



NATIONAL ICE CENTER NAVAL ICE CENTER



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CUSTOMER FEEDBACK FORM

The National Ice Center (NIC)/Naval Ice Center (NAVICE) is committed to providing our customers with the highest quality ice analyses, outlooks, forecasts, and mission planning products. Through the course of the last year we have made some rather significant changes, including installing new analysis systems and making changes to our product suite.

We would now like to give our customers an opportunity to respond to these changes and provide us with the feedback necessary to ensure our products continue to meet your needs. Please take a few minutes to respond to the following survey. All customers are encouraged to contact NIC (liaison@natice.noaa.gov, or 301-394-3149) to provide further suggestions that will make our products(s) and/or service(s) more useful. Thank you, in advance, for your assistance. Please respond to this survey no later than 31 December 2007.

1. What products/services have you most recently obtained?

| | | |
|------------------------------|-----------------------------|----------------------------|
| East Arctic 30 Day | East Arctic Outlook | West Arctic Outlook |
| Arctic "Egg Charts" | Daily Ice Edge | Daily Marginal Ice Zone |
| Arctic Hemispheric | Great Lakes NAV Text | Great Lakes ASCII |
| Great Lakes District 9 Brief | Great Lakes 15 Day Outlook | Great Lakes 30 Day Outlook |
| Great Lakes Concentration | Chesapeake Bay/Delaware Bay | Ross Sea Outlook |
| Antarctic Iceberg Database | Antarctic "Egg Charts" | Antarctic Hemispheric |
| SPAROS | FLAP | Metadata |
| Climatology Briefs | NAIS 30 Day Forecast | |

Other: _____

2. What is your affiliation?

| | | |
|--------------------------|----------------------------|---------------------|
| U.S. Navy | State/local government | University student |
| NOAA | Student/teacher K-12 | Business/industry |
| U.S. Coast Guard | Other research institution | International _____ |
| Other Federal Government | University faculty/staff | Other _____ |

3. How frequently do you request products/services from NIC?

Frequently (daily)

Regularly (weekly)

Infrequently (monthly)

Rarely

4. Circle the number that indicates your degree of satisfaction.

| | Not at all satisfied | Not satisfied | Neither satisfied nor dissatisfied | Satisfied | Extremely satisfied | Not applicable or no opinion |
|---|----------------------------|------------------|---|-----------|------------------------|---------------------------------------|
| Quality of product/service received | 1 | 2 | 3 | 4 | 5 | N/A |
| Quality of data received | 1 | 2 | 3 | 4 | 5 | N/A |
| Timeliness of response to request | 1 | 2 | 3 | 4 | 5 | N/A |
| Courtesy of staff who dealt with you | 1 | 2 | 3 | 4 | 5 | N/A |
| Expertise of staff in dealing with your needs | 1 | 2 | 3 | 4 | 5 | N/A |
| Degree that product/service met your needs | 1 | 2 | 3 | 4 | 5 | N/A |
| Format of data received | 1 | 2 | 3 | 4 | 5 | N/A |
| Documentation of data received | 1 | 2 | 3 | 4 | 5 | N/A |
| Accessibility of data desired | 1 | 2 | 3 | 4 | 5 | N/A |
| Overall satisfaction with service received | 1 | 2 | 3 | 4 | 5 | N/A |

5. What suggestions do you have as to how NIC can improve its products or services?

6. Will you use our products/services again?

Yes

No

If you do not use our products/services anymore, why not?

7. What will be the primary use of the product/service?

Federal Government

Operational/Mission Support

Education

Business

Scientific research

Personal

Legal

Other _____

Your name and contact information is requested, but not necessary for your comments to be considered.

Name: _____

Address: _____

Email: _____

Phone #: _____

Paperwork Reduction Act Information: In accordance with Executive Order 12862, the National Performance Review, and good management practices, the National/Naval Ice Center (NIC) seeks to determine whether their customers are satisfied with the services and/or products they are receiving and whether they have suggestions as to how the services/products may be improved or made more useful. The information will be used to improve NIC's products and services. Responses to this survey are completely voluntary. No confidentiality can be provided for responses, but you need not supply your name or contact information. Public reporting burden for this collection of information is estimated to average 3 minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Sarah Brabson, CIO-PPA1, Station 9826, 1315 East-West Highway, Silver Spring, MD 20910.

Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number.