

# NIWS Evaluation

## 1. NVLAP INTERACTIVE WEB SITE (NIWS)

OMB Control No. 0693-0031

Expiration Date: 02/29/2012

NVLAP INTERACTIVE WEB SITE (NIWS)  
TRANSACTIONAL SURVEY

You are encouraged to provide feedback to NVLAP about your experience using the NVLAP Interactive Web Site (NIWS). Your comments will provide valuable information for the identification, prioritization, and implementation of future system modifications and enhancements.

NVLAP would appreciate your taking a few minutes to respond to the following questions. Thanks in advance for sharing your opinions and suggestions about the NIWS!

### 1. Please select all NVLAP programs for which you submitted an application during this session.

- Acoustical Testing Services
- Asbestos Fiber Analysis
- Carpet and Carpet Cushion
- Commercial Products Testing
- Construction Materials Testing
- Efficiency of Electric Motors
- Electromagnetic Compatibility & Telecommunications
- Energy Efficient Lighting Products
- Fasteners and Metals
- Personal Body Armor
- Radiation Detection Instruments
- Thermal Insulation
- Wood Based Products

Please answer Questions 2 through 5 using the following rating scale:

- 1 = Poor
- 2 = Fair
- 3 = Good
- 4 = Very Good
- 5 = Excellent.

### 2. Were the instructions clear and easy to read?

1

2

3

4

5

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**3. How would you rate the overall ease of using the NIWS? Please consider factors such as logic of navigation, ease of search, speed of data display, and your productivity using the site.**

- 1                       2                       3                       4                       5

**4. How responsive were NVLAP personnel to your requests for help (if applicable)?**

- 1                       2                       3                       4                       5                       Not Applicable

**5. How likely are you to use the NIWS for your next renewal of accreditation?**

- 1                       2                       3                       4                       5

**6. Approximately how long did it take you to fill out the application forms and payment information (excluding the initial time spent applying for the login account)?**

**7. How can NVLAP improve the NIWS?**

**8. Do you have any other comments or information you would like to add?**

## 2. Thank you for taking the survey!

This survey was designed to be anonymous, so NVLAP cannot respond individually to your comments. If you would like to discuss your comments with a NVLAP representative, please feel free to contact us by phone at 301-975-4016 or by e-mail at [NVLAP@nist.gov](mailto:NVLAP@nist.gov).

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