

Customer Satisfaction Survey for Pollution Prevention Resource Exchange Services

The Pollution Prevention Resource Exchange (P2Rx™) is a national partnership of regional pollution prevention (p2) information centers. The Centers build networks, deliver P2 information, and measure P2 program results. To improve your satisfaction with these tools and information, we need your feedback and evaluation.

1. Please indicate your satisfaction with these specific P2 information products on the P2Rx website: www.p2rx.org

These P2 information resources are found on: www.p2rx.org		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't know / Have never used
Topic Hubs: www.p2rx.org/p2infonexpert/topichubs_2.cfm	I am satisfied with the quality of this P2 information product						
	Increased my awareness of P2 practices						
	Improved my capacity to provide P2 resources and services						
	Are easy to access						
P2 News www.p2rx.org/services/news.cfm	I am satisfied with the quality of this P2 information product						
	Increased my awareness of P2 practices						
	Improved my capacity to provide P2 resources and services						
	Is easy to access						
National Program Directory of Environmental Technical Assistance providers www.p2rx.org/programs/	I am satisfied with the quality of this P2 information product						
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	Is easy to access						
P2Rx Calendar www.p2rx.org	I am satisfied with the quality of this P2 information product						
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P2 Infohouse infohouse.p2ric.org/	I am satisfied with the quality of this P2 information product						
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	Is easy to access						
Tribal P2 www.tribalp2.org/	I am satisfied with the quality of this P2 information product						
	Increased my awareness of P2 practices						
	Improved my capacity to provide P2 resources and services						
	Is easy to access						
Rapid Response www.p2rx.org/services/rapidresponse.cfm	I am satisfied with the quality of this P2 information product						
	Increased my awareness of P2 practices						
	Improved my capacity to provide P2 resources and services						
	Is easy to access						
Sustainable Lodging sustainablelodging.org/	I am satisfied with the quality of this P2 information product						
	Increased my awareness of P2 practices						
	Improved my capacity to provide P2 resources and services						
	Is easy to access						
P2 Results data system www.p2rx.org/services/measurement.cfm	I am satisfied with the quality of this P2 information product						
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	Is easy to access						

These P2 information resources are found on: www.p2rx.org		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't know / Have never used
Videos www.p2rx.org	I am satisfied with the quality of this P2 information product						
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	Is easy to access						
P2 Case Studies www.p2rx.org/new_home/case_studies.cfm	I am satisfied with the quality of this P2 information product						
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	Is easy to access						
Sustain Updates lib.wmrc.uiuc.edu/p2rx-wiki/index.php/SUSTAIN_Updates_Project#SUSTAIN_Updates_Project	I am satisfied with the quality of this P2 information product						
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Homes Across America homes-across-america.org/	I am satisfied with the quality of this P2 information product						
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Fight Waste Calendar calendar.p2ric.org/	I am satisfied with the quality of this P2 information product						
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	Improved my capacity to provide P2 resources and services						
	Is easy to access						
Webinars www.p2rx.org/new_home/webinars.cfm	I am satisfied with the quality of this P2 information product						
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	Improved my capacity to provide P2 resources and services						
	Is easy to access						
P2Tag Team www.p2rx.org/p2tagteam/	I am satisfied with the quality of this P2 information product						
	Increased my awareness of P2 practices						
	Improved my capacity to provide P2 resources and services						
	Is easy to access						
National Mercury Reduction Database www.newmoa.org/prevention/mercury/programs/	I am satisfied with the quality of this P2 information product						
	Increased my awareness of P2 practices						
	Improved my capacity to provide P2 resources and services						
	Is easy to access						

2. Please indicate your satisfaction with the P2Rx website in general:

Regarding the website: www.p2rx.org :	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't know / Have never used
I am satisfied with the quality of this P2 information product						
Increased my awareness of P2 practices.						
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Is easy to access						

3. Please mark any of these topics for which you need P2 information:

- Climate Change
- Environmentally Preferable purchasing
- E-waste
- Green buildings and green construction
- Green Business certification
- Green Chemistry
- Green Teams
- Hospitality
- Lean and Green Manufacturing
- Mercury
- Municipalities
- P2 Awards
- P2 Measurement
- Pharmaceutical waste
- Sustainability
- Toxics
- Water conservation

Others: _____

4. Please indicate how you prefer to receive information, mark all that apply:

- Blogs
- Case studies
- Delicious
- Listservs
- On-line database of documents
- Power Point presentations
- Social Media (twitter, facebook, linked in)
- Training face-to-face
- Training via webinars
- Web tools
- Workbooks

Other: _____

5. Please indicate how you look for information:

- Google or other search engine
- Browse
- EPA website
- P2Rx or Regional P2 Website
- Federal Websites
- University websites
- State program websites
- Non-profit or Green business websites

Other: _____

6. Please provide your ideas on how we can improve P2Rx services and resources.

7. Please provide your ideas on how we can improve the usability of P2Rx information.

8. I am interested in P2Rx information and services for the following reasons:

- To assist my business, organization, facility, or agency.
- To provide assistance to another business, organization, facility, or agency.
- For personal or general interest.

9. How long have you been practicing in the pollution prevention or environmental profession?

- 0 to 2 years
- 2 years to 6 years
- 7 years to 15 years
- more than 15 years

The public reporting and recordkeeping burden for this collection of information is estimated to average 10 minutes per response. Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggested methods for minimizing respondent burden, including through the use of automated collection techniques to the Director, Collection Strategies Division, U.S. Environmental Protection Agency (2822T), 1200 Pennsylvania Ave., NW, Washington, DC 20460. Include the OMB control number in any correspondence. Do not send the completed survey to this address.