

Thank you for subscribing to the eList services offered by HUD's Office of Policy Development and Research (PD&R).

Please help us improve the research products offered by HUD's Office of Policy Development and Research (PD&R) by completing our short customer satisfaction questionnaire. Your responses will help us better target our products and services to meet your needs.

The survey will take, at most, two minutes of your time. As a token of our appreciation, we will give you two free publications (up to a maximum value of \$10) for completing this survey.

Your responses will be kept strictly confidential and presented in aggregate only.

First, we would like your overall impression of ALL PD&R products.

1a. How satisfied are you with the overall quality research products from PD&R?

Not at all satisfied	Extremely satisfied	Don't know			
<input type="radio"/> 1 ○	<input type="radio"/> 2 ○	<input type="radio"/> 3 ○	<input type="radio"/> 4 ○	<input type="radio"/> 5 ○	<input type="radio"/> 0 ○

1b. How satisfied are you with the overall usefulness of research products from PD&R?

Not at all satisfied	Extremely satisfied	Don't know			
<input type="radio"/> 1 ○	<input type="radio"/> 2 ○	<input type="radio"/> 3 ○	<input type="radio"/> 4 ○	<input type="radio"/> 5 ○	<input type="radio"/> 0 ○

1c. How can we make research products from PD&R more useful to you?

Next, please give us your feedback for SPECIFIC PD&R products.

2a. ***The following questions relate to publications and reports from PD&R.***

Have you read, downloaded, or ordered **reports from PD&R**?

- Yes [show 2b and 2c]
- No [2b and 2c will be either grayed out or not shown based on browser type]

2b. Please indicate your level of satisfaction with each of these statements about PD&R reports:

	Not at All Satisfied	Extremely Satisfied	Don't know N/A			
Quality of PD&R reports	<input type="radio"/> 1 ○	<input type="radio"/> 2 ○	<input type="radio"/> 3 ○	<input type="radio"/> 4 ○	<input type="radio"/> 5 ○	<input type="radio"/> 0 ○
Level of detail in PD&R reports	<input type="radio"/> 1 ○	<input type="radio"/> 2 ○	<input type="radio"/> 3 ○	<input type="radio"/> 4 ○	<input type="radio"/> 5 ○	<input type="radio"/> 0 ○
Topics covered by PD&R reports	<input type="radio"/> 1 ○	<input type="radio"/> 2 ○	<input type="radio"/> 3 ○	<input type="radio"/> 4 ○	<input type="radio"/> 5 ○	<input type="radio"/> 0 ○

Usefulness of PD&R reports	<input type="radio"/>					
Organization of PD&R reports	<input type="radio"/>					
Clarity of the information	<input type="radio"/>					
Ease of finding PD&R reports on the website	<input type="radio"/>					

2c. Please indicate your level of agreement with each of these statements about PD&R reports:

	Strongly Disagree				Strongly Agree	Don't know	N/A
	1	2	3	4	5		
PD&R reports covers timely topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The reports from PD&R are well written	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PD&R reports employ valid research methods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3a. ***The following questions relate to data sets from PD&R.***

Have you used, downloaded, or ordered **data sets from PD&R?**

- Yes [show 3b and 3c]
- No [3b and 3c will be either grayed out or not shown based on browser type]

3b. Please indicate your level of satisfaction with each of these statements about PD&R data sets:

	Not at All Satisfied				Extremely Satisfied	Don't know	N/A
	1	2	3	4	5		
Quality of PD&R data sets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of PD&R data sets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of finding data sets on the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Available data set formats	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3c. Please indicate your level of agreement with each of these statements about PD&R data sets:

Strongly Disagree	Strongly Agree	Don't know
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	1	2	3	4	5	N/A
The data sets are timely	<input type="radio"/>					
Data from PD&R is credible	<input type="radio"/>					

4a. *The following questions relate to periodicals and newsletters from PD&R.*

Have you read, downloaded, or ordered **ResearchWorks**, **U.S. Housing Market Conditions**, **Cityscape**, or **Breakthroughs from PD&R**?

- Yes [show 4b and 4c a]
- No [4b and 4c will be either grayed out or not shown based on browser type]

4b. Please indicate your level of satisfaction with each of these statements about *periodicals and newsletters from PD&R*:

	Not at All Satisfied					Extremely Satisfied	Don't know N/A
	1	2	3	4	5		
Topics covered by PD&R periodicals and newsletters	<input type="radio"/>						
Clarity of the information	<input type="radio"/>						

4c. Please indicate your level of agreement with each of these statements about *periodicals and newsletters from PD&R*:

	Strongly Disagree					Strongly Agree	Don't know N/A
	1	2	3	4	5		
PD&R periodicals and newsletters are timely	<input type="radio"/>						
PD&R periodicals and newsletters are well written	<input type="radio"/>						

Finally, please tell us about yourself.

5. Which of the following research topic areas interest you? (check all that apply)

- Affordable housing
- Economic & housing market reports
- Building/Construction technology and methods
- Housing finance
- Public/Assisted housing research
- Community development issues
- GIS resources
- Evaluation of government programs
- Other _____

6. How often do you order/download publications, periodicals or data sets from HUD USER?

- 2 or more times per month
- Once a month
- 2-3 times a year
- Only once
- Never
- Other

Please Specify _____

7. Typically, how do you use the information on the HUD USER Website (select all that apply)

For reference

For research

To provide data to others

To make decisions and/or set policy

For personal interest

To grow my business

Other Please Specify _____

8. What other websites do you normally use to get information in your field?

9. For statistical purposes only, what is your work affiliation?

- Federal Government
- State/Local Government
- Researcher/Academic/Student
- Consultant
- Trade/Professional Organizations
- Builder/Developer/Architect
- Housing Advocate
- Faith-Based Organization
- Real Estate/Mortgage Industry
- Other

Please Specify _____

10. For statistical use only, what is your gender?

- Male
- Female

11. When looking for housing-related research in the future, how likely are you to turn to HUD USER?

- Very Likely
- Probably
- Not sure
- Unlikely
- Definitely not

12. In the space below, please provide us with any additional comments or suggestions you may have about research, publications, and data sets from PD&R.

