

Customer Satisfaction Survey for NOAA.gov/education

OMB Control Number 0648-0342

Expires 5/31/2018

1. Your overall impression of our site:

Mark only one oval.

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied

2. Ability to navigate within our site:

Mark only one oval.

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied

3. Organization of information:

Mark only one oval.

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied

4. How often do you visit our site?

Mark only one oval.

- Daily
- Weekly
- Monthly
- Occasionally
- Once (first time visitor)

5. If you were looking for specific information, were you able to find it?

Mark only one oval.

- Yes, easily
- Yes, but it took some effort
- Only part of it
- No
- I was just browsing

6. How do you plan to use the information provided on our site?

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7. Which best describes you/your affiliation?

Mark only one oval.

- University faculty/staff
- Teacher/educator (K-12)
- Student (K-12)
- Student (university)
- Non-profit organization
- State/local government
- NOAA
- Other federal government
- Option 9
- Military
- Policymaker
- Business/industry
- News media
- General public
- Other

8. How did you find our site?

Mark only one oval.

- Search engine (e.g., Google, Bing, DuckDuckGO, etc.)
- Link from another site
- Word of mouth
- Media source (e.g., television, newspaper, radio, poster)
- Made a guess
- Other

9. Do you have suggestions about improving the site?

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10. **Would you still return to this website if you could get this information or service from another source?**

Mark only one oval.

Yes

No

11. **Will you recommend this website to a friend or colleague?**

Mark only one oval.

Yes

No

Paperwork Reduction Act Information

In accordance with Executive Order 12862, the National Performance Review, and good management practices, NOAA offices want to determine whether their customers are satisfied with the services and products they are receiving and whether they have suggestions as to how the services and products may be improved or made more useful. The information will be used to improve NOAA's products and services.

Responses to this survey will not be treated as official correspondence to the agency, so you may not receive a reply from NOAA. Do not use this survey to provide public comments on rulemakings, respond to solicitations, or communicate about any official agency action. Instead, provide your comments or feedback as described in the action you want to respond to, or use a designated channel for official comments (for example, www.regulations.gov to comment on notices of rulemaking).

Responding to this survey is completely voluntary. No confidentiality can be provided for responses, and you need not supply your name or address. Any information you provide will be used for the sole purpose of improving NOAA's products and services.

Public reporting burden for this collection of information is estimated to average 10 per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other suggestions for reducing this burden to Marissa Jones, NOAA Office of Education, 1401 Constitution Avenue NW, Washington, DC 20230.

Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subjected to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number.

Questions? Comments?

Email education@noaa.gov.

