

Procedure

National Clearinghouse on Rehabilitation Training Materials Website Survey

The site will have a “Send Us Your Feedback” link on each page. When users select the link, the survey (Send Us Your Feedback Survey) will open into a new window with five simple questions on SurveyMonkey. Each question will have 2-4 choice responses – with dynamic comment boxes, prompting users to provide more detail for negative responses. A general comment box will also be presented. The responses are voluntary and confidential. Respondents will be able to quickly select their choices, type in any comments and submit their responses. A confirmation of submission will appear.

Visitors who download materials can volunteer to respond to a feedback survey (Downloaded Material Feedback Survey). We will ask all who download materials to participate. On the first download per session, a box will pop up requesting users to respond to the survey. Those who agree will complete a brief information form on SurveyMonkey. After 30 days, the visitor will receive an email asking them to complete a brief survey, also on SurveyMonkey. We will ask the respondent to identify a single downloaded product to rate.

Survey

Send Us Your Feedback Survey (<https://www.surveymonkey.com/r/ZBFN3HY>)

National Clearinghouse on Rehabilitation Training Materials (NCRTM) Website: Send Us Your Feedback

About This Survey

Thank you for taking the time to send us your feedback on the National Clearinghouse on Rehabilitation Training Materials (NCRTM) website. We will use this information to understand user experiences with the site and make improvements. Your answers are voluntary and confidential. This survey has five questions and will take approximately 3 minutes to complete.

Public Burden Statement: According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 5 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is voluntary. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Education, 400 Maryland Ave., SW, Washington, DC 20210-4537 or email ICDocketMgr@ed.gov and reference the OMB Control Number 1880-0542. Note: Please do not return the completed Qualitative Feedback Survey to this address.

Click "Next" to begin the survey.

Next

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Select one answer that best reflects your opinion for questions #1 through #4. You may provide additional comments for question #5.

1. Did you find our website user-friendly?

- Yes
- No

If you selected "No", please tell us why:

2. Would you recommend our website to others?

- Yes, definitely
- Maybe
- No

If you selected "No", please tell us why:

3. Did you find the information you were looking for?

Yes, everything
 Some information
 No, nothing

If you selected "No", please tell us what you were looking for:

4. How useful was the information you found?

Not applicable
 Very useful
 Somewhat useful
 Not at all useful

If you selected "Not at all useful", please tell us why and what additional information would be more helpful:

5. Please use the space below to provide any additional comments about your visit to our website.

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Survey Complete

You have completed the survey, thank you for your invaluable input. For technical assistance regarding this survey please contact NCRTM@neweditions.net. Please insert the title of this survey within the subject line.

Click "Done" to submit your survey.

Downloaded Material Feedback Survey

PopUp Window on the Website

Thank you for downloading our training materials. Would you like to participate in a feedback survey about the quality and usefulness of these materials?

- Yes.
- No.
- Cancel. (For users who do not wish to participate in the survey.)

If yes is selected: In 30 days, you will receive an email from us with a link to a brief survey. Your responses to the survey will be confidential. Please provide us with your email address so that we may reach you.

Email:

Thank You!

Email Request

One month ago you downloaded materials from the National Clearinghouse for Rehabilitation Training Materials (NCRTM) website. At that time you volunteered to participate in a feedback survey on the quality and usefulness of those materials. The survey comprises five brief questions about the materials and how you have used them. It should take no longer than 5 minutes to complete and will help us continually improve our products and services. Your responses are voluntary and confidential. Please go to <https://www.surveymonkey.com/r/ZN28LV9> to complete the survey.

Thank you for sharing your feedback. Please visit us again soon.