

## Appendix B: Web Customer Satisfaction Survey

### HUD.GOV Website Assessment Survey

Welcome,

This survey is part of a HUD.GOV web site usability assessment project. Information collected during this survey will be used to improve the organization and content of a new HUD.GOV web site. Your answers will be confidential. Survey results will be aggregated to provide summary results and indications of areas needing improvement. As a follow up to this survey, some selected users will be asked to volunteer for more in-depth task usability analysis. Your cooperation is appreciated. Thanks in Advance for your participation.

OMB approval #

#### *General Questions*

1. Please rate the layout of this site.

Poor				Excellent	No Opinion
1	2	3	4	5	
0	0	0	0	0	0

2. Please rate the ease of reading this site.

Extremely difficult				Very Easy	No Opinion
1	2	3	4	5	
0	0	0	0	0	0

3. Please rate how well the information is organized.

Poorly				Extremely well	No Opinion
1	2	3	4	5	
0	0	0	0	0	0

4. Please rate your ability to find the information you want on this site.

Extremely difficult				Very easy	No Opinion
1	2	3	4	5	
0	0	0	0	0	0

5. Please rate the speed of loading the page on this site.

Extremely slow					Very quickly	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

6. What is your overall satisfaction with this site?

Not at all satisfied					Extremely satisfied	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

7. How well does this site meet your expectations?

Not at all					Very well	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

8. How likely are you to return to this site?

Not likely					Extremely likely	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

9. How likely are you to recommend this site to someone else?

Not likely					Extremely likely	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

10. What specific information were you looking for? (Note: This will be a free-text area)

11. Did you find the specific information that you were looking for?

- Yes
- No
- Don't Know

12. Please rate the ease of navigation on this site.

Extremely Difficult					Very easy	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

13. Please rate the accuracy of information on this site.

Extremely inaccurate					Very accurate	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

14. Please rate the quality of information on this site.

Poor					Excellent	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

15. Please rate the usefulness of the information provided on this site.

Not at all useful					Very useful	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

16. Please rate your ability to accomplish what you wanted to on this site.

Not able to					Was able to with ease	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

17. Was the number of steps to get where you want acceptable?

- \_\_\_\_\_ Yes
- \_\_\_\_\_ No
- \_\_\_\_\_ Don't Know

18. Please rate the ease of finding the information you want on this site.

Extremely difficult					Very easy	No Opinion
1	2	3	4	5		
0	0	0	0	0		0

19. What can we do to improve HUD.gov? (Note: This will be a free text area)

20. I would be willing to participate in a user Task Scenario to assess the usability of this web site. The user task scenario is estimated to take 15 -30 minutes. Participants will be asked to complete 1 to 3 tasks related to a specific user group such as prospective homebuyer, a current homeowner, or an agency seeking a grant.

If you would like to participate, please provide your: 1) name; 2) e-mail address and 3) phone number.

## Appendix C: Web Customer Satisfaction Survey

### Demographic Survey Questions

1. Highest Education Level
  - a. Some High School
  - b. High school degree
  - c. Trade or Vocational certificate
  - d. Some college (community or higher)
  - e. College degree (associate level)
  - f. College degree (bachelor level)
  - g. Some graduate school
  - h. Graduate Degree (Master or Higher)
  - i. Professional Degree (e.g. law, medicine, business, finance, engineering, pharmacy, public health)
2. Age
  - a. Under 18,
  - b. 18-25
  - c. 26-35
  - d. 36-45
  - e. 46-55
  - f. 56-62
  - g. 63-65
  - h. 66-75
  - i. 76-85
  - j. Over 85
3. Gender
  - a. M
  - b. F
4. Ethnicity ( select one only):

Are you of Hispanic or Latino origin?

  - a. Yes
  - b. No
5. Race (select one or more)
  - a. American Indian or Alaska Native
  - b. Asian
  - c. Black or African American
  - d. Native Hawaiian or other Pacific Islander
  - e. White
6. My Native Language is:
  - a. English
  - b. Arabic
  - c. Chinese

- d. French
  - e. German
  - f. Polish
  - g. Portuguese
  - h. Russian
  - i. Spanish
  - j. Vietnamese
  - k. Other (identify)
7. What is your employment status?
- a. Employed Full-Time
  - b. Employed Part-Time
  - c. Self Employed
  - d. Not Employed but Looking for Work
  - e. Not Employed not Looking for Work
  - f. Retired
  - g. Student
  - h. Military
  - i. Homemaker
  - j. Prefer not to answer
8. Are you a U.S. Veteran?
- a. Yes
  - b. No
9. Which of the following categories best describes your total household income, before taxes?
- a. Less than \$12,000
  - b. \$12,001 - \$20,000
  - c. \$20,001 - \$30,000
  - d. \$30,001 - \$40,000
  - e. \$40,001 - \$50,000
  - f. \$50,001 - \$60,000
  - g. \$60,001 - \$70,000
  - h. \$70,001 - \$80,000
  - i. \$80,001 - \$90,000
  - j. \$90,001 - \$100,000
  - k. More than \$100,000
  - l. Prefer not to answer
10. What State do you live in?
- a. All States will be listed
  - b. Other (identify)
11. Please identify your HUD Customer Group (more than one answer may apply):
- a. Homebuyer

- b. Homeowner
  - c. Landlord
  - d. Military or Veteran
  - e. Person with Disabilities (1 or more)
  - f. Public Safety (e.g., Law enforcement, fire department, medical)
  - g. American Indian
  - h. Researcher
  - i. Senior (over 62)
  - j. Student
  - k. Tenant
  - l. Victim of Discrimination
  - m. Youth (under 18)
  - n. Other, please specify (in a textbox)
12. Please identify the Housing Industry group that applies (more than one answer may apply):
- a. Appraiser
  - b. Housing Developer
  - c. Housing Agency (e.g., Public Housing Agency)
  - d. Housing Inspector
  - e. Lender (e.g., a mortgage bank, credit union or other lending institution)
  - f. Tribe (e.g., American Indian, Alaska Native)
  - g. Real Estate or Broker Agent
  - h. Not Applicable (not a member of the housing industry)
  - i. Other, please specify (in a textbox)
13. Please identify your HUD Partner Group membership (select at least one response):
- a. Auditor
  - b. Congress
  - c. Elected Government Official (state or local)
  - d. Faith-Based or Community Organization
  - e. Fair Housing
  - f. Hospital
  - g. HUD Grantee (i.e, recipient or applicant for a HUD Grant)
  - h. Investor
  - i. Non-Profit Organization
  - j. Small Business
  - k. Not Applicable (not a member of any of these HUD Partner Groups)
  - l. Other, please specify (in a textbox)