

## CDX Customer Satisfaction

OMB: 2010-0042; Expires: 9/30/2014

Please answer the survey questions below about your experiences with the Central Data Exchange (CDX). Your responses will help us improve our services to better meet your needs.

This survey has 8 questions and should take approximately 6 minutes of your time.

The “\*” denotes a question that must be completed in order to submit.

### **\*1. Please rate your overall satisfaction with CDX.**

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied
- N/A

### **\*2. Please rate ease of using CDX. (CDX account features: MyCDX, My Profile, Submission History, News and Updates, etc)**

- Very Easy to Use
- Easy to Use
- Somewhat Easy to Use
- Neither Easy nor Difficult to Use
- Somewhat Difficult to Use
- Difficult to Use
- Very Difficult to Use
- N/A

***Please indicate your most frequently used program service below and answer the ease of use questions.***

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## \*3. What is the most frequently used program service you access through CDX?

- ACRES/BMS - Assessment Cleanup and Redevelopment Exchange System
- AQS - Air Quality System
- CDX Web - Central Data Exchange Web Service
- CSPP/eCDR - Chemical Safety and Pollution Prevention
- e-GGRT - Electronic Greenhouse Gas Reporting Tool
- eNOI - Electronic Notice of Intent
- eTSCA - Electronic Toxic Substances Control Act
- FLPP/Lead - Federal Lead-Based Paint Program / Lead
- OTAQ DCFUELS - Office of Transportation and Air Quality DC Fuel
- OTAQ EMTS - Office of Transportation and Air Quality EPA Moderated Transaction System
- OTAQ REG - Office of Transportation and Air Quality Registration
- RMP - Risk Management Plan
- TRI-Me Web - Toxics Release Inventory Made Easy
- TRISDX - Toxics Release Inventory CD
- VERIFY - Vehicle Engine Regulation Information For You
- I Don't Know
- Other (please specify in the box below)

## \*3a. Please rate ease of using the program service selected above:

- Very Easy to Use
- Easy to Use
- Somewhat Easy to Use
- Neither Easy nor Difficult to Use
- Somewhat Difficult to Use
- Difficult to Use
- Very Difficult to Use
- N/A

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**\*3b. Please rate ease of using CDX Registration for the program service selected above:**

- Very Easy to Use
- Easy to Use
- Somewhate Easy to Use
- Neither Easy nor Difficult to Use
- Somewhat Difficult to Use
- Difficult to Use
- Very Difficult to Use
- N/A

**Do you have a second most used program service?**

- Yes
- No

## Second Most Frequently Used Program Service

***Please indicate your second most frequently used program service below and answer the ease of use questions.***

**\*4. What is the second most frequently used program service you access through CDX?**

- ACRES/BMS - Assessment Cleanup and Redevelopment Exchange System
- AQS - Air Quality System
- CDX Web - Central Data Exchange Web Service
- CSPP/eCDR - Chemical Safety and Pollution Prevention
- e-GGRT - Electronic Greenhouse Gas Reporting Tool
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- OTAQ REG - Office of Transportation and Air Quality Registration
- RMP - Risk Management Plan
- TRI-Me Web - Toxics Release Inventory Made Easy
- TRISDX - Toxics Release Inventory CD
- VERIFY - Vehicle Engine Regulation Information For You
- I Don't Know
- Other (please specify in the box below)

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**\*4a. Please rate ease of using the program service selected above:**

- Very Easy to Use
- Easy to Use
- Somewhate Easy to Use
- Neither Easy nor Difficult to Use
- Somewhat Difficult to Use
- Difficult to Use
- Very Difficult to Use
- N/A

**\*4b. Please rate ease of using CDX Registration for the program service selected above:**

- Very Easy to Use
- Easy to Use
- Somewhate Easy to Use
- Neither Easy nor Difficult to Use
- Somewhat Difficult to Use
- Difficult to Use
- Very Difficult to Use
- N/A

**Do you have a third most used program service?**

- Yes
- No

## Third Most Frequently Used Program Service

***Please indicate your third most frequently used program service below and answer the ease of use questions.***

**\*5. What is the third most frequently used program service you access through CDX?**

- ACRES/BMS - Assessment Cleanup and Redevelopment Exchange System
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- OTAQ REG - Office of Transportation and Air Quality Registration
- RMP - Risk Management Plan
- TRI-Me Web - Toxics Release Inventory Made Easy
- TRISDX - Toxics Release Inventory CD
- VERIFY - Vehicle Engine Regulation Information For You
- I Don't Know
- Other (please specify in the box below)

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**\*5a. Please rate ease of using the program service selected above:**

- Very Easy to Use
- Easy to Use
- Somewhate Easy to Use
- Neither Easy nor Difficult to Use
- Somewhat Difficult to Use
- Difficult to Use
- Very Difficult to Use
- N/A

**\*5b. Please rate ease of using CDX Registration for the program service selected above:**

- Very Easy to Use
- Easy to Use
- Somewhate Easy to Use
- Neither Easy nor Difficult to Use
- Somewhat Difficult to Use
- Difficult to Use
- Very Difficult to Use
- N/A

## Summary Wrap-Up

### 6. How can CDX improve to better meet your needs?

#### Please enter the best topic for your comments.

- Communication/Outreach
- Desired Functionality
- Difficult to Use
- Insufficient Documentation
- Login/Access
- Praise
- System Errors
- Time Consuming
- Other (Please specify in the box below)



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## If applicable, what is the program service for this comment?

- ACRES/BMS - Assessment Cleanup and Redevelopment Exchange System
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- TRISDX - Toxics Release Inventory CD
- VERIFY - Vehicle Engine Regulation Information For You
- I Don't Know
- Other (please specify in the line below)

## \*7. How long have you used CDX?

- 0-3 months
- 3-6 months
- 6-12 months
- 1-2 years
- more than 2 years

## 8. May we contact you to better understand your comments?

- No.
- Yes. (please provide email address below)

## CDX Customer Satisfaction 12 09

Thank you for taking time to complete this CDX Customer Satisfaction survey. If you have any questions about this survey, please email [exchangenetwork@epa.gov](mailto:exchangenetwork@epa.gov).

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Burden Statement: Public reporting burden for this collection of information is estimated to average 6 minutes per response, including the time for reviewing instructions, gathering information, and completing and reviewing the collection of information. Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggestions for reducing the burden, including the use of automated collection techniques to the United States Environmental Protection Agency, Office of Information Collection, Office of Environmental Information (Mail Code 2823T), 1200 Pennsylvania Avenue, N. W., Washington, DC 20460-0001.