

This collection of information is voluntary, and will be used to understand the level of satisfaction the NHI users have with our website and course offerings. Public reporting burden is estimated to average 10 minutes per response. Please note that an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this collection is 2125-0628. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Michael Howell Information Collection Clearance Officer, Federal Highway Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, michael.howell@dot.gov or 202 366-5707.

National Highway Institute (NHI) User Satisfaction Survey

Introduction

The National Highway Institute (NHI) is conducting a user survey to understand the level of satisfaction with our website (<https://www.nhi.fhwa.dot.gov/>) and course offerings.

Through this survey of 10 questions (about 10 minutes of your time), your feedback will help us better understand the needs of our community.

Thank you for your participation!

User Info

1. What is your age?
 - 18-24 years old
 - 25-34 years old
 - 35-44 years old
 - 45-54 years old
 - 55-64 years old
 - 65+ years old

2. What industry do you work in? (please select one)
 - Federal Government (non-military)
 - State Government
 - Local Government
 - Military
 - Academia
 - Construction and Maintenance
 - Environment
 - Transportation Planning
 - Real Estate
 - Safety

3. Which of the following most closely matches your job function? (please select one)
 - Engineer
 - Experienced Engineer
 - Manager

- Construction Inspector
- Construction Technician
- Transportation/Urban Planner
- Federal government administration
- State or local government administration
- Student
- Educator
- Other _____

4. How did you find out about NHI? (choose all that apply)

- Employer
- Co-worker
- Internet Search
- Word of Mouth
- Federal Highway Administration website
- Social Media
- *Public Roads* magazine
- Other _____

Course Satisfaction

5. What was your most recent interaction with NHI educational materials?

- Instructor-led Training (in-person, multi-day)
- Web-based Training (self-paced, online)
- Web-conference Training (virtual, Instructor-led)
- Blended (combination of in-person and virtual or online modules)
- Download (white paper or other education material)

(Text box: Please indicate the title of the course taken or material downloaded)

6. On a scale of 1 - 5 (1 = Very dissatisfied, 5 = Very satisfied), how satisfied are you with NHI's educational content?

[If below 4], please explain your rating: _____

7. Based on NHI courses you have taken, on a scale of 1 - 5 (1 = Totally inaccurate, 5 = Perfectly accurate), how accurate do you feel the course descriptions are on NHI's website?

[If below 4], please explain your rating: _____

8. In what format do you prefer to take NHI courses?

- Instructor-led Training (in-person, multi-day)
- Web-based Training (self-paced, online)
- Web-conference Training (virtual, Instructor-led)
- Blended (combination of in-person and virtual or online modules)

Digital Presence

9. On a scale of 1-5 (1 = Very difficult, 5 = Very easy) how would you rate the ease of navigating the NHI website?

10. On a scale of 1-5 (1 = Not at all useful, 5 = Consistently useful) how useful is the content in NHI's email newsletter?

Confirmation Page

Thank you for taking the time to participate in this survey. Your feedback is extremely valuable to the National Highway Institute and we sincerely appreciate your time.