Attachment 2

The CTSU Customer Satisfaction Survey January 2009
Web Site Survey Questions

(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

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