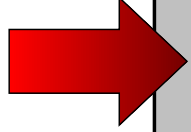
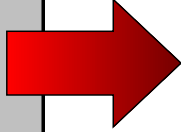


Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Content (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
1 Please rate the accuracy of information on this site.	21 What is your overall satisfaction with this site?	24 How likely are you to return to this site ?
	(1=Very Dissatisfied, 10=Very Satisfied)	
2 Please rate the quality of information on this site.	22 How well does this site meet your expectations ?	Recommend (1=Very Unlikely, 10=Very Likely)
	(1=Falls Short, 10=Exceeds)	
3 Please rate the freshness of content on this site.	23 How does this site compare to your idea of an ideal website ?	25 How likely are you to recommend this site to someone else ?
	(1=Not Very Close, 10=Very Close)	
Look and Feel (1=Poor, 10=Excellent, Don't Know)		
4 Please rate the visual appeal of this site.		
5 Please rate the balance of graphics and text on this site.		
6 Please rate the readability of the pages on this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
7 Please rate how well the site is organized .		
8 Please rate the options available for navigating this site.		
9 Please rate how well the site layout helps you find what you are looking for .		
10 Please rate the number of clicks to get where you want on this site.		
Online Transparency (1=Poor, 10=Excellent, Don't Know)		
11 Please rate how thoroughly this site discloses information about what this agency is doing.		
12 Please rate how quickly agency information is made available on this site.		
13 Please rate how well information about this agency's actions can be accessed by the public on this site.		
Search (1=Poor, 10=Excellent, Don't Know)		
14 Please rate the relevance of search results on this site.		
15 Please rate the organization of search results on this site.		
16 Please rate how well the search results help you decide what to select .		
17 Please rate how well the search feature helps you to narrow the results to find what you want .		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
18 Please rate how quickly pages load on this site.		
19 Please rate the consistency of speed from page to page on this site.		
20 Please rate the ability to load pages without getting error messages on this site.		



Model Instance Name:

NGS NOAA Customer Satisfaction Survey V2

MID: Uws5sgEoxk9RZlh5ZZkYA==

Date: 1/3/2011

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

NGS NOAA Customer Satisfaction Survey V2 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
EDO08974		Which term best describes your role?	Land Surveyor/Engineer Researcher/Educator/Student Geodesist/Cartographer GIS/Mapping User General Public Geocacher News Media Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08975	A	Please specify your role in visiting this site.			Text field, <100 char	Single	N	Skip Logic
EDO08976		What were you primarily looking for on this visit to the NGS site?	Toolkit software Guidelines or specifications News CORS/OPUS Datasheets Aeronautical Data or imagery Other, please specify	B	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08979	B	Please specify what you were primarily looking for today.			Text area, No Limit	Single	N	Skip Logic
EDO08980		Did you accomplish what you wanted to on the site today?	Yes Partially No I wasn't planning to accomplish anything in particular	A A	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08981	A	Please explain why you were not able to fully accomplish your task today.			Text area, No Limit		N	Skip Logic
ACQinh0014042		What is the primary reason passive survey control marks (e.g., bench marks) are important to your work?	Using these marks is required by federal, state, or local requirements Using these marks is included in contract terms I can't depend on satellite systems being available in the areas where I work Not applicable - I am visiting this site for other reasons Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
ACQinh0014043	A	Please specify why passive survey control marks are important to your work.			Text area, No Limit	Single	N	
MAD0041242		Which geospatial data types do you use? (select all that apply)	GPS or GNSS Leveling Optical total station Lidar Laser scanners (terrestrial lidar) Aerial/ orthophotography Other (please specify) Not applicable - I am visiting this site for other reasons	A	Checkbox, one-up vertical Mutually Exclusive	Multi	Y	Skip Logic
MAD0041262	A	Please specify the geospatial data types you use.			Text area, No Limit	Single	N	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
MAD0041263		If you regularly have trouble getting geodetic control in the field, what is the primary issue?	I generally do not have trouble getting geodetic control No control marks are nearby, regardless of quality Nearby control marks do not have reliable positions or elevations (e.g., marks are unstable, marks are too old, marks are in an area of known subsidence or uplift) No internet access to get tools/data (e.g., NGS CORS, OPUS, datasheets) in the field Other (please specify) Not applicable - I am visiting this site for other reasons	A	Radio button, one-up vertical	Single	Y	Skip Logic
MAD0041264	A	Please specify the trouble you have getting geodetic control in the field.			Text area, No Limit	Single	N	Skip Logic
MAD0041265		Do you think NGS should include user-provided data in publicly available products like "datasheets?" (Please select the answer you most agree with.)	NGS should NOT include user-provided data in publicly available products NGS should include user-provided data because I am required to have my data included in NGS products (e.g., datasheets). NGS should include user-provided data because it provides helpful archiving and distribution services. NGS should include user-provided data because it adds an implicit 'stamp of approval' to my work. I have no opinion Other (please specify) Not applicable - I am visiting this site for other reasons	A	Radio button, one-up vertical	Single	Y	Skip Logic
MAD0041266	A	Please specify your thoughts on if NGS should include user-provided data in available products like "datasheets".			Text area, No Limit	Single	N	Skip Logic
MAD0041267		Are you aware that NGS will replace NAD 83 and NAVD 88 with new geometric and vertical datums? I am...	Very aware Somewhat aware Not at all aware Not applicable - I am visiting this site for other reasons		Dropdown select one	S	Y	
MAD0041268		What kind of training formats do you prefer?	Web accessible videos, slide shows (no interaction with instructor) Live Web conference (interactive with instructor) Workshops and conferences NGS's training center in Corbin, VA Guidelines, user manuals, and published articles Other (please specify)	A	Radio Button, one-up vertical	S	Y	Skip Logic
MAD0041269	A	Please specify the other training formats you prefer.			Text area, No Limit		N	Skip Logic
LON0030184		What is most important to you in how NGS responds to your information request?			Text area, No Limit		N	
LON0045042		If this website had a mobile version would you access it from your mobile device?	Yes No, I don't have a mobile device that allows me to access the web No, I would not use my mobile device to access this website Not Sure	A	Radio Button, one-up vertical	S	Y	Skip Logic
LON0045043	A	What information would you like to see on the mobile website?			Text area, No Limit		N	Skip Logic
EDO08969		What is one improvement you would make to the site?			Text area, No Limit		N	

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NGS NOAA Customer Satisfaction Survey V2 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
EDO08974		Which term best describes your role?		Land Surveyor/Engineer Researcher/Educator/Student Geodesist/Cartographer GIS/Mapping User General Public Geocacher News Media Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08975	A	Please specify your role in visiting this site.				Text field, <100 char	Single	N	Skip Logic
EDO08976		What were you primarily looking for on this visit to the NGS site?		Toolkit software Guidelines or specifications News CORS/OPUS Datasheets Aeronautical Data or imagery Other, please specify	B	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08979	B	Please specify what you were primarily looking for today.				Text area, No Limit	Single	N	Skip Logic
EDO08980		Did you accomplish what you wanted to on the site today?		Yes Partially No I wasn't planning to accomplish anything in particular	A A	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08981	A	Please explain why you were not able to fully accomplish your task today.				Text area, No Limit		N	Skip Logic
ACQinh0014042		What is the primary reason passive survey control marks (e.g., bench marks) are important to your work?		Using these marks is required by federal, state, or local requirements Using these marks is included in contract terms I can't depend on satellite systems being available in the areas where I work Not applicable - I am visiting this site for other reasons Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
ACQinh0014043	A	Please specify why passive survey control marks are important to your work.				Text area, No Limit	Single	N	
MAD0041242		Which geospatial data types do you use? (select all that apply)	MAD0041242A001 MAD0041242A002 MAD0041242A003 MAD0041242A004 MAD0041242A005 MAD0041242A006 MAD0041242A007 MAD0041242A008	GPS or GNSS Leveling Optical total station Lidar Laser scanners (terrestrial lidar) Aerial/ orthophotography Other (please specify) Not applicable - I am visiting this site for other reasons	A	Checkbox, one-up vertical	Multi	Y	Skip Logic
MAD0041262	A	Please specify the geospatial data types you use.				Text area, No Limit	Single	N	Skip Logic
MAD0041263		If you regularly have trouble getting geodetic control in the field, what is the primary issue?	MAD0041263A001 MAD0041263A002	I generally do not have trouble getting geodetic control No control marks are nearby, regardless of quality		Radio button, one-up vertical	Single	Y	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			MAD0041263A003	Nearby control marks do not have reliable positions or elevations (e.g., marks are unstable, marks are too old, marks are in an area of known subsidence or uplift)	A				
			MAD0041263A004	No internet access to get tools/data (e.g., NGS CORS, OPUS, datasheets) in the field					
			MAD0041263A005	Other (please specify)					
			MAD0041263A006	Not applicable - I am visiting this site for other reasons					
MAD0041264	A	Please specify the trouble you have getting geodetic control in the field.				Text area, No Limit	Single	N	Skip Logic
MAD0041265		Do you think NGS should include user-provided data in publically available products like "datasheets?" (Please select the answer you most agree with.)	MAD0041265A001	NGS should NOT include user-provided data in publicly available products	A	Radio button, one-up vertical	Single	Y	Skip Logic
			MAD0041265A002	NGS should include user-provided data because I am required to have my data included in NGS products (e.g., datasheets).					
			MAD0041265A003	NGS should include user-provided data because it provides helpful archiving and distribution services.					
			MAD0041265A004	NGS should include user-provided data because it adds an implicit 'stamp of approval' to my work.					
			MAD0041265A005	I have no opinion					
			MAD0041265A006	Other (please specify)					
			MAD0041265A007	Not applicable - I am visiting this site for other reasons					
MAD0041266	A	Please specify your thoughts on if NGS should include user-provided data in available products like "datasheets".				Text area, No Limit	Single	N	Skip Logic
MAD0041267		Are you aware that NGS will replace NAD 83 and NAVD 88 with new geometric and vertical datums? I am...	MAD0041267A001	Very aware		Dropdown select one	S	Y	
			MAD0041267A002	Somewhat aware					
			MAD0041267A003	Not at all aware					
			MAD0041267A005	Not applicable - I am visiting this site for other reasons					
MAD0041268		What kind of training formats do you prefer?	MAD0041268A001	Web accessible videos, slide shows (no interaction with instructor)	A	Radio Button, one-up vertical	S	Y	Skip Logic
			MAD0041268A002	Live Web conference (interactive with instructor)					
			MAD0041268A003	Workshops and conferences					
			MAD0041268A004	NGS's training center in Corbin, VA					
			MAD0041268A005	Guidelines, user manuals, and published articles					
			MAD0041268A006	Other (please specify)					
MAD0041269	A	Please specify the other training formats you prefer.				Text area, No Limit		N	Skip Logic
LON0030184		What is most important to you in how NGS responds to your information request?				Text area, No Limit		N	
NEW		If this website had a mobile version would you access it from your mobile device?		Yes	A	Radio Button, one-up vertical	S	Y	Skip Logic
				No, I don't have a mobile device that allows me to access the web					
				No, I would not use my mobile device to access this website					
NEW	A	What information would you like to see on the mobile website?		Not Sure		Text area, No Limit		N	Skip Logic
EDO08969		What is one improvement you would make to the site?				Text area, No Limit		N	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
EDO08974		Which term best describes your role?	Land Surveyor/Engineer Researcher/Educator/Student Geodesist/Cartographer GIS/Mapping User General Public Geocacher News Media Other, please specify		Radio button, one-up vertical	Single	Y	Skip Logic
EDO08975	A	Please specify your role in visiting this site.		A	Text field, <100 char	Single	N	Skip Logic
EDO08976		What were you primarily looking for on this visit to the NGS site?	Toolkit software Guidelines or specifications News CORS/OPUS Datasheets Aeronautical Data or imagery Other, please specify	B	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08979	B	Please specify what you were primarily looking for today.			Text area, No Limit	Single	N	Skip Logic
ACQinh0014040		Regarding accurate positioning, what is the most important issue or challenge in your profession?	Obtaining geodetic control in the field Identifying land subsidence or uplift Identifying shoreline or sea level changes Defining the relationship between land elevations and water levels Not applicable - I am visiting this site for other reasons Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
ACQinh0014041	A	Please specify the most important accurate positioning issue or challenge in your profession.			Text area, No Limit	Single	N	
EDO08980		Did you accomplish what you wanted to on the site today?	Yes Partially No I wasn't planning to accomplish anything in particular	A A	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08981	A	Please explain why you were not able to fully accomplish your task today.			Text area, No Limit		N	Skip Logic
ACQinh0014042		What is the primary reason passive survey control marks (e.g., bench marks) are important to your work?	Using these marks is required by federal, state, or local requirements Using these marks is included in contract terms I can't depend on satellite systems being available in the areas where I work Not applicable - I am visiting this site for other reasons Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
ACQinh0014043	A	Please specify why passive survey control marks are important to your work.			Text area, No Limit	Single	N	
NEW		Which geospatial data types do you use? (select all that apply)	GPS or GNSS Leveling Optical total station Lidar Laser scanners (terrestrial lidar) Aerial/ orthophotography Other (please specify) Not applicable - I am visiting this site for other reasons	A	Checkbox, one-up vertical	Multi	Y	Skip Logic
NEW	A	Please specify the geospatial data types you use.			Text area, No Limit	Single	N	Skip Logic
NEW		If you regularly have trouble getting geodetic control in the field, what is the primary issue?	generally do not have trouble getting geodetic control No control marks are nearby, regardless of quality Nearby control marks do not have reliable positions or elevations (e.g., marks are unstable, marks are too old, marks are in an area of known subsidence or uplift) No internet access to get tools/data (e.g., NGS CORS, OPUS, datasheets) in the field Other (please specify) Not applicable - I am visiting this site for other reasons	A	Radio button, one-up vertical	Single	Y	Skip Logic
NEW	A	Please specify the trouble you have getting geodetic control in the field.			Text area, No Limit	Single	N	Skip Logic
EDO08970		How did you look for information on the site today? (Please select all that apply.)	Search feature Top navigation bar	A	Checkbox, one-up vertical	Multi	Y	Skip Logic

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NGS NOAA Customer Satisfaction Survey V2 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
			Left navigation bar Links in the center of the page Other, please specify	B				
EDO08971	B	Other way I looked for information:			Text field, <100 char		N	Skip Logic
EDO08972	A	Please select your primary experience with the site's search feature today:	The search feature met my needs today: I had issues with the search process (how to use it, terms to enter). I had issues with the search results I received. Other, please specify	C	Radio button, one-up-vertical	Single	Y	Skip Logic
EDO08973	C	Please specify your experience with the search feature today:			Text area, No Limit		N	Skip Logic
LON0030178		When looking for information which of the following do you primarily prefer?	Frequently Asked Questions Glossary Community of users message board Technical reference documents/publications Instructional video Social media Other (please specify)	A	Radio button, one-up-vertical	Single	Y	Skip Logic
LON0030179	A	Please specify how you primarily prefer to look for information:			Text area, No Limit		N	Skip Logic
LON0030180		What is your preferred method of contacting NGS?	Email Online chat In person (e.g., at a meeting) Phone Fax Other (please specify)	A	Radio button, one-up-vertical	Single	Y	Skip Logic
LON0030181	A	Please specify your preferred method of contacting NGS:			Text area, No Limit		N	Skip Logic
LON0030182		Typically, how often do you send an inquiry to an NGS employee?	Less than once per year 1-3 times per year 4-10 times per year Greater than 10 times per year Other (please specify)	A	Radio button, one-up-vertical	Single	Y	Skip Logic
LON0030183	A	Please specify how often you send an inquiry to an NGS employee:			Text area, No Limit		N	Skip Logic
NEW		Do you think NGS should include user-provided data in publicly available products like "datasheets"? (Please select the answer you most agree with.)	NGS should NOT include user-provided data in publicly available products NGS should include user-provided data because I am required to have my data included in NGS products (e.g., datasheets). NGS should include user-provided data because it provides helpful archiving and distribution services. NGS should include user-provided data because it adds an implicit 'stamp of approval' to my work. I have no opinion Other (please specify) Not applicable - I am visiting this site for other reasons	A	Radio button, one-up-vertical	Single	Y	Skip Logic
NEW	A	Please specify your thoughts on if NGS should include user-provided data in available products like "datasheets":			Text area, No Limit	Single	N	Skip Logic
NEW		Are you aware that NGS will replace NAD 83 and NAVD 88 with new geometric and vertical datums? I am...	Very aware Somewhat aware Not at all aware Other (please specify) Not applicable - I am visiting this site for other reasons		Dropdown select one		Y	
NEW		What kind of training formats do you prefer?	Web accessible videos, slide shows (no interaction with instructor) Live Web conference (interactive with instructor) Workshops and conferences NGS's training center in Corbin, VA Guidelines, user manuals, and published articles Other (please specify)	A	Radio Button, one-up vertical	S	Y	Skip Logic
NEW	A	Please specify the other training formats you prefer.			Text area, No Limit	Single	N	Skip Logic
LON0030184		What is most important to you in how NGS responds to your information request?			Text area, No Limit		N	
EDO08969		What is one improvement you would make to the site?			Text area, No Limit		N	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
EDO08974		Which term best describes your role?	Land Surveyor/Engineer Researcher/Educator/Student Geodesist/Cartographer GIS/Mapping User General Public Geocacher News Media Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08975	A	Please specify your role in visiting this site.			Text field, <100 char	Single	N	Skip Logic
EDO08976		What were you primarily looking for on this visit to the NGS site?	Toolkit software Guidelines or specifications News CORS/OPUS Datasheets Aeronautical Data or imagery Other, please specify	B	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08979	B	Please specify what you were primarily looking for today.			Text area, No Limit	Single	N	Skip Logic
ACQinh0014036		Which of the following professional groups should NGS engage with, in addition to the surveying community?	Emergency responders Energy producers Agriculture Coastal management Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
ACQinh0014037	A	Please specify any other professional groups NGS should engage with.			Text area, No Limit	Single	N	
ACQinh0014038		Which geodesy / remote sensing topics should NGS explain better, or provide tutorials on?	Shoreline; the role of geodesy and remote sensing in ensuring safe navigation Crustal and land movement; the role of geodesy and remote sensing in updating positions where significant crustal and land movement occurs Geographic Information Systems (GIS); the role of geodetic control in GIS Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
ACQinh0014039	A	Please specify the topics NGS should explain better.			Text area, No Limit	Single	N	
ACQinh0014040		Regarding accurate positioning, what is the most important issue or challenge in your profession?	Obtaining geodetic control in the field Identifying land subsidence or uplift Identifying shoreline or sea-level changes Defining the relationship between land elevations and water levels Not applicable – I am visiting this site for other reasons Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
ACQinh0014041	A	Please specify the most important accurate positioning issue or challenge in your profession.			Text area, No Limit	Single	N	
ACQinh0014042		What is the primary reason passive survey control marks (e.g., bench marks) are important to your work?	Using these marks is required by federal, state, or local requirements Using these marks is included in contract terms I can't depend on satellite systems being available in the areas where I work Not applicable – I am visiting this site for other reasons Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
ACQinh0014043	A	Please specify why passive survey control marks are important to your work.			Text area, No Limit	Single	N	
ACQinh0014044		Which of the following primarily drives your accuracy needs?	Legal requirements Scale of what I am measuring requires high accuracy I want the highest accuracy possible I don't have high accuracy requirements; within a few feet is good enough. Not applicable – I am visiting this site for other reasons		Radio button, one-up vertical	Single	Y	Skip Logic

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ACQinh0014045	A	Please specify what primarily drives your accuracy needs.	Other, please specify	A	Text area, No Limit	Single	N	
ACQinh0014046		Which of the following best describes the datum realization you are most likely to use?	Use whatever datum realization my original dataset is in. Use the most recent datum realization. Use the datum realization I am most comfortable with. I do not make a distinction between datum realizations. Not applicable—I am visiting this site for other reasons. Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
ACQinh0014047	A	Please specify the datum realization you are most likely to use.	Other, please specify	A	Text area, No Limit	Single	N	
EDO08980		Did you accomplish what you wanted to on the site today?	Yes Partially No I wasn't planning to accomplish anything in particular	A A	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08981	A	Please explain why you were not able to fully accomplish your task today.			Text area, No Limit		N	Skip Logic
EDO08970		How did you look for information on the site today? (Please select all that apply.)	Search feature Top navigation bar Left navigation bar Links in the center of the page Other, please specify	A B	Checkbox, one-up vertical	Multi	Y	Skip Logic
EDO08971	B	Other way I looked for information:			Text field, <100 char		N	Skip Logic
EDO08972	A	Please select your primary experience with the site's search feature today.	The search feature met my needs today. I had issues with the search process (how to use it, terms to enter). I had issues with the search results I received. Other, please specify	C	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08973	C	Please specify your experience with the search feature today.			Text area, No Limit		N	Skip Logic
NEW		When looking for information which of the following do you primarily prefer?	Frequently Asked Questions Glossary Community-of-users message board Technical reference documents/publications Instructional video Social media Other (please specify)	A	Radio button, one-up vertical	Single	Y	Skip Logic
NEW	A	Please specify how you primarily prefer to look for information.			Text area, No Limit		N	Skip Logic
NEW		What is your preferred method of contacting NGS?	Email Online chat In person (e.g., at a meeting) Phone Fax Other (please specify)	A	Radio button, one-up vertical	Single	Y	Skip Logic
NEW	A	Please specify your preferred method of contacting NGS.			Text area, No Limit		N	Skip Logic
NEW		Typically, how often do you send an inquiry to an NGS employee?	Less than once per year 1 - 3 times per year 4 - 10 times per year Greater than 10 times per year Other (please specify)	A	Radio button, one-up vertical	Single	Y	Skip Logic
NEW	A	Please specify how often you send an inquiry to an NGS employee.			Text area, No Limit		N	Skip Logic
NEW		What is most important to you in how NGS responds to your information request?			Text area, No Limit		N	
EDO08969		What is one improvement you would make to the site?			Text area, No Limit		N	

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NGS NOAA Customer Satisfaction Survey V2 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
EDO08974		Which term best describes your role?	Land Surveyor/Engineer Researcher/Educator/Student Geodesist/Cartographer GIS/Mapping User General Public Geocacher News Media Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08975	A	Please specify your role in visiting this site.			Text field, <100 char	Single	N	Skip Logic
EDO08976		What were you primarily looking for on this visit to the NGS site?	Toolkit software Guidelines or specifications News CORS/OPUS Datasheets Aeronautical Data or imagery Other, please specify	B	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08979	B	Please specify what you were primarily looking for today.			Text area, No Limit	Single	N	Skip Logic
New		Which of the following professional groups should NGS engage with, in addition to the surveying community?	Emergency responders Energy producers Agriculture Coastal management Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
New	A	Please specify any other professional groups NGS should engage with.			Text area, No Limit	Single	N	
New		Which geodesy / remote sensing topics should NGS explain better, or provide tutorials on?	Shoreline; the role of geodesy and remote sensing in ensuring safe navigation Crustal and land movement; the role of geodesy and remote sensing in updating positions where significant crustal and land movement occurs Geographic Information Systems (GIS); the role of geodetic control in GIS Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
New	A	Please specify the topics NGS should explain better.			Text area, No Limit	Single	N	
New		Regarding accurate positioning, what is the most important issue or challenge in your profession?	Obtaining geodetic control in the field Identifying land subsidence or uplift sea-level changes Identifying shoreline or sea-level changes Defining the relationship between land elevations and water levels Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
New	A	Please specify the most important accurate positioning issue or challenge in your profession.			Text area, No Limit	Single	N	
New		What is the primary reason passive survey control marks (e.g., bench marks) are important to your work?	Using these marks is required by federal, state, or local requirements Using these marks is included in contract terms I can't depend on satellite systems being available in the areas where I work Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
New	A	Please specify why passive survey control marks are important to your work.			Text area, No Limit	Single	N	
New		Which of the following primarily drives your accuracy needs?	Legal requirements Scale of what I am measuring requires high accuracy I want the highest accuracy possible I don't have high accuracy requirements; within a few feet is good enough. not applicable - I am visiting this site for other reasons Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
New	A	Please specify what primarily drives your accuracy needs.			Text area, No Limit	Single	N	
New		Which of the following best describes the datum realization you are most likely to use?	I use whatever datum realization my original dataset is in. I use the most recent datum realization. I use the datum realization I am most comfortable with. I do not make a distinction between datum realizations. not applicable - I am visiting this site for other reasons Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
New	A	Please specify the datum realization you are most likely to use.			Text area, No Limit	Single		
ACQLiv000976 1		What spatial accuracy for survey control meets your horizontal positioning needs?	<1 cm (0.03 ft.) horizontal 1-3 cm (0.03-0.1 ft.) horizontal 3-5 cm (0.1-0.2 ft.) horizontal 5-15 cm (0.2-0.5 ft.) horizontal Other - please specify Not sure/ Don't know	A	Radio button, one-up vertical	Single	Y	Skip Logic
ACQLiv000976 2	A	Please specify the spatial accuracy for survey control meeting your horizontal positioning needs.			Text area, No Limit		N	Skip Logic
ACQLiv000976 3		What vertical accuracy meets your needs for determining elevations (i.e., orthometric and/or dynamic heights)?	<1 cm (0.03 ft.) vertical 1-3 cm (0.03-0.1 ft.) vertical 3-5 cm (0.1-0.2 ft.) vertical 5-10 cm (0.2-0.3 ft.) vertical 10-30 cm (0.3-1 ft.) vertical Other - please specify Not sure/ Don't know	A	Radio button, one-up vertical	Single	Y	Skip Logic
ACQLiv000976 4	A	Please specify the vertical accuracy to determine elevation.			Text area, No Limit		N	Skip Logic
ACQLiv000978 1		How well aligned should passive survey control marks (e.g., bench marks) be with NGS Continuously Operating Reference Stations (CORS)? (Note: that the CORS network is the basis for latitude, longitude, and ellipsoid height in the National Spatial Reference System (NSRS).)	<1 cm (0.03 ft.) horizontal and/or < 2 cm (0.07 ft.) ellipsoid height 1-3 cm (0.03-0.1 ft.) horizontal and/or 2-5 cm (0.07-0.2 ft.) ellipsoid height 3-5 cm (0.1-0.2 ft.) horizontal and/or 5-10 cm (0.2-0.3 ft.) ellipsoid height 5-15 cm (0.2-0.5 ft.) horizontal and/or 10-30 cm (0.3-1 ft.) ellipsoid height Other - please specify Not sure/ Don't know	A	Radio button, one-up vertical	Single	Y	Skip Logic
ACQLiv000976 5	A	Please specify how well aligned passive survey control marks should be to NGS CORS.			Text area, No Limit		N	Skip Logic
ACQLiv000976 6		What minimum change should determine whether NGS updates published coordinates for passive survey control marks (e.g., bench marks)?	Any change 1-3 cm (0.03-0.1 ft.) horizontal and/or 2-5 cm (0.07-0.2 ft.) vertically 3-5 cm (0.1-0.2 ft.) horizontal and/or 5-10 cm (0.2-0.3 ft.) vertically 5-15 cm (0.2-0.5 ft.) horizontal and/or 10-30 cm (0.3-1 ft.) vertically Other - please specify Not sure/ Don't know	A	Radio button, one-up vertical	Single	Y	Skip Logic
ACQLiv000976 7	A	Please specify the minimum change required to determine when NGS updates published coordinates for passive survey control marks.			Text area, No Limit		N	Skip Logic
ACQLiv000976 8		How often should NGS update published horizontal and/or vertical control coordinates?	As often as necessary; update of coordinates should be based on positional change rather than a schedule No more than once per year No more than once every 2-4 years No more than once every 5-10 year Other - please specify Not sure/ Don't know	A	Radio button, one-up vertical	Single	Y	Skip Logic
ACQLiv000976 9	A	Please specify how often NGS should update their published control coordinates.			Text area, No Limit		N	Skip Logic
EDO08980		Did you accomplish what you wanted to on the site today?	Yes Partially No I wasn't planning to accomplish anything in particular	A A	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08981	A	Please explain why you were not able to fully accomplish your task today.			Text area, No Limit		N	Skip Logic
EDO08970		How did you look for information on the site today? (Please select all that apply.)	Search feature Top navigation bar Left navigation bar Links in the center of the page Other, please specify	A B	Checkbox, one-up vertical	Multi	Y	Skip Logic
EDO08971	B	Other way I looked for information:			Text field, <100 char		N	Skip Logic
EDO08972	A	Please select your primary experience with the site's search feature today.	The search feature met my needs today. I had issues with the search process (how to use it, terms to enter). I had issues with the search results I received. Other, please specify	C	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08973	C	Please specify your experience with the search feature today.			Text area, No Limit		N	Skip Logic
EDO08969		What is one improvement you would make to the site?			Text area, No Limit		N	

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
EDO08974		Which term best describes your role?	Land Surveyor/Engineer Researcher/Educator/Student Geodesist/Cartographer GIS/Mapping User General Public Geocacher News Media Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08975	A	Please specify your role in visiting this site.			Text field, <100 char	Single	N	Skip Logic
EDO08976		What were you primarily looking for on this visit to the NGS site?	Data Geodetic Tool Kit/software Toolkit software Publications, Guidelines or specifications News CORS/OPUS - GPS Data Datasheets Aeronautical Data or imagery Imagery Other, please specify	A B	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08977	A	What type of data were you looking for?	Aeronautical Data CORS/OPUS - GPS Data Datasheets Other, please specify	C	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08978	C	Other data:			Text field, <100 char	Single	N	Skip Logic
EDO08979	B	Please specify what you were primarily looking for today.			Text area, No Limit	Single	N	Skip Logic
New		What spatial accuracy for survey control meets your horizontal positioning needs?	< 1 cm (0.03 ft.) horizontal 1-3 cm (0.03-0.1 ft.) horizontal 3-5 cm (0.1-0.2 ft.) horizontal 5-15 cm (0.2-0.5 ft.) horizontal Other - please specify Not sure/ Don't know	A	Radio button, one-up vertical	Single	Y	Skip Logic
New	A	Please specify the spatial accuracy for survey control meeting your horizontal positioning needs.			Text area, No Limit		N	Skip Logic
New		What vertical accuracy meets your needs for determining elevations (i.e., orthometric and/or dynamic heights)?	< 1 cm (0.03 ft.) vertical 1-3 cm (0.03-0.1 ft.) vertical 3-5 cm (0.1-0.2 ft.) vertical 5-10 cm (0.2-0.3 ft.) vertical 10-30 cm (0.3-1 ft.) vertical Other - please specify Not sure/ Don't know	A	Radio button, one-up vertical	Single	Y	Skip Logic
New	A	Please specify the vertical accuracy to determine elevation.			Text area, No Limit		N	Skip Logic
New		How well aligned should passive survey control marks (e.g., bench marks) be with NGS Continuously Operating Reference Stations (CORS)? (Note: that the CORS network is the basis for latitude, longitude, and ellipsoid height in the National Spatial Reference System (NSRS).)	< 1 cm (0.03 ft.) horizontal and/or < 2 cm (0.07 ft.) ellipsoid height 1-3 cm (0.03-0.1 ft.) horizontal and/or 2-5 cm (0.07-0.2 ft.) ellipsoid height 3-5 cm (0.1-0.2 ft.) horizontal and/or 5-10 cm (0.2-0.3 ft.) ellipsoid height 5-15 cm (0.2-0.5 ft.) horizontal and/or 10-30 cm (0.3-1 ft.) ellipsoid height Other - please specify Not sure/ Don't know	A	Radio button, one-up vertical	Single	Y	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
New	A	Please specify how well aligned passive survey control marks should be to NGS CORS.			Text area, No Limit		N	Skip Logic
New		What minimum change should determine whether NGS updates published coordinates for passive survey control marks (e.g., bench marks)?	Any change 1-3 cm (0.03-0.1 ft.) horizontal and/or 2-5 cm (0.07-0.2 ft.) vertically 3-5 cm (0.1-0.2 ft.) horizontal and/or 5-10 cm (0.2-0.3 ft.) vertically 5-15 cm (0.2-0.5 ft.) horizontal and/or 10-30 cm (0.3-1 ft.) vertically Other - please specify Not sure/ Don't know	A	Radio button, one-up vertical	Single	Y	Skip Logic
New	A	Please specify the minimum change required to determine when NGS updates published coordinates for passive survey control marks.			Text area, No Limit		N	Skip Logic
New		How often should NGS update published horizontal and/or vertical control coordinates?	As often as necessary; update of coordinates should be based on positional change rather than a schedule No more than once per year No more than once every 2-4 years No more than once every 5-10 year Other - please specify Not sure/ Don't know	A	Radio button, one-up vertical	Single	Y	Skip Logic
New	A	Please specify how often NGS should update their published control coordinates.			Text area, No Limit		N	Skip Logic
EDO08980		Did you accomplish what you wanted to on the site today?	Yes Partially No I wasn't planning to accomplish anything in particular	A	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08981	A	Please explain why you were not able to fully accomplish your task today.			Text area, No Limit		N	Skip Logic
EDO08970		How did you look for information on the site today? (Please select all that apply.)	Search feature Top navigation bar Left navigation bar Links in the center of the page Other, please specify	A	Checkbox, one-up vertical	Multi	Y	Skip Logic
EDO08971	B	Other way I looked for information:		B	Text field, <100 char		N	Skip Logic
EDO08972	A	Please select your primary experience with the site's search feature today.	The search feature met my needs today. I had issues with the search process (how to use it, terms to enter). I had issues with the search results I received. Other, please specify	C	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08973	C	Please specify your experience with the search feature today.			Text area, No Limit		N	Skip Logic
EDO08969		What is one improvement you would make to the site?			Text area, No Limit		N	
EDO08982		Which positioning product should NGS emphasize?	High-accuracy-GPS-data-streamed-via-the-Internet Expanded-tools-for-processing-positioning-data-online Enhanced-standards-and-guidelines-for-various-positioning-uses None Other, please specify	A	Radio button, one-up vertical	Single	Y	GPS-Group
EDO08983	A	Other—positioning-product:			Text field, <100-char	Single	N	GPS-Group
EDO08984		Which training workshop would be most useful to you?	Using-CORS/OPUS Blue-booking GPS-processing Datum-transformation Developing-an-accurate-GIS/LIS Developments-in-height-modernization Not-interested-in-a-training-workshop Other, please specify	A	Radio button, one-up vertical	Single	Y	GPS-Group
EDO08985	A	Other—training-workshop:			Text field, <100-char	Single	N	GPS-Group

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
EDO08969		What is one improvement you would make to the site?			Text field unlimited characters		N	
EDO08970		How did you look for information on the site today? (Please select all that apply.)	Search feature Top navigation bar Left navigation bar Links in the center of the page Other, please specify	A B	Checkbox, one-up vertical	Multi	Y	Skip Logic
EDO08971	B	Other way I looked for information:			Text field, <100 char		N	Skip Logic
EDO08972	A	Please select your [b]primary[/b] experience with the site's search feature today.	The search feature met my needs today. I had issues with the search process (how to use it, terms to enter). I had issues with the search results I received. Other, please specify		Radio button, one-up vertical	Single	Y	Skip Logic
EDO08973	C	Please specify your experience with the search feature today.			Text field unlimited characters		N	Skip Logic
EDO08974		Which term best describes your role ?	General Public Geocacher Geodesist/Cartographer GIS/Mapping User Land Surveyor/Engineer News Media Researcher/Educator/Student Other, please specify	A	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08975	A	Please specify your role in visiting this site.			Text field, <100 char	Single	N	Skip Logic
EDO08976		What were you primarily looking for on this visit to the NGS site?	Data Geodetic Tool Kit/software Imagery News Publications, Guidelines or specs Other, please specify	A B	Radio button, one-up vertical	Single	Y	Skip Logic
EDO08977	A	What type of data were you looking for?	Aeronautical Data CORS/OPUS - GPS Data Datasheets Other, please specify		Radio button, one-up vertical	Single	Y	Skip Logic
EDO08978	C	Other data:			Text field, <100 char	Single	N	Skip Logic
EDO08979	B	Please specify what you were primarily looking for today.			Text field unlimited characters	Single	N	Skip Logic
EDO08980		Did you accomplish what you wanted to on the site today?	Yes Partially No	A A	Radio button, one-up vertical	Single	Y	Skip Logic

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions
EDO08981	A	Please explain why you were not able to fully accomplish your task today.	I wasn't planning to accomplish anything in particular		Text field unlimited characters		N	Skip Logic
EDO08982		Which positioning product should NGS emphasize?	High-accuracy GPS data streamed via the Internet Expanded tools for processing positioning data online Enhanced standards and guidelines for various positioning uses None Other, please specify	A	Radio button, one-up vertical	Single	Y	OPS Group
EDO08983	A	Other - positioning product:			Text field, <100 char	Single	N	OPS Group
EDO08984		Which training workshop would be most useful to you?	Using CORS/OPUS Blue booking GPS processing Datum transformation Developing an accurate GIS/LIS Developments in height modernization Not interested in a training workshop Other, please specify	A	Radio button, one-up vertical	Single	Y	OPS Group
EDO08985	A	Other - training workshop:			Text field, <100 char	Single	N	OPS Group