

NOAA Websites Customer Satisfaction Survey

1) Your overall impression of the site:

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

2) Ability to navigate within the site:

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

3) Organization of information:

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

4) How often do you visit the site?

- Daily
- Weekly
- Monthly
- Occasionally
- Once

5) 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

6) How do you plan to use the information provided on the site?

Open text area (1,000 character limit)

7) Which best describes you/your affiliation?

- General Public
- News Media
- NOAA
- Other federal government
- Non-Profit Organization
- University Faculty/Staff
- Student (University)

Teacher (K-12)
Student (K-12)
Business/Industry
Other

8) How did you find the site?

Search Engine (e.g., Google, Bing, Yahoo, etc.)

Social Media

Other media source (e.g., television, newspaper, radio, poster)

Link from another site

Word of mouth

Other

9) Do you have suggestions about improving the site?

Open text area (1,000 character limit)

10) Would you still return to this website if you could get this information or service from another source?

Yes

No

11) Will you recommend this website to a friend or colleague?

Yes

No