

The CTSU Customer Satisfaction Survey January 2009
Web Site Survey Questions

Public reporting burden for this collection of information is estimated to vary from 10 to 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. **An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.** Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-xxxx). Do not return the completed form to this address

(Questions 1-8)
Extremely satisfied
Satisfied
Neutral
Dissatisfied
Extremely dissatisfied

1. Availability of needed information.
2. Organization of information.
3. Ability to navigate within the CTSU Members' Web Site.
4. Appearance.
5. Your overall impression.
6. The protocol section (Protocol Tab) of the CTSU Members' Web Site.
7. The RSS section of the CTSU Members' Web Site.
8. Please rate your level of satisfaction with the Site Roles maintenance features?
9. How often do you access the CTSU Members' Web Site?

-Daily
-Weekly
-Monthly
-Rarely
-Never

Attachment 2

10. Please rate your level of satisfaction with CTSU Public Web Site.

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied
- I do not use the CTSU Public Web Site.

11. Please tell us what you like most about the CTSU Web Sites.

12. Please tell us what you like least about the CTSU Web Sites and provide suggestions for improvement.

13. Would you like to enter a drawing for a chance to win a \$25 Visa gift card?

- Yes
- No