

## Appendix A: Web Survey

### HUD USER Customer Satisfaction Website Assessment Survey– Version 1

*Users who are first-time visitors to HUDUser.org.*

Thank you for agreeing to participate in the survey. Please answer the following questions as they relate to your experience with [www.HUDUser.org](http://www.HUDUser.org):

1. Overall, how satisfied are you with the HUD USER website [www.HUDUser.org](http://www.HUDUser.org)?

Not at all satisfied					Extremely satisfied	No opinion
1	2	3	4	5		
0	0	0	0	0		0

2. How often do you visit the HUD USER website?

- Daily
- 2-3 times a week
- Once a week
- 2-3 times a month
- Once a month
- Less than once a month
- First-time visitor
- Other \_\_\_\_\_

***If response to question 2 is First-time visitor then continue. If not, then version 2 of the questionnaire will be shown.***

3. What was your MAIN REASON for visiting the HUD USER website today?

- General research
- Download specific publications/reports
- Order publications/reports
- Learn about new publications/reports
- Read the Best Practices case studies
- Get data sets
- Learn about what's new
- Subscribe to newsletters/eLists
- I came to the website by mistake
- Other \_\_\_\_\_

***If response to question 3 is I came to the website by mistake, go to question 8.***

4. What information can be added to the site to make it more useful for you?

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5. Please rate your level of satisfaction with the following aspects of the website where 1 is not at all satisfied and 5 is extremely satisfied.

	Not at all satisfied				Extremely satisfied	No opinion (N/A)
	1	2	3	4	5	
Usefulness of the information	0	0	0	0	0	0
<b>Appearance of the website</b>	0	0	0	0	0	0
<b>Navigation through the website</b>	0	0	0	0	0	0
<b>Site layout/Content organization</b>	0	0	0	0	0	0
<b>Ability to find the information you want on this site</b>	0	0	0	0	0	0
Quality of site content	0	0	0	0	0	0
Ease of downloading products	0	0	0	0	0	0
Search capabilities	0	0	0	0	0	0
Selection of datasets	0	0	0	0	0	0
Selection of publications						

6. On a scale of 1 to 5 where 1 is extremely difficult and 5 is very easy, please rate the ease of reading the content on this site.

Extremely difficult					Very Easy	No Opinion
1	2	3	4	5		
0	0	0	0	0	0	0

7. The HUD USER website sends weekly emails to keep you informed. Are you aware of this service offered by [www.HUDUser.org](http://www.HUDUser.org)?

Yes – I know about the email subscription.

No – I will look into subscribing.

No – I don't have a need for this service.

8. For statistical purposes only, what is your work function and affiliation? (check all that apply)

Researcher/Academic

Consultant

Federal Govt/State/Local Govt

Trade/Professional organizations

Faith-based organization

Housing practitioner

Housing advocate

Builder/developer

Student

HUD grantee

Other \_\_\_\_\_

9. For statistical use only, what is your gender?

Male

Female

10. In the space below, please provide us with any additional comments or suggestions you may have about the HUD USER website.

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## HUD USER Website Assessment Survey Version 2

*Questions for visitors who are frequent visitors to the website.*

1. Overall, how satisfied are you with the HUD USER website [www.HUDUser.org](http://www.HUDUser.org)?

Not at all satisfied					Extremely satisfied	No opinion
1	2	3	4	5		
0	0	0	0	0	0	0

2. How often do you visit the HUD USER website?

- Daily
- 2-3 times a week
- Once a week
- 2-3 times a month
- Once a month
- Less than once a month
- First-time visitor
- Other \_\_\_\_\_

***If response to question 2 is First-time visitor then show version 1. If not, then continue.***

3. What was your MAIN REASON for visiting the HUD USER website today?

- General research
- Download specific publications/reports
- Order publications/reports
- Learn about new publications/reports
- Read the Best Practices case studies
- Get data sets
- Learn about what's new
- Subscribe to newsletters/eLists
- Other \_\_\_\_\_

4. Please rate your level of satisfaction with the following aspects of the website where 1 is not at all satisfied and 5 is extremely satisfied.

	Not at all satisfied				Extremely satisfied	No opinion (N/A)
	1	2	3	4	5	
Usefulness of the information	0	0	0	0	0	0
<b>Appearance of the website</b>	0	0	0	0	0	0
<b>Navigation through the website</b>	0	0	0	0	0	0
<b>Site layout/Content organization</b>	0	0	0	0	0	0
<b>Ability to find the information you want on this site</b>	0	0	0	0	0	0
Quality of site content	0	0	0	0	0	0
Ease of downloading products	0	0	0	0	0	0
Search capabilities	0	0	0	0	0	0

Selection of datasets	0	0	0	0	0	0
Selection of publications	0	0	0	0	0	0

5. On a scale of 1 to 5 where 1 is extremely difficult and 5 is very easy, please rate the ease of reading the content on this site.

Extremely difficult					Very easy	No opinion
1	2	3	4	5		
0	0	0	0	0	0	0

6. When you look for information on the HUD USER website, how often do you find what you need?

- Almost always
- Often
- Sometimes
- Hardly Ever
- Other \_\_\_\_\_

7. What information can be added to the site to make it more useful for you?

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8. The HUD USER website sends weekly emails to keep you informed. Are you aware of this service offered by [www.HUDUser.org](http://www.HUDUser.org)?

- Yes – I know about the email subscription.
- No – I will look into subscribing.
- No – I don't have a need for this service.

9. The HUD USER website has an online magazine, *The Edge*. Are you aware of this feature?

- Yes – I read the articles regularly.
- Yes – But I am not interested in the articles.
- No – I was not aware.

***If response to question 9 is Yes – I read the articles regularly, go to question 10, if response to question 9 is Yes – But I am not interested in the articles, go to question 11; otherwise go to question 12 .***

10. Please rate your level of satisfaction with the following aspects of *The Edge* where 1 is not at all satisfied and 5 is extremely satisfied.

	Not at all satisfied				Extremely satisfied	No opinion (N/A)
	1	2	3	4	5	0
Usefulness of the articles	0	0	0	0	0	0

<b>Quality of the articles</b>	0	0	0	0	0	0
<b>Selection of the articles</b>	0	0	0	0	0	0
<b>Site layout/Content organization</b>	0	0	0	0	0	0
<b>Appearance</b>	0	0	0	0	0	0

11. What can be added to *The Edge* to make it more useful for you?

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12. Typically, how do you use the information on the HUD USER website?

- For reference
- For research
- To provide data to others
- To make decisions and/or set policy
- For personal interest
- To grow my business
- Other \_\_\_\_\_

13. For statistical purposes only, what is your work function and affiliation? (check all that apply)

- Researcher/Academic
- Consultant
- Federal Govt/State/Local Govt
- Trade/Professional organizations
- Faith-based organization
- Housing practitioner
- Housing advocate
- Builder/developer
- Student
- HUD grantee
- Other \_\_\_\_\_

14. For statistical use only, what is your gender?

- Male
- Female

12. In your opinion, which sections of the HUD USER website need to be improved?

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15. In the space below, please provide us with any additional comments or suggestions you may have about the HUD USER website.

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HUD USER Website Assessment Survey -Version 3  
 Visitors to the Office of University Partnership pages.

1. Overall, how satisfied are you with the HUD USER website [www.HUDUser.org](http://www.HUDUser.org)?

Not at all satisfied					Extremely satisfied	No Opinion
1	2	3	4	5		
0	0	0	0	0	0	0

2. How often do you visit the HUD USER website?

- Daily
- 2-3 times a week
- Once a week
- 2-3 times a month
- Once a month
- Less than once a month
- First-time visitor
- Other \_\_\_\_\_

*If response to question 2 is First-time visitor then show version 1. If not, then continue.*

3. What was your MAIN REASON for visiting the HUD USER website today?

- General research
- Download specific publications/reports
- Order publications/reports
- Learn about new publications/reports
- Read the Best Practices case studies
- Get data sets
- Learn about what's new
- Subscribe to newsletters/eLists
- Learn about OUP grantee information
- Other \_\_\_\_\_

4. Were you looking for something specific today?

- Yes
- No

4a. If yes, what specific information were you looking for?

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5. Please rate your level of satisfaction with the following aspects of the website where 1 is not at all satisfied and 5 is extremely satisfied.

	Not at all satisfied				Extremely satisfied	No Opinion (N/A)
	1	2	3	4	5	
Usefulness of the information	0	0	0	0	0	0
<b>Appearance of the website</b>	0	0	0	0	0	0
<b>Navigation through the website</b>	0	0	0	0	0	0
<b>Site layout/Content organization</b>	0	0	0	0	0	0
<b>Ability to find the information you want on this site</b>	0	0	0	0	0	0
Quality of site content	0	0	0	0	0	0
Ease of downloading products	0	0	0	0	0	0
Search capabilities	0	0	0	0	0	0
Selection of datasets	0	0	0	0	0	0
Selection of publications						

6. On a scale of 1 to 5 where 1 is extremely difficult and 5 is very easy, please rate the ease of reading the content on this site.

Extremely difficult					Very easy	No opinion
1	2	3	4	5		
0	0	0	0	0	0	0

7. When you look for information on the HUD USER website, how often do you find what you need?

- Almost always
- Often
- Sometimes
- Hardly Ever
- Other \_\_\_\_\_

8. Typically, how do you use the information on the HUD USER website?

- For reference
- For research
- To provide data to others
- To make decisions and/or set policy
- For personal interest
- To grow my business
- For academic grants
- Other \_\_\_\_\_

9. What information can be added to the site to make it more useful for you?

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10. The HUD USER website sends weekly emails to keep you informed. Are you aware of this

service offered by www.HUDUSER.org?

Yes – I know about the email subscriptions.

No – I will look into subscribing.

No – I don't have a need for this service.

11. The HUD USER website has an online magazine, *The Edge*. Are you aware of this feature?

Yes – I read the articles regularly.

Yes – But I am not interested in the articles.

No – I was not aware.

***If response to question 11 is Yes – I read the articles regularly, go to question 12, if response to question 11 is Yes – But I am not interested in the articles, go to question 13; otherwise go to question 14 .***

12. Please rate your level of satisfaction with the following aspects of *The Edge* where 1 is not at all satisfied and 5 is extremely satisfied.

	Not at all satisfied					Extremely satisfied	No opinion (N/A)
	1	2	3	4	5		
Usefulness of the articles	0	0	0	0	0	0	0
<b>Quality of the articles</b>	0	0	0	0	0	0	0
<b>Selection of the articles</b>	0	0	0	0	0	0	0
<b>Site layout/Content organization</b>	0	0	0	0	0	0	0
<b>Appearance</b>	0	0	0	0	0	0	0

13. What can be added to *The Edge* to make it more useful for you?

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14. In your opinion, which sections of the HUD USER website need to be improved?

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15. For statistical purposes only, what is your work function and affiliation? (check all that apply)

Researcher/Academic

Consultant

Federal Govt/State/Local Govt

Trade/Professional organizations

Faith-based organization

Housing practitioner

Housing advocate

Builder/developer

Student

HUD grantee

Other \_\_\_\_\_

16. For statistical use only, what is your gender?

Male  
Female

17. In the space below, please provide us with any additional comments or suggestions you may have about the HUD USER website.

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