

# NOAA Web Site Customer Satisfaction Survey

<http://www.nesd>

(OMB Control Number 0648-0342)  
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**Please rate your level of satisfaction with the following aspects of our site:**

**1) Your overall impression of our site:**

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied

**2) Ability to navigate within our site:**

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied

**3) Accessibility of information:**

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied

**4) Organization of information:**

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied

**5) Appearance of our site:**

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied

**6) How often do you visit our site?**

- Daily
- Weekly
- Monthly
- Occasionally
- Once

**7) If you were looking for specific information, were you able to find it?**

- Yes, easily
- Yes, but it took some effort
- Only part of it
- No
- I was just browsing

**8) How do you plan to use the information provided on our site?**



**9) Which best describes you/your affiliation?**

**10) How did you find our site?**

**11) Do you have suggestions about improving the look and feel of our site?**



**12) Do you have suggestions about improving the content and organization of our site?**



Thank you for completing the survey! Please click the Submit button to send us your responses.

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**Paperwork Reduction Act Information:** In accordance with Executive Order 12862, the National Performance Review, and good management practices, NOAA offices seek to determine whether their customers are satisfied with the services and/or products they are receiving and whether they have suggestions as to how the services/products may be improved or made more useful. The information will be used to improve NOAA's products and services. Responses to this survey are completely voluntary. No confidentiality can be provided for responses, but you need not supply your name or address. Public reporting burden for this collection of information is estimated to average 5 minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to NOAA PRA Clearance Officer, CIO-PPA1, Station 9823, 1315 East-West Highway, Silver Spring, MD 20910.

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