



NOAA Constituent Engagement Survey

Introduction

The **National Ocean and Atmospheric Administration's (NOAA)** mission is to understand and predict changes in the Earth's environment and conserve and manage coastal and marine resources to meet our nation's economic, social and environmental needs. To improve the quality of NOAA's engagement with the public we invite you to complete this survey based on your experiences with NOAA during the past two years. During this time period, NOAA has operated under the following four mission goal areas: ecosystems, climate, weather and water, and commerce and transportation. Individual survey responses will be compiled in a summary of aggregated results and will be used to help NOAA improve its engagement with you. The survey should take no more than 15-20 minutes to complete.

Do you use NOAA products, services and information?

- Yes
- No



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Introduction

Think about your experiences with NOAA over the past two years. From the following topics, please identify how frequently you have interacted with a NOAA representative or used NOAA products, services and information (select all that apply)?

	Daily	Weekly	Monthly	Several Times a Year	Once a Year	Never
Charting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Climate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coastal Communities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coasts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fisheries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geo-Spatial	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Habitats	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oceans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outreach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satellites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weather	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)



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Accessibility

Based on the NOAA products, services and information you have identified, please rate NOAA's accessibility for each of the following statements.

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	N/A
It was easy for me to locate NOAA products, services and information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to obtain the NOAA products, services and information I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was easy to find a NOAA employee to handle my request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The NOAA product or information was easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NOAA made it easy for me to learn what products, services and information were available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What difficulties, if any, did you have accessing NOAA products, services and information, and how can NOAA improve accessibility?



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Responsiveness

Based on your experiences with NOAA products, services and information you previously identified, please rate NOAA's responsiveness for each of the following statements.

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	N/A
I was satisfied with the timeliness of NOAA's response to my request(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NOAA tried to meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NOAA's products, services and information met my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NOAA understood local and regional issues that are important to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NOAA provided opportunities to give my input and feedback.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NOAA was receptive to my input.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NOAA let me know how they used my input.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NOAA was adaptive in addressing emerging issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am confident in NOAA's ability to respond to my needs in a time of crisis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What more can you say about the responsiveness of NOAA products, services and information, and how NOAA can improve its responsiveness?



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Respect for Partners

Based on your experiences with NOAA products, services and information you previously identified, please rate NOAA's respect for partners for each of the following statements.

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree	N/A
I was satisfied with the professionalism and courtesy of the NOAA staff who assisted me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NOAA understood my individual and/or organization's capabilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NOAA respected my knowledge, skills and abilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NOAA provided opportunities for collaboration.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was satisfied with the level of collaboration with NOAA.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My input was reflected in NOAA's actions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NOAA encouraged ongoing dialogue with me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How can NOAA enhance and better leverage its partnership with you and/or your organization?



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General NOAA Questions

How likely are you to suggest NOAA's products, services and information to others?

- Extremely Likely
- Likely
- Undecided
- Unlikely
- Extremely Unlikely
- N/A

What was your overall level of satisfaction with NOAA?

- Extremely Satisfied
- Satisfied
- Undecided
- Unsatisfied
- Extremely Unsatisfied
- N/A

What NOAA products, services and information did you use?



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How could NOAA improve the products that most interest you or the products you are interested in but find challenging to use?

Do you have any other suggestions for improving NOAA's accessibility, responsiveness and respect for partners?



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General Questions

Which best describes you? (Select only one response)

- | | |
|---|---|
| <input type="radio"/> Business/Industry | <input type="radio"/> News media |
| <input type="radio"/> Coastal Ecosystem Learning Center | <input type="radio"/> Non-Governmental Organization |
| <input type="radio"/> Coastal Zone Management | <input type="radio"/> Oil and Gas |
| <input type="radio"/> Cooperative Institute | <input type="radio"/> Other Federal Agency |
| <input type="radio"/> Fishing, Commercial | <input type="radio"/> Ports and Harbors |
| <input type="radio"/> Fishing, Recreational | <input type="radio"/> Private Citizen |
| <input type="radio"/> K-12 Education | <input type="radio"/> Retiree |
| <input type="radio"/> Local Government | <input type="radio"/> Sea Grant |
| <input type="radio"/> National Estuarine Research Reserve | <input type="radio"/> State Agency |
| <input type="radio"/> National Estuary Program | <input type="radio"/> University faculty/staff |
| <input type="radio"/> Other (please specify) | |

We may follow up with some respondents to obtain more information. May we contact you to follow up on this survey?

- Yes
 No

Would you like to see a copy of the results of this survey? If so, please provide your contact information below.

- Yes
 No



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Your name and email address are requested but are not necessary for your response to be included.

Name:

Organization:

State:

ZIP/Postal Code:

Email Address:

Paperwork Reduction Act Information: In accordance with Executive Order 12862, the National Performance Review, and good management practices, NOAA offices seek 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 NOAA'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 address. Public reporting burden for this collection of information is estimated to average 20 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.

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Thank You

Thank you from the NOAA Gulf of Mexico Regional Collaboration Team. We value your opinion.