## National Center for Education Statistics (NCES)

## CUSTOMER SATISFACTION SURVEY 2016

### Introduction

The National Center for Education Statistics (NCES) would like to have your feedback about some of the services they provide its customers. Please take a few moments to respondent to our survey, which is being administered by a third-party customer satisfaction research organization, CFI Group.

All information you provide will be combined with others’ for research and reporting purposes. Your individual responses will not be released.

**This interview is authorized by Office of Management and Budget Control No. 1090-0007which expires on** **May 31, 2018**.

### Products

Q1. Which of the following data products and reports from NCES have you used in the past year? (Please select all that apply.)

1. National Assessment of Educational Progress
2. Longitudinal surveys
3. International surveys
4. Other elementary and secondary surveys
5. Other postsecondary surveys

Q2. What is your preferred method for receiving reports from NCES?

1. HTML
2. PDF
3. XLM
4. Other (SPECIFY)\_\_\_\_\_\_

### Reports/Analysis

Think about the reports and/or analysis from NCES that you have used in the past year. Please rate the reports/analysis from NCES on the following items. Use a 10-point scale where “1” is “poor” and “10” is “excellent.” If an item does not apply to you please indicate “not applicable.”

Q3. Clarity of the writing style

Q4. Clarity of tables and graphics, including maps

Q5. Objective viewpoint

Q6. Relevant for your needs

Q7. Timeliness for your needs

### Data

Think about the data that you have obtained from NCES in various formats. Please rate the data from NCES on the following items. Use a 10-point scale where “1” is “poor” and “10” is “excellent.” If an item does not apply to you please indicate “not applicable.”

Q8. Meeting your information needs

Q9. Timeliness

Q10. Accuracy

Q11. Credibility

Q12. Ease of use

### Information

Please think of all the information that you obtained from NCES in the past year. Rate the information on the following items. Use a 10-point scale where “1” is “poor” and “10” is “excellent.” If an item does not apply to you please indicate “not applicable.”

Q13. Information being up-to-date

Q14. Ease of accessing/using information

Q15. Use of tables to present information clearly

Q16. Use of maps to present information clearly

Q17. Use of charts to present information clearly

### Customer Service

Q18. Have you contacted NCES in the past year?

1. Yes
2. No
3. Don’t Know

(IF Q18= 1 *YES* CONTINUE TO Q19 ELSE SKIP TO NEXT SECTION)

Q19. Which means did you use to contact NCES? (Select all that apply)

1. Phone
2. E-mail
3. Mail
4. Other (Specify)

Think about the customer service that you received from NCES. Please rate the customer service on the following. Use a 10-point scale where “1” means “poor” and “10” means “excellent.”

Q20. Ease of reaching customer service

Q21. Courtesy

Q22. Knowledge

Q23. Timeliness of response to your request

Q24. Was your question answered/issue resolved?

1. Yes
2. No
3. Don’t Know/Does not apply

### Website

Q25. Have you visited the NCES website in the past year?

1. Yes
2. No
3. Don’t Know/Does not apply

(IF Q25 = 1 *YES* CONTINUE TO Q26 ELSE SKIP TO NEXT SECTION)

Please think about the NCES website you have visited in the past year. Please rate the website on the following items. Use a 10-point scale where “1” means “poor” and “10” means “excellent.”

Q26. Ease of finding needed information

Q27. Ease of understanding the information you read on the site

Q28. Timeliness of information

Q29. Usefulness of information

### ACSI Benchmark Questions

Q30. First, please consider your last experience with products or services received from NCES. Using a 10-point scale on which "1" means "very dissatisfied" and "10" means "very satisfied," how SATISFIED are you with NCES products or services?

Q31. Considering all of your expectations, to what extent have the NCES products or services you most recently received fallen short of your expectations or exceeded your expectations? Using a 10 point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations," to what extent have NCES products or services fallen short of or exceeded your expectations?

Q32. Forget NCES for a moment. Now, I want you to imagine an ideal provider of products or services like those NCES provides. How well do you think NCES compares with that ideal product or service provider? Please use a 10-point scale on which "1" means "not very close to the ideal," and "10" means "very close to the ideal."

Q33. Have you complained to NCES since your most recent experience?

1. Yes

2. No

3. Don't know

{IF Q33 = 1 *YES*, ASK Q34; OTHERWISE GO TO Q35}

Q34. How well, or poorly, was your most recent complaint handled? Using a 10-point scale on which “1” means “handled very poorly” and “10” means “handled very well,” how would you rate the handling of your complaint?

Q35. How confident are you that NCES will do a good job in the future of supplying the

products or services you received? Using a 10-point scale on which “1” means “not at all confident” and “10” means “very confident,” how confident are you that NCES will do a good job supplying these products or services?

Q36. If asked, how willing would you be to say positive things about NCES products or services to others like yourself? Using a 10-point scale on which “1” means “not at all willing” and “10” means “very willing,” how willing would you be to say positive things about NCES products or services?

Q37. Please provide any additional comments about NCES and the services they provide.