

FoodSafety.Gov User Satisfaction Survey

Introduction

Thank you for taking the time to participate in this survey. We are interested in learning what you think about FoodSafety.gov. What you like, dislike or wish we included. Your comments will help us improve and grow the site.

The survey should take less than 10 minutes to complete.

Background

1. Please select the term or terms which best describe you. [Select all that apply]

- Teen (13-17 years of age)
- Young adult (18-23 years of age)
- Parent
- Caregiver
- Healthcare professional
- Nutritionist
- Allergy sufferer
- Pregnant woman
- Older Adult (65+ years of age)
- Person with a chronic illness [i.e. cancer, heart disease, diabetes, HIV/AIDS]
- Other, please specify *[Comment field]*

2. How often do you visit FoodSafety.gov?

- Every day
- Several times a week
- About once a week
- Several times a month
- About once a month
- Less than once a month
- Less frequently

3. How did you first hear about this site? *[Comment field]*

4. Are you signed up to receive automatic alerts from FoodSafety.gov?

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0990-0379. The time required to complete this information collection is estimated to average 10 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 336-E, Washington D.C. 20201, Attention: PRA Reports Clearance Officer

- Yes
- No

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FoodSafety.gov Alerts

5. **[If yes]** How satisfied are you with the alerts you have received?

- I have not received any alerts to date.
- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

Please tell us more. [\[Comment field\]](#)

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Blog Posts

6. Do you or have you read the FoodSafety.gov blog posts?

- Yes
- No

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Blog Posts

7. How did you come to the blog post(s) that you have read?

- FoodSafety.gov homepage
- Internet Search (Google, Bing, etc.)
- FoodSafety.gov alert
- Other [please specify]

8. How would you rate the blog posts on the following:

- Quality of content
- Accuracy of information
- Current & up to date information
- Layout/design

Scale:

- Excellent
- Good
- Average
- Below average

- Poor

Comments: *[Comment field]*

9. Suggestions for topics or changes.

[\[New page\]](#)

Food Safety

10. Are you learning, or did you learn about food safety in school?

- a. Yes
- b. No
- c. Not sure

[\[New page\]](#)

Food Safety

11. *[If yes]* Was this information you could use at home?

- a. Yes
- b. No

Please tell us more.

[\[New page\]](#)

Food Safety

12. Which of the following concerns do you have about food safety? Select all that apply

- a. I have food allergies
- b. I need to be careful about food because of my health
- c. I don't know how to cook
- d. I'm not sure when foods go bad
- e. Healthy eating

- f. What they use to grow food
- g. I'm a vegetarian / vegan
- h. I've had food poisoning before and I don't want it again
- i. I don't know what "Food Safety" means
- j. Other, please specify _____

13. Tell us three things you know you need to do to make sure your food is safe to eat?

- a. [text box]
- b. [text box]
- c. [text box]

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Topics of Interest

14. What information do you typically seek or what do you do when you visit FoodSafety.gov?

[Select all that apply]

- View recent recalls
- Look for food allergy alerts
- Research safe cooking tips
- Research food storage tips
- Food poisoning information
- Submit questions to experts
- Reporting food poisoning
- Reporting a problem with a food
- Other, please specify. [\[Comment field\]](#)

15. In general, are or were you able to find the information you were seeking while browsing FoodSafety.gov?

- Yes
- No

Please tell us more. [\[Comment field\]](#)

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Topics of Interest

16. **[If yes]** If you were looking for specific information, how much time did it take to find your answer?

- A lot less than I expected
- Less than I expected
- About what I expected
- More than I expected
- A lot more than I expected

Please tell us more. [\[Comment field\]](#)

[\[New page\]](#)

Topics of Interest

17. **[If no]** What were you looking for that you were unable to find? [\[Comment field\]](#)

[\[New page\]](#)

Rating the Site

18. Based on your experience, how would you rate the quality of this website?

- Very high quality
- High quality
- Average
- Below average
- Poor

Please tell us more. [\[Comment field\]](#)

19. Please rate the following attributes of the website.

- Ease of navigation
- Meeting my needs
- Quality of content
- Accuracy of information
- Current & up to date information
- Layout/design

Scale:

- Excellent
- Good
- Average
- Below average
- Poor

Comments: [\[Comment field\]](#)

20. How likely are you to:

- Return to the Website?
- Recommend the Website?

Scale:

- Very likely
- Somewhat likely
- Somewhat unlikely
- Not likely at all

Please tell us more. *[Comment field]*

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General Comments

21. What, if anything, would you like to see changed or improved on the FoodSafety.gov website?

[Comment field]

22. What features, if any, would you like to see added to the FoodSafety.gov website? *[Comment*

field]

23. Please tell us what can be done to improve the quality of the information on the FoodSafety.gov website. *[Comment field]*

24. If you have any additional comments or suggestions, please enter them in the space provided below. *[Comment field]*

Thank You

Thank you for your time today. If you have any questions, either about this survey or the information or services provided by FoodSafety.gov, please email foodsafety@hhs.gov .