

NIST-Guest Wireless Network Customer Satisfaction Questionnaire

FOUR STANDARD SURVEY QUESTIONS

1. Explain who will be surveyed and why the group is appropriate to survey.

NIST employees, associates, and visitors who use the new NIST-Guest Wireless Network will be surveyed. The pilot of this wireless network will be deployed at the NIST Gaithersburg campus and initially be available only on the first floor of Building 101 where the large auditoriums and meeting rooms are located. If successful, the pilot will be expanded to additional locations on both the NIST Gaithersburg and Boulder campuses. The questionnaire will be used to obtain feedback in order to better tailor the NIST-Guest service to these key NIST stakeholders.

2. Explain how the survey was developed including consultation with interested parties, pre-testing, and responses to suggestions for improvement.

The questionnaire was developed by the NIST-Guest Wireless Network team which consists of the primary service providers collaborating to design this new service. Pre-testing was done internally using a SharePoint site. Test results were used to update the tool and associated questions. This questionnaire will be deployed on an external website in order for NIST-Guest users to access it.

3. Explain how the survey will be conducted, how customers will be sampled if fewer than all customers will be surveyed, expected response rate, and actions your agency plans to take to improve the response rate.

An outside, web-based vendor (e.g., Survey Monkey) will be used to conduct the collection. The questionnaire is voluntary, and will be offered without having the user disclose their identity via response (i.e., not capture names or email addresses). The link to the questionnaire will be available when users of the NIST-Guest pilot accept the terms of service, including access and use. Upon agreement, all users will be taken to an associated page that will include the link to the questionnaire. There will also be some posters with the URL which will serve to remind users to provide NIST with feedback.

4. Describe how the results of the survey will be analyzed and used to generalize the results to the entire customer population.

The NIST-Guest Wireless Network team will gather and analyze the results. The results will be provided to NIST management. Feedback will be used to determine whether to expand the pilot to other areas within NIST and identify service improvements.