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> |

- 2b. How satisfied are you with the overall usefulness of research products from PD&R?
- |                         |                       |                       |                       |                        |                       |
|-------------------------|-----------------------|-----------------------|-----------------------|------------------------|-----------------------|
| Not at<br>all satisfied |                       |                       |                       | Extremely<br>satisfied | Don't<br>know         |
| 1                       | 2                     | 3                     | 4                     | 5                      |                       |
| <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> |

- 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.
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*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?*