

Customer Satisfaction Survey for P2RX Enhanced Core Services, Task 2.3: News

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. PPRC develops a daily feed of pollution prevention news to help inform stakeholders of current trends, projects, and programs. Monthly these news capsules are compiled into a compendium called, “What’s New in P2?” To improve your satisfaction with our services, we need your feedback and evaluation.

- 1) Are you familiar with the “What’s new in P2 service?”
Yes- Please continue with the survey below.
No- Thank you, no need to continue with the survey.

- 2) Do you read PPRC’s P2 News Service daily or during the monthly “What’s New in P2?”
 - a) Daily
 - b) Monthly “What’s New in P2”
 - c) Do not read P2 News- no need to continue this survey.

- 3) The information delivered as part of the P2RX “What’s New in P2?” service will help me do my job.
 - a) Strongly agree
 - b) Agree
 - c) Neither agree nor disagree
 - d) Disagree
 - e) Strongly disagree
 - f) I don’t know

- 4) The articles selected come from reliable sources of information.
 - a) Strongly agree
 - b) Agree
 - c) Neither agree nor disagree
 - d) Disagree
 - e) Strongly disagree
 - f) I don’t know

- 5) The articles selected were up-to-date and relevant to my work.
 - a) Strongly agree
 - b) Agree
 - c) Neither agree nor disagree
 - d) Disagree
 - e) Strongly disagree
 - f) I don’t know

- 6) A P2 news service like this one is not available elsewhere.
- a) Strongly agree
 - b) Agree
 - c) Neither agree nor disagree
 - d) Disagree
 - e) Strongly disagree
 - f) I don't know
- 7) This P2 news service provides a useful service to our community of practice.
- a) Strongly agree
 - b) Agree
 - c) Neither agree nor disagree
 - d) Disagree
 - e) Strongly disagree
 - f) I don't know
- 8) How will you use the information you've read about?
- a) To assist my business, organization, facility, or agency
 - b) To provide assistance to another business, organization, facility, or agency
 - c) No plans to use the information at this time.
- 9) I receive the P2 News service via:
- a) news feed
 - b) email
 - c) both
 - d) I don't use this service.
- 10) The news feed or emails improve my capacity to provide P2 resources and services.
- a) Strongly agree
 - b) Agree
 - c) Neither agree nor disagree
 - d) Disagree
 - e) Strongly disagree
 - f) I don't know
- 11) The news feed or emails increased my awareness of P2 practices.
- a) Strongly agree
 - b) Agree
 - c) Neither agree nor disagree
 - d) Disagree
 - e) Strongly disagree
 - f) I don't know

The public reporting and recordkeeping burden for this collection of information is estimated to average 2 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.