

NATIONAL CENTER FOR EDUCATION STATISTICS

Volume II
Instruments and Communication Materials

***Federal Committee on Statistical Methodology (FCSM) Integrated
Data Product Documentation Customer Feedback (IDPF) 2018***

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PART A. PAPERWORK BURDEN STATEMENT

The voluntary participation and Paperwork Reduction Act statement provided below will be included on the IDPF survey login screen.

Voluntary Participation and Paperwork Burden Statement

The information you share with us will be used only to develop recommendations for how to improve documentation provided for {fill in the integrated statistical product name} and for other federal integrated data products. Your participation is voluntary and the information you provide will not be identified with your name in any information released from this survey.

According to the Paperwork Reduction Act, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 1880-0542. The time required to complete this survey is estimated to average thirty minutes. If you have any comments concerning the accuracy of the time estimate, suggestions for improving this survey, or any comments or concerns regarding the status of your submission of this form, please write to: Sample Surveys Division, National Center for Education Statistics (NCES), PCP, 550 12th St., SW, 4th floor, Washington, DC 20202.

Integrated Data Product Documentation Customer Feedback Survey (IDPF) 2018

INTEGRATED DATA PRODUCT CUSTOMER FEEDBACK (Researcher)

Introduction

The {fill agency name} would like to have your feedback about your experience using {fill in the integrated statistical product name}. Your participation is important because it will help federal statistical agencies better support users like yourself.

While this survey does ask questions about your assessment of the statistical product, the majority of the survey's questions ask about your assessment of the product's documentation. The purpose of the questions is to help federal agencies better understand what consumers need in product documentation.

{name of product} was selected as the topic for these questions because it is an "integrated" data product. An integrated data product is one that merges, mixes, or combines information from different source data to produce a new product (such as a database or an estimate). Examples of these products include national accounts (statistics focusing on the structure and evolution of economies), databases that result from linking survey data to administrative data, or databases created by combining information from multiple surveys.

This survey is administered by General Services Administration (GSA) on behalf of {fill agency name} and should take 30 minutes to complete. You have been provided a unique survey link and can enter the survey as many times as needed until submitted. You have two weeks to fill out this survey before the window closes. Please respond by {fill date due}.

The information you share with us will be used only to develop recommendations for how to improve documentation provided for {fill in the integrated statistical product name} and for other federal integrated data products. Your participation is voluntary and the information you provide will not be identified with your name in any information released from this survey.

A. General Assessment of {name of product} and Related Documentation

A1. Have you used or cited results from {name of product}?

- No Go To End
 Yes

A2. Were you aware that {name of product} combined information from different sources of information or data?

- No
 Yes

These next questions refer to various dimensions of quality of {name of product}. Please use a 5-point scale to respond where "1" is "very satisfied," "2" is "somewhat satisfied," "3" is "neither satisfied nor dissatisfied," "4" is "somewhat dissatisfied," and "5" is "very dissatisfied." If you do not know the answer or an item does not apply to you, please indicate don't know "DK" or not applicable "NA."

How would you rate {name of product} in terms of:

Rating

A3. Relevance to your research or reporting needs

- A4. Accuracy of information. That is, does it effectively measure the issue for which you need data _____
- A5. Whether the information is reliable in terms of being based on scientific criteria used to selected data sources and statistical methods _____
- A6. Time between when information in {name of product} was collected and when it was available to you _____
- A7. Time between when the information was scheduled to be available to you (target date) and the time it actually became available _____
- A8. Consistency with other information that you know about the topic you needed {name of product} to study _____
- A9. Comparability - or whether information about a topic from one source of information in {name of product} was comparable to information about that topic from another source of data used in {name of product} (e.g., pricing data from different sources were for comparable units of a product). This includes comparability to previous releases of {name of product}. _____
- A10. Ease of accessing {name of product} _____

A11. Overall, how confident are you in the data or the statistics that you obtain from {name of product}?

- Very confident Somewhat confident Neither confident nor unconfident
- Somewhat unconfident Very unconfident

These next questions refer to various dimensions of quality of the documentation for {name of product}. Most of the rest of this survey will focus on the documentation.

A12. Have you read documentation for, or contacted the agency to obtain information about {name of product}?
Examples of documentation include a stand-alone technical report describing the data, appendixes or technical notes to other documents that use the data, web-pages about the data, or contacts with agency staff?

- No Go To End
- Yes, only read documentation
- Yes, read documentation and contacted agency staff
- Yes, only contacted agency staff

A13. Did you use information in the documentation to determine whether {name of product} fits your research or reporting needs?

- No
- Yes

A14. Did you get information about {name of product} from more than one source of documentation?

- No, there was just one source of data documentation Go To A16
- Yes

A15. How many different sources of documentation did you read to evaluate and use {name of product}? _____ [please fill in a number]

Using a 5-point scale, where “1” is “very satisfied,” “2” is “somewhat satisfied,” “3” is “neither satisfied nor dissatisfied,” “4” is “somewhat dissatisfied,” and “5” is “very dissatisfied” please rate the data documentation for the listed characteristics. If you do not know the answer or an item does not apply to you, please indicate don’t know “DK” or not applicable “NA.”

| | Rating |
|--|--------|
| A16. Clarity of the writing style | _____ |
| A17. Clarity of tables and graphics, including maps | _____ |
| A18. Completeness in terms of being able to evaluate the product for your needs | _____ |
| A19. How did you use the data documentation or other information provided by the agency to inform or address your information needs? | |
| | _____ |
| | _____ |
| | _____ |

B. Questions About Source Information for {name product}

Integrated data merge, mix or combine data from separate sources. The following questions are about the documentation about how different sources of data were integrated into {name of product}.

- B1. Did the data documentation provide information about the different sources of information that were integrated into {name of product}?
- No
 Yes
- B2. Did you use the information about the different data sources to evaluate whether {name of product} was sufficient to meet your information needs?
- No
 Yes

Please rate the following aspects of the documentation using a 5-point scale. Again, “1” is “very satisfied,” “2” is “somewhat satisfied,” “3” is “neither satisfied nor dissatisfied,” “4” is “somewhat dissatisfied,” and “5” is “very dissatisfied.” If you do not know the answer or an item does not apply to you, please indicate don’t know “DK” or not applicable “NA.”

| | Rating |
|--|--------|
| B3. Detail with which the {agency name} <i>identified</i> available sources of information for integration into the product | _____ |
| B4. Detail with which the {agency name} <i>evaluated</i> the quality (.e.g., population coverage, measurement and sampling error, time period covered, etc.) of information for integration into the product | _____ |
| B5. Detail with which the {agency name} explained the purpose for which the source information was collected initially | _____ |
| B6. References to find out more about the source data beyond what was included in the {agency name}'s documentation | _____ |
| B7. What information on data sources used in {name of product} did you find useful? | |
| | _____ |
| | _____ |

B8. What suggestions do you have for how to improve documentation about source selections made for {name of product}? _____

C. Questions About How Sources were Integrated into {name product}

Please evaluate documentation for how data or information from different sources were integrated into {name of product}.

Integration includes linking procedures and other approaches to linking unit records across sources, modeling information based on different sources resulting in an estimate or a set of estimates, and other approaches to combining across information sources to produce a data set or statistical product.

C1. Did the data documentation provide information about how {name of agency} evaluated the quality of the integrated data used for {name of product}?

- No
- Yes

C2. Did you use the information on the quality of {name of product} to determine whether it was sufficient to meet your information needs?

- No
- Yes

Again, please rate the following aspects of the documentation using a 5-point scale. A "1" is "very satisfied," "2" is "somewhat satisfied," "3" is "neither satisfied nor dissatisfied," "4" is "somewhat dissatisfied," and "5" is "very dissatisfied." If you do not know the answer or an item does not apply to you, please indicate don't know "DK" or not applicable "NA."

| | Rating |
|---|--------|
| C3. Detail about <i>how the sources of information were integrated</i> into {name of product} | _____ |
| C4. Detail about the <i>effectiveness</i> of the integration procedures | _____ |
| C5. Detail about how the integration was <i>evaluated</i> | _____ |
| C6. Detail about procedures used when one approach did not prove successful such as when some cases could not be matched or linked across sources | _____ |
| C7. Detail about how <i>missing data were treated</i> during integration | _____ |
| C8. Detail about <i>decision rules</i> when more than one source had relevant data for a given concept | _____ |
| C9. Detail about how data with <i>differing time frames</i> were integrated in {name of product} | _____ |
| C10. Detail about how data with <i>different geographic specificity</i> were integrated in {name of product} | _____ |

C11. What suggestions do you have for how to improve documentation about procedures used to integrate information from different sources into {name of product}?

D. Questions About How to Use {name product}

These next questions are about how well the available documentation for {name of product} discussed how to use and interpret information from {name of product}.

D1. Did the data documentation provide information for how to properly interpret or use {name of product}?

- No
- Yes

D2. Did you use the information about proper interpretation or applications of {name of product} to determine whether {name of product} met your information needs?

- No
- Yes

Please rate the following aspects of the documentation using a 5-point scale. A "1" is "very satisfied," "2" is "somewhat satisfied," "3" is "neither satisfied nor dissatisfied," "4" is "somewhat dissatisfied," and "5" is "very dissatisfied." If you do not know the answer or an item does not apply to you, please indicate don't know "DK" or not applicable "NA."

| | Rating |
|--|--------|
| D3. Detail about how the product is to be adjusted to be <i>representative</i> of the population or concept of inference | _____ |
| D4. Detail about remaining <i>population coverage limitations</i> | _____ |
| D5. Detail about how <i>errors from each data source</i> affect the overall error for the product | _____ |
| D6. Detail about how to produce accurate <i>estimates of variance</i> for {name of product} | _____ |
| D7. Detail about how the product was adjusted to <i>prevent disclosure</i> of respondent or subject identity | _____ |
| D8. Detail about how <i>disclosure prevention methods</i> affect the <i>interpretation</i> of results from the product | _____ |
| D9. Detail about how <i>changes in source data</i> might affect <i>interpretation</i> of information derived from the product | _____ |
| D10. Detail about how <i>changes in integration procedures</i> might affect interpretation of information derived from the product | _____ |
| D11. Overall, are you satisfied with the amount of detail provided about {name of product} | _____ |
| D12. What suggestions do you have for how to improve documentation about how to properly use the product? | |

E. Questions About Agency Contacts about {name product}

These next questions ask about your experience with contacts you have had with agency or agency supported experts about how {name of product} was developed and can be interpreted.

E1. Have you contacted the agency or agency supported experts about how {name of product} was developed or how to interpret information from {name of product}?

- No Go To F1
- Yes

Thinking about the information provided about {name of product}, please evaluate how satisfied you were with information about how the {name of product} was developed or how to interpret {name of product}. Please rate the following aspects of the documentation using a 5-point scale. Again, "1" is "very satisfied," "2" is "somewhat satisfied," "3" is "neither satisfied nor dissatisfied," "4" is "somewhat dissatisfied," and "5" is "very dissatisfied." If you do not know the answer or an item does not apply to you, please indicate don't know "DK" or not applicable "NA."

Rating

- E2. The information provided effectively addressed questions about {name of product} _____
- E3. Detail about how the {agency name} evaluated the quality (.e.g., population coverage, measurement and sampling error, time period covered, etc.) of information for integration into the product _____
- E4. Detail with which the {agency name} explained the purpose for which the source information was collected initially _____
- E5. References to find out more about the source data beyond those used in {name of product} _____
- E6. Detail about how the sources of information were integrated into {name of product} _____
- E7. Detail about the effectiveness of the integration procedures _____
- E8. Detail about how the integration was evaluated _____

F. Questions Specific to Improving Data Quality for {name product}

F1. In contrast to improving documentation, do you have suggestions for improving the statistical product itself or its quality?

G. Questions Supplied by the Sponsoring Agency Specific to {name product}

For ERS respondents:

G1. Using only the public documentation enclosed with this survey (that is, relying on Muth et al. Understanding IRI Household-Based and Store-Based Scanner Data (2016) alone, and excluding other, non-public documentation

that may be available to you as a user authorized to access confidential IRI data), how confident are you that the documentation would be adequate for you to determine the appropriateness of using the IRI data for a future research project?

Please use a 5-point scale to respond where “1” is “Very unconfident”, “2” is “Somewhat unconfident”, “3” is “Neither confident nor unconfident”, “4” is “Somewhat confident” and “5” is “Very confident.” If you do not know the answer, please indicate not applicable “NA.”

Rating

G2. What issues or questions related to the quality or statistical properties of the IRI data—or the appropriateness of using them for specific areas of research—are not currently addressed in the enclosed documentation that would be useful to potential IRI users?

For NCSES respondents:

G1. Please evaluate the Secure Data Access Facility in terms of its usefulness in accessing SESTAT data.

Please rate its usefulness using a 5-point scale. A “1” is “Very dissatisfied”, “2” is “Somewhat dissatisfied”, “3” is “Neither dissatisfied nor satisfied”, “4” is “Somewhat satisfied” and “5” is “Very satisfied.” If you do not know the answer or an item does not apply to you, please indicate not applicable “NA.”

Rating

END Thank you for your time and effort in responding to this survey.

INTEGRATED DATA PRODUCT CUSTOMER FEEDBACK

(Informed consumer)

Introduction

The {fill agency name} would like to have your feedback about your experience using {fill in the integrated statistical product name}. Your participation is important because it will help federal statistical agencies better support users like yourself.

While this survey does ask questions about your assessment of the statistical product, the majority of the survey's questions ask about your assessment of the product's documentation. The purpose of the questions is to help federal agencies better understand what consumers need in product documentation.

{name of product} was selected as the topic for these questions because it is an "integrated" data product. An integrated data product is one that merges, mixes, or combines information from different source data to produce a new product (such as a database or an estimate). Examples of these products include national accounts (statistics focusing on the structure and evolution of economies), databases that result from linking survey data to administrative data, or databases created by combining information from multiple surveys.

This survey is administered by General Services Administration (GSA) on behalf of {fill agency name} and should take 30 minutes to complete. You have been provided a unique survey link and can enter the survey as many times as needed until submitted. You have two weeks to fill out this survey before the window closes. Please respond by {fill date due}.

The information you share with us will be used only to develop recommendations for how to improve documentation provided for {fill in the integrated statistical product name} and for other federal integrated data products. Your participation is voluntary and the information you provide will not be identified with your name in any information released from this survey.

A. General Assessment of {name of product} and Related Documentation

A1. Have you used or cited results from {name of product}?

- No Go To End
 Yes

A2. Were you aware that {name of product} combined information from different sources of information or data?

- No
 Yes

These next questions refer to various dimensions of quality of {name of product}. Please use a 5-point scale to respond where "1" is "very satisfied," "2" is "somewhat satisfied," "3" is "neither satisfied nor dissatisfied," "4" is "somewhat dissatisfied," and "5" is "very dissatisfied." If you do not know the answer or an item does not apply to you, please indicate don't know "DK" or not applicable "NA."

How would you rate {name of product} in terms of:

- | | Rating |
|--|--------|
| A3. Relevance to your research or reporting needs | _____ |
| A4. Accuracy of information. That is, does it effectively measure the issue for which you need data | _____ |
| A5. Whether the information is reliable in terms of being based on scientific criteria used to selected data sources and statistical methods | _____ |

A6. Time between when information in {name of product} was collected and when it was available to you _____

A7. Time between when the information was scheduled to be available to you (target date) and the time it actually became available. _____

A8. Consistency with other information that you know about the topic you needed {name of product} to study _____

A9. Comparability - or whether information about a topic from one source of information in {name of product} was comparable to information about that topic from another source of data used in {name of product} (e.g., pricing data from different sources were for comparable units of a product). This includes comparability to previous releases of {name of product}. _____

A10. Ease of accessing {name of product} _____

A11. Overall, how confident are you in the data or the statistics that you obtain from {name of product}?

Very confident Somewhat confident Neither confident nor unconfident

Somewhat unconfident Very unconfident

These next questions refer to various dimensions of quality of the documentation for {name of product}. Most of the rest of this survey will focus on the documentation.

A12. Have you read documentation for, or contacted the agency to obtain information about {name of product}?
Examples of documentation include a stand-alone technical report describing the data, appendixes or technical notes to other documents that use the data, web-pages about the data, or contacts with agency staff?

No Go To End

Yes, only read documentation

Yes, read documentation and contacted agency staff

Yes, only contacted agency staff

A13. Did you use information in the documentation to determine whether {name of product} fits your research or reporting needs?

No

Yes

A14. Did you get information about {name of product} from more than one source of documentation?

No, there was just one source of data documentation Go To A16

Yes

A15. How many different sources of documentation did you read to evaluate and use {name of product}? ____ [please fill in a number]

Using a 5-point scale, where "1" is "very satisfied," "2" is "somewhat satisfied," "3" is "neither satisfied nor dissatisfied," "4" is "somewhat dissatisfied," and "5" is "very dissatisfied" please rate the data documentation for the listed

characteristics. If you do not know the answer or an item does not apply to you, please indicate don't know "DK" or not applicable "NA."

Rating

A16. Clarity of the writing style _____

A17. Clarity of tables and graphics, including maps _____

A18. Completeness in terms of being able to evaluate the product for your needs _____

A19. How did you use the data documentation or other information provided by the agency to inform or address your information needs?

B. Questions About Source Information for {name product}

Integrated data merge, mix or combine data from separate sources. The following questions are about the documentation about how different sources of data were integrated into {name of product}.

B1. Did the data documentation provide information about the different sources of information that were integrated into {name of product}?

No Go To C1

Yes

B2. Did you use the information about the different data sources to evaluate whether {name of product} was sufficient to meet your information needs?

No

Yes

Thinking about the documentation for {name of product}, please evaluate the information provided about the different sources of data used by the statistical agency for {name of product}. If you do not know the answer or an item does not apply to you, please indicate "Don't know" or "Not applicable (NA)."

B3. Are you satisfied with the description of the data sources used in {name of product}?

B4. What information on data sources used in {name of product} did you find useful?

B5. What suggestions do you have for how to improve documentation about source selections made for {name of product}?

C. Questions About {name of agency} information regarding evaluation of the quality of {name product}

These next questions ask whether the information provided by {name of agency} on the quality of the integrated data used for {name of product} was sufficient for your needs.

C1. Did the data documentation provide information about how {name of agency} evaluated the quality of the integrated data used for {name of product}?

- No Go To D1
 Yes

C2. Did you use the information on the quality of {name of product} to determine whether it was sufficient to meet your information needs?

- No
 Yes

Please rate the following aspects of the documentation using a 4-point scale where “1” is “very satisfied,” “2” is “somewhat satisfied,” “3” is “somewhat dissatisfied,” and “4” is “very dissatisfied.” If you do not know the answer or an item does not apply to you, please indicate “Don’t know” or “Not applicable (NA).”

Rating

- C3. Detail about *the quality* of {name of product}. _____
- C4. Detail about how the integration was *evaluated* _____
- C5. What suggestions do you have for how to improve documentation about procedures used to integrate information from different sources into {name of product}?

D. Questions About How to Use {name product}

These next questions are about how well the available documentation for {name of product} discussed how to use and interpret information from {name of product}.

D1. Did the data documentation provide information for how to properly interpret or use {name of product}?

- No Go To E1
 Yes

D2. Did you use the information about proper interpretation or applications of {name of product} to determine whether {name of product} met your information needs?

- No
 Yes

Please evaluate documentation for {name of product} in terms of how to use and interpret information from {name of product}. Please rate the following aspects of the documentation using a 4-point scale where “1” is “very satisfied,” “2” is “somewhat satisfied,” “3” is “somewhat dissatisfied,” and “4” is “very dissatisfied.” If you do not know the answer or an item does not apply to you, please indicate “Don’t know” or “Not applicable (NA).”

Rating

D3. Are you satisfied with the amount of detail provided about {name of product} _____

D4. What suggestions do you have for how to improve documentation about how to properly use the product?

E. Questions About Agency Contacts about {name product}

These next questions ask about your experience with contacts you have had with agency or agency supported experts about how {name of product} was developed and can be interpreted.

E1. Have you contacted the agency or agency supported experts about how {name of product} was developed or how to interpret information from {name of product}?

- No Go To F1
- Yes

Thinking about the information provided about {name of product}, please evaluate how satisfied you were with information about how the {name of product} was developed or how to interpret {name of product}. Please rate the following aspects of the documentation using a 5-point scale. Again, "1" is "very satisfied," "2" is "somewhat satisfied," "3" is "neither satisfied nor dissatisfied," "4" is "somewhat dissatisfied," and "5" is "very dissatisfied." If you do not know the answer or an item does not apply to you, please indicate don't know "DK" or not applicable "NA."

Rating

E2. The information provided effectively addressed questions about {name of product} _____

E3. Detail about how the {agency name} evaluated the quality (.e.g., population coverage, measurement and sampling error, time period covered, etc.) of information for integration into the product _____

E4. Detail with which the {agency name} explained the purpose for which the source information was collected initially _____

E5. References to find out more about the source data beyond those used in {name of product} _____

E6. Detail about how the sources of information were integrated into {name of product} _____

E7. Detail about the effectiveness of the integration procedures _____

E8. Detail about how the integration was evaluated _____

F. Possible Additional Agency-Level Questions About Source Information for {name product}

Thinking about the documentation for {name of product}, please evaluate the information provided about how different sources of data were selected by the statistical agency for {name of product}. Please rate the following aspects of the documentation using a 5-point scale. Again, "1" is "very satisfied," "2" is "somewhat satisfied," "3" is "neither satisfied

nor dissatisfied,” “4” is “somewhat dissatisfied,” and “5” is “very dissatisfied.” If you do not know the answer or an item does not apply to you, please indicate don’t know “DK” or not applicable “NA.”

| | Rating |
|---|--------|
| F1. Detail about how the {agency name} <i>evaluated</i> the quality (.e.g., population coverage, measurement and sampling error, time period covered, etc.) of information for integration into the product | _____ |
| F2. Detail with which the {agency name} explained the purpose for which the source information was collected initially | _____ |
| F3. References to find out more about the source data beyond what was included in the {agency name}'s documentation | _____ |

G. Possible Additional Agency-Level Questions about Data Integration Documentation for {name product}

- G1. Did the data documentation provide information about how different sources of data were integrated into {name of product}?
- No Go To End
- Yes
- G2. Did you use the information for how data sources were integrated to evaluate whether {name of product} was sufficient to meet your information needs?
- No Go To End
- Yes

Please rate the following aspects of the documentation using a 5-point scale. A “1” is “very satisfied,” “2” is “somewhat satisfied,” “3” is “neither satisfied nor dissatisfied,” “4” is “somewhat dissatisfied,” and “5” is “very dissatisfied.” If you do not know the answer or an item does not apply to you, please indicate don’t know “DK” or not applicable “NA.”

| | Rating |
|--|--------|
| G3. Detail about <i>how the sources of information were integrated</i> into {name of product}. | _____ |
| G4. Detail about the <i>effectiveness</i> of the integration procedures | _____ |
| G5. Detail about how the integration was <i>evaluated</i> | _____ |

H. Possible Additional Agency-Level Questions About How to Use {name product}

Please evaluate documentation for {name of product} in terms of how to use and interpret information from {name of product}. Please rate the following aspects of the documentation using a 5-point scale. A “1” is “very satisfied,” “2” is “somewhat satisfied,” “3” is “neither satisfied nor dissatisfied,” “4” is “somewhat dissatisfied,” and “5” is “very dissatisfied.” If you do not know the answer or an item does not apply to you, please indicate don’t know “DK” or not applicable “NA.”

Rating

- H1. Detail about how *representative* information from {name of product} is of the population or concept you are using it to study _____
- H2. Detail about how *errors from each data source* might affect interpretation of information from {name of product} _____
- H3. Detail about how *changes in source data might affect interpretation* of information derived from the product _____
- H4. Detail about how *changes in integration procedures* might affect interpretation of information derived from the product _____

I. Questions Supplied by the Sponsoring Agency Specific to {name product}

For ERS respondents:

11. Using only the public documentation enclosed with this survey (that is, relying on Muth et al. Understanding IRI Household-Based and Store-Based Scanner Data (2016) alone, and excluding other, non-public documentation that may be available to you as a user authorized to access confidential IRI data), how confident are you that the documentation would be adequate for you to determine the appropriateness of using the IRI data for a future research project?

Please use a 5-point scale to respond where “1” is “Very unconfident”, “2” is “Somewhat unconfident”, “3” is “Neither confident nor unconfident”, “4” is “Somewhat confident” and “5” is “Very confident.” If you do not know the answer, please indicate not applicable “NA.”

Rating

12. What issues or questions related to the quality or statistical properties of the IRI data—or the appropriateness of using them for specific areas of research—are not currently addressed in the enclosed documentation that would be useful to potential IRI users?

For NCSES respondents:

11. Please evaluate the Secure Data Access Facility in terms of its usefulness in accessing SESTAT data.

Please rate its usefulness using a 5-point scale. A “1” is “Very dissatisfied”, “2” is “Somewhat dissatisfied”, “3” is “Neither dissatisfied nor satisfied”, “4” is “Somewhat satisfied” and “5” is “Very satisfied.” If you do not know the answer or an item does not apply to you, please indicate not applicable “NA.”

Rating

END Thank you for your time and effort in responding to this survey.

Appendix A. Participant Communications

1) Survey Coming Announcement

Sent from: GSA on behalf of Agency

To: {fill participant name}

Re: COMING SOON! Customer Survey for {fill in the integrated statistical product name}

Date: {fill date}

Hello {fill name},

The {fill agency name} will be sending you a survey on {fill in the integrated statistical product name}. This survey will be coming from the General Services Administration (GSA).

Please do not delete the survey, the {fill agency name} has identified you as an important customer and contributor to improving the {fill in the integrated statistical product name}.

Please expect the survey on {day/date}. Once the survey is received, you will have two weeks to complete it.

Best Regards,

{sender name and agency}

2) Take the Survey

Sent from: GSA on behalf of Agency

To: {fill name}

Re: Please take the Customer Survey for {fill in the integrated statistical product name}

Date: TBD

Hello {fill name},

The {fill agency name} would like your feedback about your experience using the {fill in the integrated statistical product name}. Your response to this survey is important and will inform how federal statistical agencies improve their support to statistical product users, like yourself.

{name of product} was selected as the topic for these questions because it is an “integrated” data product. An integrated data product is one that merges, mixes, or combines information from different source data to produce a new product (such as a database or an estimate). Examples include national accounts (statistics focusing on the structure and evolution of economies), databases that result from linking survey data to administrative data, and databases created by combining information from multiple surveys.

Requested Action: Click [here](#) to take the survey. You can enter and exit the survey as necessary until it is submitted. The survey itself should take 30 minutes to complete. Please submit your response by {day/date}. Your participation is voluntary and the information you provide will not be identified with your name in any information released from this survey.



Start Survey Now

The information you share with us will be used only to develop recommendations for how to improve documentation provided for {fill in the integrated statistical product name} and for other federal integrated data products. According to the Paperwork Reduction Act, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 1880-0542. The time required to complete this survey is estimated to average thirty minutes. If you have any comments concerning the accuracy of the time estimate, suggestions for improving this survey, or any comments or concerns regarding the status of your submission of this form, please write to: Sample Surveys Division, National Center for Education Statistics (NCES), PCP, 550 12th St., SW, 4th floor, Washington, DC 20202

Best Regards,

{sender name and agency}

3)Reminder 1 for Survey

Sent from: GSA on behalf of Agency

To: {fill name}

Re: 1 Week Left! Customer Survey for {fill in the integrated statistical product name}

Date: TBD

Hello {fill name},

We are following up on the survey from {fill agency name} about {fill in the integrated statistical product name}. Your response to this survey is important and will inform how federal statistical agencies improve their support to statistical product users, like yourself.

To complete this 30 minute survey, please click on the unique survey link below. Please submit your response by {day/date}. Your participation is voluntary and the information you provide will not be identified with your name in any information released from this survey.

Start Survey Now

The information you share with us will be used only to develop recommendations for how to improve documentation provided for {fill in the integrated statistical product name} and for other federal integrated data products. According to the Paperwork Reduction Act, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 1880-0542. The time required to complete this survey is estimated to average thirty minutes. If you have any comments concerning the accuracy of the time estimate, suggestions for improving this survey, or any comments or concerns regarding the status of your submission of this form, please write to: Sample Surveys Division, National Center for Education Statistics (NCES), PCP, 550 12th St., SW, 4th floor, Washington, DC 20202

Best Regards,

{sender name and agency}

4)Reminder 2 for Survey

Sent from: GSA on behalf of Agency

To: {fill name}

Re: 1 Day Left! Customer Survey for {fill in the integrated statistical product name}

Date: TBD

Hello {fill name},

We are following up on the survey from {fill agency name} about {fill in the integrated statistical product name}. Your response to this survey is important and the information will inform how federal statistical agencies improve their support to statistical product users, like yourself.

To complete this 30 minute survey, please click on the unique survey link below. Please submit your response by {day/date}. Your participation is voluntary and the information you provide will not be identified with your name in any information released from this survey.



Start Survey Now

The information you share with us will be used only to develop recommendations for how to improve documentation provided for {fill in the integrated statistical product name} and for other federal integrated data products. According to the Paperwork Reduction Act, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 1880-0542. The time required to complete this survey is estimated to average thirty minutes. If you have any comments concerning the accuracy of the time estimate, suggestions for improving this survey, or any comments or concerns regarding the status of your submission of this form, please write to: Sample Surveys Division, National Center for Education Statistics (NCES), PCP, 550 12th St., SW, 4th floor, Washington, DC 20202

Best Regards,
{sender name and agency}

5) Thank You

Sent from: GSA on behalf of Agency

To: {fill name}

Re: Thank you for taking the Customer Survey for {fill in the integrated statistical product name}

Date: TBD

Hello {fill name},

The {fill agency name} would like to thank you for taking the survey about {fill in the integrated statistical product name}. Your response is valuable and appreciated.

Best Regards,

{sender name and agency}