

**2016 Government Customer Experience Index (GCXi)
Data.gov Survey Questions
(Req-30)**

Invitation Email

Subject: We need your feedback!

Dear Data.gov Customer,

Today, we're launching our annual customer satisfaction survey and we'd appreciate your input. Please tell us what's working, what's not, and how we can make Data.gov more useful for you. This survey is anonymous, and should take you less than 6 minutes to complete. Click the button below to start. Thank you!



By the way, did you know that GSA offers several free and low-cost products and services to agencies? After you complete the survey, please [check out everything we have to offer to agencies](#) and let me know if you'd like additional information.

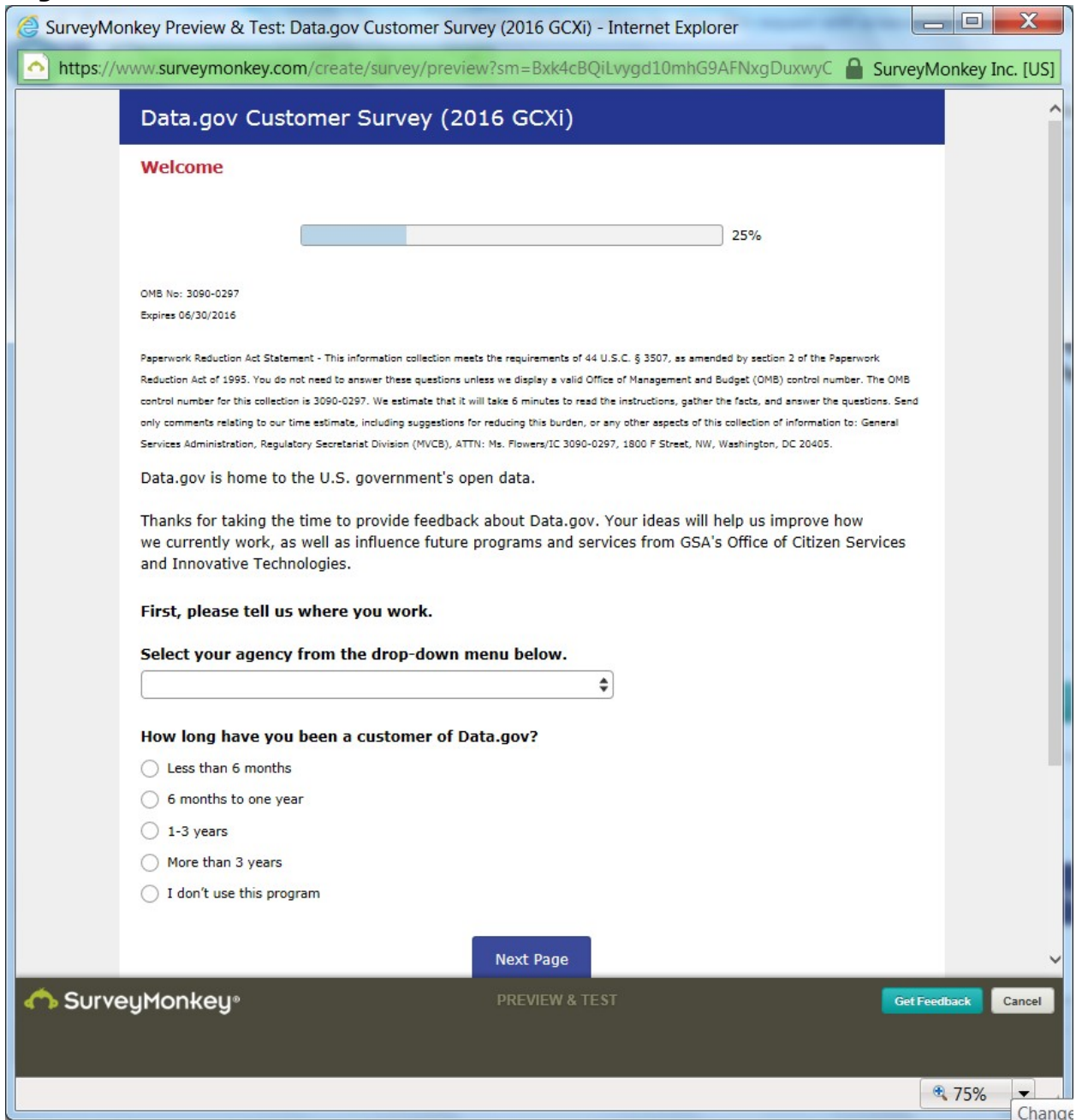
Thank you for your time.
Sincerely,

Hyon Kim
Program Manager
Office of Citizen Services and Innovative Technologies/18F
U.S. General Services Administration

PRA Information

OMB Control Number: 3090-0297; Expires 06/30/2016

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 3090-0297. We estimate that it will take 6 minutes to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat Division (MVCB), ATTN: Ms. Flowers/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.

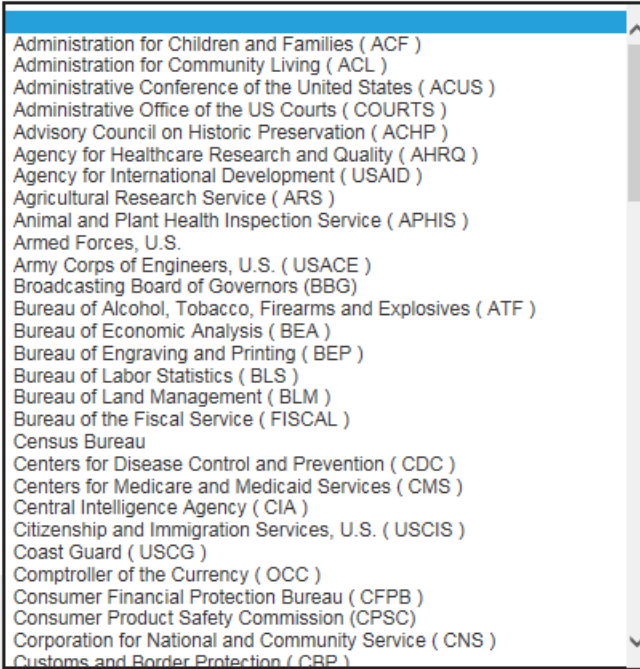


[Note: If the "I'm not a member/I don't use this program" answer is selected, the user will be shown the "final thoughts" screen (Page 5). This response is intended to help us determine how our branding resonates with the audience.]

PAGE 1 w/agency list dropdown

First, please tell us where you work.

Select your agency from the drop-down menu below.



- Administration for Children and Families (ACF)
- Administration for Community Living (ACL)
- Administrative Conference of the United States (ACUS)
- Administrative Office of the US Courts (COURTS)
- Advisory Council on Historic Preservation (ACHP)
- Agency for Healthcare Research and Quality (AHRQ)
- Agency for International Development (USAID)
- Agricultural Research Service (ARS)
- Animal and Plant Health Inspection Service (APHIS)
- Armed Forces, U.S.
- Army Corps of Engineers, U.S. (USACE)
- Broadcasting Board of Governors (BBG)
- Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF)
- Bureau of Economic Analysis (BEA)
- Bureau of Engraving and Printing (BEP)
- Bureau of Labor Statistics (BLS)
- Bureau of Land Management (BLM)
- Bureau of the Fiscal Service (FISCAL)
- Census Bureau
- Centers for Disease Control and Prevention (CDC)
- Centers for Medicare and Medicaid Services (CMS)
- Central Intelligence Agency (CIA)
- Citizenship and Immigration Services, U.S. (USCIS)
- Coast Guard (USCG)
- Comptroller of the Currency (OCC)
- Consumer Financial Protection Bureau (CFPB)
- Consumer Product Safety Commission (CPSC)
- Corporation for National and Community Service (CNS)
- Customs and Border Protection (CBP)

[Note: One of OCSIT's strategic goals is to reach as many agencies as possible with our services; we currently support almost 700 federal employees at over 100 different federal agencies.]

[Note: The agency drop-down list is comprised of the following agencies:

<p>Administration for Children and Families (ACF) Administration for Community Living (ACL) Administrative Conference of the United States (ACUS) Administrative Office of the US Courts (COURTS) Advisory Council on Historic Preservation (ACHP) Agency for Healthcare Research and Quality (AHRQ) Agency for International Development (USAID) Agricultural Research Service (ARS) Animal and Plant Health Inspection Service (APHIS) Armed Forces, U.S. Army Corps of Engineers, U.S. (USACE) Broadcasting Board of Governors (BBG) Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) Bureau of Economic Analysis (BEA) Bureau of Engraving and Printing (BEP) Bureau of Labor Statistics (BLS) Bureau of Land Management (BLM) Bureau of the Fiscal Service (FISCAL) Census Bureau Centers for Disease Control and Prevention (CDC) Centers for Medicare and Medicaid Services (CMS) Central Intelligence Agency (CIA) Citizenship and Immigration Services, U.S. (USCIS) Coast Guard (USCG) Comptroller of the Currency (OCC) Consumer Financial Protection Bureau (CFPB) Consumer Product Safety Commission (CPSC) Corporation for National and Community Service (CNS) Customs and Border Protection (CBP) Defense Commissary Agency (DeCA) Defense Intelligence Agency (DIA) Defense Media Activity (DMA) Department of Agriculture (USDA) Department of Commerce (DOC) Department of Defense (DOD) Department of Education (ED) Department of Energy (DOE) Department of Health and Human Services (HHS) Department of Homeland Security (DHS) Department of Housing and Urban Development (HUD) Department of Justice (DOJ) Department of Labor (DOL) Department of State (DOS) Department of the Interior (DOI) Department of the Treasury (TREAS) Department of Transportation (DOT) Department of Veterans Affairs (VA) Director of National Intelligence (DNI) Economic Research Service (ERS) Employee Benefits Security Administration (EBSA) Energy Efficiency and Renewable Energy (EERE) Energy Information Administration (EIA) Environmental Protection Agency (EPA) Equal Employment Opportunity Commission (EEOC) Export-Import Bank of the United States (EXIM)</p>	<p>Farm Service Agency (FSA) Federal Aviation Administration (FAA) Federal Communications Commission (FCC) Federal Deposit Insurance Corporation (FDIC) Federal Emergency Management Agency (FEMA) Federal Railroad Administration (FRA) Federal Reserve System (FRB) Federal Trade Commission (FTC) Fish and Wildlife Service (FWS) Food and Drug Administration (FDA) Food Safety and Inspection Service (FSIS) Forest Service, U.S. (FS) General Services Administration (GSA) Geological Survey, U.S. (USGS) Institute of Museum and Library Services (IMLS) Internal Revenue Service (IRS) Library of Congress (LOC) Local Government Agency Mint, U.S. National Aeronautics and Space Administration (NASA) National Agricultural Library (NAL) National Agricultural Statistics Service (NASS) National Archives and Records Administration (NARA) National Cancer Institute (NCI) National Endowment for the Arts (NEA) National Geospatial-Intelligence Agency (NGIA) National Highway Traffic Safety Administration (NHTSA) National Institute of Standards and Technology (NIST) National Institutes of Health (NIH) National Library of Medicine (NLM) National Oceanic and Atmospheric Administration (NOAA) National Park Service (NPS) National Science Foundation (NSF) National Transportation Safety Board (NTSB) Nuclear Regulatory Commission (NRC) Occupational Safety and Health Administration (OSHA) Office of Government Ethics (OGE) Office of Personnel Management (OPM) Patent and Trademark Office (USPTO) Peace Corps Postal Service, U.S. (USPS) Rural Development (RD) Securities and Exchange Commission (SEC) Small Business Administration (SBA) Smithsonian Institution (SI) Social Security Administration (SSA) State Government Agency Substance Abuse & Mental Health Services Administration (SAMHSA) Transportation Security Administration (TSA) Veterans Benefits Administration (VBA) Veterans Health Administration (VHA) White House (Incl. EOP, OMB, OSTP)</p>
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The screenshot shows a web browser window with the following elements:

- Browser Title Bar:** "SurveyMonkey Preview & Test: Data.gov Customer Survey (2016 GCXi) - Int..."
- Address Bar:** "https://www.surveymonkey.com/create/survey/preview?sm=Bxk4..."
- Survey Header:** "Data.gov Customer Survey (2016 GCXi)" in a blue bar.
- Data.gov Logo:** "Data.gov" in red text.
- Progress Bar:** A horizontal bar showing 50% completion.
- Question 1:** "Thinking about Data.gov, how would you rate your overall experience?" with radio button options: Very good, Good, Fair, Poor, Very poor.
- Question 2:** "How likely are you to recommend Data.gov to a friend/colleague?" with radio button options: Very likely, Likely, Neither likely nor unlikely, Unlikely, Very unlikely.
- Question 3:** "How likely are you to use Data.gov in the future?" with radio button options: Very likely, Likely, Neither likely nor unlikely, Unlikely, Very unlikely.
- Footer:** "SurveyMonkey" logo, "PREVIEW & TEST" text, "Get Feedback" button, and "Cancel" button.
- Zoom Level:** "75%" in the bottom right corner.

PAGE 2, cont.

The screenshot shows a web browser window with the following elements:

- Browser Title Bar:** "SurveyMonkey Preview & Test: Data.gov Customer Survey (2016 GCXi) - Int..."
- Address Bar:** "https://www.surveymonkey.com/create/survey/preview?sm=Bxk4" and "SurveyMonkey Inc. [US]"
- Survey Question 1:** "How easy or difficult is it to use Data.gov?" with radio button options: "Very easy", "Easy", "Neither easy nor difficult", "Difficult", and "Very difficult".
- Survey Question 2:** "What do you see as the greatest strength of Data.gov?" with a large empty text input box.
- Survey Question 3:** "What do you see as the greatest weakness?" with a large empty text input box.
- Navigation:** "Previous Page" (disabled) and "Next Page" (active) buttons.
- Footer:** "SurveyMonkey" logo, "PREVIEW & TEST" text, "Get Feedback" button, and "Cancel" button.
- Zoom:** "75%" indicator in the bottom right corner.

SurveyMonkey Preview & Test: Data.gov Customer Survey (2016 GCXi) - Int...

https://www.surveymonkey.com/create/survey/preview?sm=Bxk4 SurveyMonkey Inc. [US]

Data.gov Customer Survey (2016 GCXi)

Tell Us More

75%

What is the level of senior management support for open data at your agency?

- Very supportive
- Somewhat supportive
- Neither supportive nor unsupportive
- Somewhat unsupportive
- Very unsupportive

What is the level of resource support for open data (budget, human capital, data governance processes) at your agency?

- Very strong support
- Strong support
- Not specifically considered/supported
- Minimal support
- No support

SurveyMonkey® PREVIEW & TEST [Get Feedback](#) [Cancel](#)

75%

SurveyMonkey Preview & Test: Data.gov Customer Survey (2016 GCXi) - Int...

https://www.surveymonkey.com/create/survey/preview?sm=Bxk4 SurveyMonkey Inc. [US]

How important are current and potential additional shared services/tools (such as metadata management through inventory.data.gov or white-labeled CKAN, data hosting infrastructure, API hosting, or public feedback tools) in continuing your agency's progress on open data?

- Very important
- Somewhat important
- Neither important nor unimportant
- Somewhat unimportant
- Unimportant

For the shared services/tools mentioned in the previous question, how likely would your agency use a low-cost, high-quality service, if offered only on a cost-reimbursable basis?

- Very likely to use
- Likely to use
- Neither likely nor unlikely
- Unlikely
- Very unlikely

Previous Page Next Page

SurveyMonkey® PREVIEW & TEST Get Feedback Cancel

75%

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https://www.surveymonkey.com/create/survey/preview?sm=Bxk4c SurveyMonkey Inc. [US]

Data.gov Customer Survey (2016 GCXi)

Final Thoughts

100%

Please share anything else you'd like us to know, including how our programs or people have had an impact (good or bad) on your work over the past year.

If you have questions about this survey, or would like us to follow up on something, please [email us](#), or include your email address with any questions/issues in your final comments, below.

Click the "Submit" button to submit your answers.

Thank you for your time.

Final thoughts?

Previous Page Submit

SurveyMonkey® PREVIEW & TEST Get Feedback Cancel

75%

Survey End

[Note: After participants click the “submit” button, they will be taken to the DigitalGov.gov homepage.]

