

National Center for Education Statistics (NCES) CUSTOMER SATISFACTION SURVEY 2010

Introduction

The National Center for Education Statistics (NCES) would like to have your feedback about some of the services they provide its customers. Please take a few moments to respond to our survey, which is being administered by a third-party customer satisfaction research organization, CFI Group.

CFI Group will treat all information you provide as confidential. All information you provide will be combined with others' for research and reporting purposes. Your individual responses will not be released.

Products

Q1. Which of the following data products and reports from NCES have you used in the past year?

1. National Assessment of Educational Progress
2. Elementary and secondary surveys
3. Longitudinal surveys
4. International surveys
5. Postsecondary surveys

Q2. What is your preferred method for receiving reports from NCES?

- 1 HTML
- 2 PDF
- 3 XLM
- 4 Other (SPECIFY)_____

Reports/Analysis

Think about the reports and/or analysis from NCES that you have used in the past year. Please rate the reports/analysis from NCES on the following items. Use a 10-point scale where "1" is "poor" and "10" is "excellent." If an item does not apply to you please indicate "not applicable."

Q3. Clarity of the writing style

Q4. Clarity of tables and graphics, including maps

Q5. Objective viewpoint

Q6. Relevant for your needs

Q7. Timeliness for your needs

Data

Think about the data that you have obtained from NCES in various formats. Please rate the data from NCES on the following items. Use a 10-point scale where "1" is "poor" and "10" is "excellent." If an item does not apply to you please indicate "not applicable."

- Q8. Meeting your information needs
- Q9. Timeliness
- Q10. Accuracy
- Q11. Credibility
- Q12. Ease of use

Information

Please think of all the information that you obtained from NCES in the past year. Rate the information on the following items. Use a 10-point scale where "1" is "poor" and "10" is "excellent." If an item does not apply to you please indicate "not applicable."

- Q13. Information being up-to-date
- Q14. Ease of accessing/using information
- Q15. Use of tables to present information clearly
- Q16. Use of maps to present information clearly
- Q17. Use of charts to present information clearly

Customer Service

Q18. Have you contacted NCES in the past year?

- 1. Yes
- 2. No
- 3. Don't Know

(IF Q18= 1 YES CONTINUE TO Q19 ELSE SKIP TO NEXT SECTION)

Q19. Which means did you use to contact NCES? (Select all that apply)

- 1. Phone
- 2. E-mail
- 3. Mail
- 4. Other (Specify)

Think about the customer service that you received from NCES. Please rate the customer service on the following. Use a 10-point scale where "1" means "poor" and "10" means "excellent."

- Q20. Ease of reaching customer service
- Q21. Courtesy
- Q22. Knowledge
- Q23. Timeliness of response to your request

Q24. Was your question answered/issue resolved?

1. Yes
2. No
3. Don't Know/Does not apply

ACSI Benchmark Questions

- Q25. First, please consider your last experience with products or services received from NCES. Using a 10-point scale on which "1" means "very dissatisfied" and "10" means "very satisfied," how SATISFIED are you with NCES products or services?
- Q26. Considering all of your expectations, to what extent have the NCES products or services you most recently received fallen short of your expectations or exceeded your expectations? Using a 10 point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations," to what extent have NCES products or services fallen short of or exceeded your expectations?
- Q27. Forget NCES for a moment. Now, I want you to imagine an ideal provider of products or services like those NCES provides. How well do you think NCES compares with that ideal product or service provider? Please use a 10-point scale on which "1" means "not very close to the ideal," and "10" means "very close to the ideal."
- Q28. Have you complained to NCES since your most recent experience?
1. Yes
 2. No
 3. Don't know

{IF Q28 = 1 YES, ASK Q29; OTHERWISE GO TO Q30}

- Q29. How well, or poorly, was your most recent complaint handled? Using a 10-point scale on which "1" means "handled very poorly" and "10" means "handled very well," how would you rate the handling of your complaint?
- Q30. How confident are you that NCES will do a good job in the future of supplying the products or services you received? Using a 10-point scale on which "1" means "not at all confident" and "10" means "very confident," how confident are you that NCES will do a good job supplying these products or services?
- Q31. If asked, how willing would you be to say positive things about NCES products or services to others like yourself? Using a 10-point scale on which "1" means "not at all willing" and "10" means "very willing," how willing would you be to say positive things about NCES products or services?
- Q32. Please provide any additional comments about NCES and the services they provide.