

Survey of Certification Plan and Reporting Database Users – Evaluating User Access

The Environmental Protection Agency would like to give you the opportunity to help improve user access to the Certification Plan and Reporting Database (CPARD) to better meets your needs. Please respond to the following questions to the best of your ability. Your responses will help us improve the CPARD user experience. Thank you!

1. Please identify which certifying authority you represent (please check one):

- a. EPA
- b. State
- c. Territory
- d. Tribe
- e. Other Federal Agency

1a. (If EPA) Which EPA Region do you represent?

- i. Headquarters
- ii. 1
- iii. 2
- iv. 3
- v. 4
- vi. 5
- vii. 6
- viii. 7
- ix. 8
- x. 9
- xi. 10

1b. (If State) Which state do you represent?

- i. All States Listed

1c. (If Territory) Which territory do you represent?

- i. Puerto Rico
- ii. U.S. Virgin Islands
- iii. American Samoa
- iv. Commonwealth of the Northern Mariana Islands
- v. Federated States of Micronesia, Guam, Marshall Islands, and Republic of Palau

1d. (If Tribe) Which tribe do you represent?

- i. Cheyenne River Sioux
- ii. Three-Affiliated Tribe
- iii. Shoshone Bannock

1e. (If Federal Agency) Which federal agency do you represent?

- i. USDA/FS
- ii. USDA/APHIS/PPQ
- iii. DOE/BPA
- iv. DOD
- v. BLM

2. First & Last Name: (fill in text boxes)

3. How many years of experience do you have using CPARD?

- a. Less than 1 year.
- b. 1 – 3 years.
- c. More than 3 years.

4. Have you experienced any problems accessing CPARD within the last year?

- a. Yes
- b. No
- c. I haven't tried accessing CPARD within the last year.

4a. (If Yes) Please select when the problem(s) occurred. (Check all that apply)

- i. Logging-In
- ii. Signing-Out
- iii. Accessing Information
- iv. Entering Data/Information
- v. Registering
- vi. Other: (fill-in text box)

4b. (If Yes) Are you able to access CPARD now?

- i. Yes
- ii. No
- iii. N/A – I haven't tried to sign into CPARD since.

4b1. (If Yes) How did you resolve your problem(s) accessing CPARD?

(Check all that apply)

- i. Contacted EPA headquarters for assistance.
- ii. Requested new password and/or user ID.
- iii. Attempted to access at a later time and was able to.
- iv. Accessed CPARD by using a different internet browser.
- v. Found the solution in the CPARD User Guide.
- vi. Other: (fill-in text box)

4b2. (If No) Please describe the problem(s) you are still having with accessing CPARD. (fill-in text box)

5. How was your applicator certification data entered for FY 2019? (Check all that apply)

- a. I entered my applicator certification data into CPARD.
- b. EPA Headquarters entered my applicator certification data into CPARD.
- c. Other: (fill-in text box)

d. N/A

6. Have you used the CPARD User Guide within the last year?

- a. Yes
- b. No
- c. What is the CPARD User Guide?

6a. (If Yes) How helpful did you find the CPARD User Guide?

- 1. Very Helpful
- 2. Helpful
- 3. Neutral
- 4. Not Helpful
- 5. Not Very Helpful
- 6. N/A

7. Would you participate in a CPARD training to better understand how to use the database?

- a. Yes
- b. No
- c. Not sure.

8. Would instructions on how to handle/troubleshoot access issues be helpful?

- a. Yes
- b. No
- c. Not sure.

9. Is there a function (i.e. additional data fields, text boxes, exporting options) you'd like to see added to CPARD to assist you in reporting? (fill-in text box)

10. Any additional comments, questions, or concerns? (fill-in text box)

Thank you for taking the time to answer these questions!
If you have any questions or concerns about this survey, please contact:

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