NVLAP INTERACTIVE WEB SITE (NIWS)
TRANSACTIONAL SURVEY

You are encouraged to provide feedback to NVLAP about your experience using the NVLAP Interactive Web Site (NIWS). Your comments will provide valuable information for the identification, prioritization, and implementation of future system modifications and enhancements.

NVLAP would appreciate your taking a few minutes to respond to the following questions. Thanks in advance for sharing your opinions and suggestions about the NIWS!

1. What NVLAP program are you enrolled in?

2. Please provide your NVLAP lab code:

3. Did you apply for an NIWS account?

    If NO, please describe why.
    If YES, please go to the next question.

4. Did you submit your application on-line?

    If NO, please describe any obstacles that prevented you from doing so.

5. Were the instructions clear and easy to read?

6. On a scale of 1 to 5 (with 1 = Very Difficult and 5 = Very Easy), how would you rate the overall ease of using the NIWS? Please consider factors such as logic of navigation, ease of search, speed of data display, and your productivity using the site.

7. If you submitted your application on-line, approximately how long did it take you to fill out the application forms and payment information (excluding the initial time spent applying for the login account)?

8. How responsive were NVLAP personnel to your requests for help (if applicable)?

9. How likely are you to use the NIWS for your next renewal of accreditation?

10. How can NVLAP improve the NIWS?

11. Do you have any other comments or information you would like to add?

Please feel free to call NVLAP if you would prefer to discuss your comments over the phone: (301-975-4016).

NOTE: This questionnaire contains collection of information requirements subject to the Paperwork Reduction Act (PRA). Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subject to penalty for failure to comply with, a collection of information subject to the requirements of the PRA, unless that collection of information displays a currently valid OMB control number. The estimated response time for this questionnaire is **9** minutes. The response time includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this estimate or any other aspects of this collection of information, including suggestions for reducing the length of this questionnaire, to the National Institute of Standards and Technology, Attn., Vanda White, **vanda.white@nist.gov , 301-975-3592.**