

## Introduction

This survey asks for your feedback on the quality of the BLS Central Information Staff responses to inquiries and outreach. When answering, please think about your previous contacts with the BLS Central Information Staff in terms of its quality of responses to inquiries and outreach services.

You are free to skip any question you don't want to answer, and you will also have the opportunity to give us more detailed, written comments about any subject.

Your participation in this survey is voluntary. We estimate that it will take you 10 minutes to complete this survey. We are collecting this information under OMB Number 1225-0059. Without this currently-approved number, we could not conduct this survey. (Expiration: January 31, 2016).

Please submit this survey no later than October 31st.

If you have questions about this survey, please e-mail: [OPUBSS](mailto:OPUBSS).

We appreciate your time and help. Thank you!

Click **Next** below to begin.

This survey is being administered by SurveyMonkey.com and resides on a server outside of the BLS domain. Since the BLS cannot guarantee the protection of survey responses, we advise against including any sensitive or personal information.

## Data Inquiries

The first few questions cover how well the BLS Central Information Staff handled data inquiries.

### **1. Did you contact the BLS Central Information Staff by phone, email, or both?**

- By phone
- By email
- Both phone and email

**2. How would you describe your interaction with BLS Central Information Staff on each of the following dimensions?**

	Very favorable	Favorable	Neutral	Unfavorable	Very unfavorable	Not applicable
Helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Correctness of response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Politeness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appropriateness of referral to someone else	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3. Please explain your responses:**

**Data Inquiries**

**4. If you have contacted the BLS Central Information Staff on several occasions, was the quality of the response(s) consistent among the staff?**

- Almost always
- Usually
- Sometimes
- Rarely
- Almost never
- Not applicable

**5. How likely are you to recommend the BLS Central Information Staff services to others?**

- Very likely
- Likely
- Somewhat likely
- Not at all likely
- It depends on the situation
- Never

**6. If you had a particularly good or bad experience dealing with the BLS Central Information Staff, please describe the incident and the outcome in the box below:**

## Outreach

**7. Have you attended an outreach event in which BLS staff gave a presentation, staffed an exhibit booth, participated in a workshop, or led a webinar? If so, how would you rate the quality of their presentation?**

- Excellent
- Good
- Neutral
- Fair
- Poor

Please explain:

**8. How knowledgeable was the BLS staff of the Bureau's data products and services?**

- Extremely knowledgeable
- Very knowledgeable
- Somewhat knowledgeable
- Slightly knowledgeable
- Not at all knowledgeable
- Don't remember

**9. Did the staff represent themselves in a professional manner? (This would include demeanor and appearance.)**

- Yes
- No

**10. Would you recommend that BLS continue to participate in other outreach events?**

Yes

No

**11. If so, for what organizations? Please list them in the box below:**

## Thank You

**12. Please feel free to share additional comments or suggestions, and thank you for participating.**