

DOE LM Web Survey Questions

Office of Legacy Management Communication and Outreach Stakeholder Satisfaction Survey

Thank you for participating in the Department of Energy's Office of Legacy Management (DOE LM) Communication and Outreach Stakeholder Satisfaction Survey. DOE LM is seeking to gauge the effectiveness of its communication strategy with the communities in which they work. You have been selected to participate as a member of the DOE LM stakeholder database. Your answers are completely anonymous, and all responses will be compiled and analyzed as a group. This survey is sponsored by DOE LM, but is conducted entirely by an independent third party contractor to ensure confidentiality and no bias. The information you provide through this survey will be used to help LM improve its outreach efforts.

To navigate the survey, click "next" to move to the next page. Click "prev" to move to the previous page. At the end of the survey, click "done" to submit. You can also click "exit this survey" at any time if you want to quit without submitting your answers. It should take roughly 15 minutes to complete the entire survey.

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1. Which LM site or sites are you closest to/most familiar with?
(there will be a drop down box with all 100+ sites to choose from)
2. Approximately how long have you been interacting /communicating with LM?
 - < 1 year
 - 1-3 years
 - 3-5 years
 - More than 5 years

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3. In what ways do you initiate communication and/or receive information from LM? Select all that apply.
 - LM website
 - Email
 - USPS Mail
 - Telephone calls
 - Public meetings
 - One-on-one meetings
 - Other (please specify) _____

4. LM's website is easy to navigate and use.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- N/A

5. If you have attended a public meeting and/or workshop, how useful was the information that you received?

- Very Useful
- Useful
- Somewhat Useful
- Not at all useful
- N/A

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6. How would you rank your communications with LM?

Select a rating:

- Excellent
- Good
- Average
- Poor
- N/A

Reasons for your rating:

7. LM provides information in an effective and timely manner.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- N/A

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8. How often does LM seek input and opinion from your community/tribe/nation?

- Very Frequently
- Frequently
- Occasionally
- Rarely
- Never

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9. LM fosters close communication and coordination with your community.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- N/A

10. LM creates forums that encourage public participation.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- N/A

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11. LM is responsive and requests for information are fully met.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- N/A

Please explain _____

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The mission of LM is to maintain remedies currently in place and to ensure that they continue to protect the public and the environment.

12. Concerning sites you value most or are familiar with, do you feel that LM's remedies are protecting you and the environment? (If yes, hit next to go to question 15.)

- Yes
- No

13. If no, do you feel LM has provided opportunities to share your concerns about the remedies?

- Yes
- No

14. When sharing your concerns, has LM communicated the actions taken regarding your concerns or provided feedback regarding its remedies?

- Yes
- No

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15. Overall, how satisfied are you with LM's public involvement opportunities and responsiveness to your input/questions?

Public involvement opportunities:

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Not satisfied at all
- N/A

Responsiveness to input/questions:

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Not satisfied at all
- N/A

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16. In your opinion, what do you see as LM's main challenges in communicating with your community?

17. In your opinion, what could LM change to improve communication with you and your community?

18. To assist our efforts to elevate the support we provide, we welcome your comments and/or suggestions.
