NCES Customer Service Survey

The following survey consists of a few short questions. Your input is important to us.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to this voluntary collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection is **1800-0011**. The time required to complete this information collection is estimated less than one minute 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 any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to:** U.S. Department of Education, Washington, D.C. 20202-4537. **If you have comments or concerns regarding the status of your individual submission of this form, write directly to:** NCES, U.S. Department of Education, 1990 K Street, N.W.,, Washington, D.C. 20006.

Proposed Survey Questions	Trigger pages
How satisfied were you with the following aspects of the IPEDS Help Desk?	http://surveys.nces.ed.gov/ipeds/

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Used
Ease of contacting help desk	○	○	○	○	○
Help desk response	○	○	○	○	○

Proposed Survey Questions	Trigger pages
How satisfied were you with the following aspects of the IPEDS survey on-line?	http://surveys.nces.ed.gov/ipeds/

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Ease of reporting IPEDS data on-line	○	○	○	○
Relevance and usefulness of data	○	○	○	○

Proposed Survey Questions	Trigger pages

How satisfied were you with each of the following postsecondary web data tools?

	Very Satisfied	Satis fied	Dissat isfied	Very Dissatisfied	Not Used
IPEDS Data Center	○	○	○	○	○
IPEDS QuickStats	○	○	○	○	○
IPEDS PowerStats	○	○	○	○	○

Trigger pages:
http://nces.ed.gov/ipeds/datacenter/
http://nces.ed.gov/datalab/

How satisfied were you with the following aspects of the information provided about the following surveys: NPSAS, BPS, and B&B?

	Very Satisfied	Satis fied	Dissat isfied	Very Dissatisfied	Not Used
Ease of understanding	○	○	○	○	○
Timeliness	○	○	○	○	○
Relevance	○	○	○	○	○
Overall quality	○	○	○	○	○

Trigger pages:
http://nces.ed.gov/surveys/npsas/
http://nces.ed.gov/surveys/bps/
http:// nces.ed.gov/surveys/b%26b/

Proposed Survey Questions	Trigger pages

How satisfied were you with the following NAEP web data tools and data products?

	Very Satisfied	Satis fied	Dissat isfied	Very Dissatisfied	Not Used
NAEP data tool / Data Explorer	○	○	○	○	○
NAEP questions tool	○	○	○	○	○
NAEP Item Maps	○	○	○	○	○
NAEP State Profiles Tool	○	○	○	○	○
NAEP District Profiles Tool	○	○	○	○	○
NAEP State Comparisons Tool	○	○	○	○	○

NAEP data tool/explorer
http://nces.ed.gov/nationsreportcard/naepdata/default.aspx

NAEP Questions Tool
http://nces.ed.gov/nationsreportcard/itmrlsx/landing.aspx

Item Maps
http://nces.ed.gov/nationsreportcard/itemmaps/

State Profiles tool
http://nces.ed.gov/nationsreportcard/states/

District Profiles tool
http://nces.ed.gov/nationsreportcard/districts/

State Comparisons tool
http://nces.ed.gov/nationsreportcard/statecomparisons/

How satisfied were you with NAEP restricted-use data sets in the last year?

	Very Satisfied	Satis fied	Dissat isfied	Very Dissatisfied	Not Used
Ease of use	○	○	○	○	○
Usefulness of NAEPEX	○	○	○	○	○
Usefulness of Data Companion	○	○	○	○	○
Overall quality	○	○	○	○	○

http://nces.ed.gov/nationsreportcard/researchcenter/variablesrudata.asp

Proposed Survey Questions	Trigger pages
How satisfied were you with the following aspects of the NAEP website(s) you have visited in the last year? |	

	Very Satisfied	Satis fied	Dissat isfied	Very Dissatisfied	Not Used	
Ease of understanding	○	○	○	○	○	http://nces.ed.gov/nationsreportcard/ http://nces.ed.gov/nationsreportcard/nde/ http://nces.ed.gov/nationsreportcard/itmrls/
Timeliness	○	○	○	○	○	
Ease of finding needed information	○	○	○	○	○	
Overall quality	○	○	○	○	○	

How satisfied were you with the following International Assessments web data tools?

	Very Satisfied	Satis fied	Dissat isfied	Very Dissatisfied	Not Used	
PISA International Data Explorer	○	○	○	○	○	http://nces.ed.gov/surveys/international/ide/ http://nces.ed.gov/surveys/pisa/idepisa/ http://nces.ed.gov/surveys/pirls/idepirls/ http://nces.ed.gov/timss/idetimss/
PIRLS International Data Explorer	○	○	○	○	○	
TIMSS International Data Explorer	○	○	○	○	○	

How satisfied were you with the following aspects of the International Data Explorer (IDE) web data tool you have used in the last year? (i.e., PISA IDE, PIRLS IDE, or TIMSS IDE)

	Very Satisfied	Satis fied	Dissat isfied	Very Dissatisfied	Not Used	
Ease of use	○	○	○	○	○	http://nces.ed.gov/surveys/international/ide/ http://nces.ed.gov/surveys/pisa/idepisa/ http://nces.ed.gov/surveys/pirls/idepirls/ http://nces.ed.gov/timss/idetimss/
Usefulness of online Help Guide	○	○	○	○	○	
Overall quality	○	○	○	○	○	

Proposed Survey Questions	Trigger pages

How satisfied were you with the following aspects of the Common Core of Data Build a Table (BAT) web data tool in the past year?

	Very Satisfied	Satis fied	Dissat isfied	Very Dissatisfied	Not Used
Ease of use	○	○	○	○	○
Usefulness of Build a Table Help guide	○	○	○	○	○
Value of online Help	○	○	○	○	○
Overall quality	○	○	○	○	○

http://nces.ed.gov/ccd/bat/

How satisfied were you with the following aspects of the NCES web-based Education Data Analysis Tool (EDAT) in the past year?

	Very Satisfied	Satis fied	Dissat isfied	Very Dissatisfied	Not Used
Ease of use	○	○	○	○	○
Usefulness of user Guide	○	○	○	○	○
Value of online Help	○	○	○	○	○
Overall quality	○	○	○	○	○

http://nces.ed.gov/edat/

When you visited the NCES web site today, did you do so to:

	Yes	No
Explore what data are available	○	○
See what analyses are offered	○	○
Run data to produce specific results	○	○

Everyone gets this question

Proposed Survey Questions	Trigger pages
How satisfied were you with the following aspects of the NCES publications you have used in the last year? 	Very Satisfied	Satis fied	Dissat isfied	Very Dissatisfied	Not Used
Ease of understanding	○	○	○	○	○
Timeliness	○	○	○	○	○
Relevance	○	○	○	○	○
Overall quality	○	○	○	○	○		Everyone gets this question
How satisfied were you with the following aspects of the NCES data files you have used in the last year? 	Very Satisfied	Satis fied	Dissat isfied	Very Dissatisfied	Not Used
Ease of understanding	○	○	○	○	○
Timeliness	○	○	○	○	○
Relevance	○	○	○	○	○
Overall quality	○	○	○	○	○		Everyone gets this question
How satisfied were you with the following experiences you have had with NCES services in the last year. 	Very Satisfied	Satis fied	Dissat isfied	Very Dissatisfied	Not Used
Timeliness of Response of staff	○	○	○	○	○
Courtesy of staff	○	○	○	○	○
Overall Quality of staff services	○	○	○	○	○
Ease of finding information on nces.ed.gov	○	○	○	○	○		Everyone gets this question

Proposed Survey Questions	Trigger pages
Which of the following best describes your involvement in the field of education? ○ Policy Making ○ Supervision, administration, or management ○ Teaching ○ Research, evaluation, or testing ○ Curriculum development ○ Reporting ○ Student ○ Parent ○ Contractor or consultant ○ Other	Everyone gets this question
Additional Comments	Everyone gets this question