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CDX Customer Satisfaction

Please answer the survey questions below about your experiences with the Central Data Exchange (CDX). Your responses will help us improve our services to better meet your needs.

This survey has 8 questions and should take approximately 6 minutes of your time.

The "*" denotes a question that must be completed in order to submit.

*1. Please rate your overall satisfaction with CDX.

○ Very Satisfied

○ Satisfied

○ Somewhat Satisfied

○ Neither Satisfied nor Dissatisfied

○ Somewhat Dissatisfied

○ Dissatisfied

○ Very Dissatisfied

○ N/A

*2. Please rate ease of using CDX. *(CDX account features: MyCDX, My Profile, Submission History, News and Updates, etc)*

○ Very Easy to Use

○ Easy to Use

○ Somewhate Easy to Use

○ Neither Easy nor Difficult to Use

○ Somewhat Difficult to Use

○ Difficult to Use

○ Very Difficult to Use

○ N/A

Please indicate your most frequently used program service below and answer the ease of use questions.

*3. What is the most frequently used program service you access through CDX?

○ ACRES/BMS - Assessment Cleanup and Redevelopment Exchange System

○ AQS - Air Quality System

○ CDX Web - Central Data Exchange Web Service

○ CSPP/eCDR - Chemical Safety and Pollution Prevention

○ e-GGRT - Electronic Greenhouse Gas Reporting Tool

○ eNOI - Electronic Notice of Intent

○ eTSCA - Electronic Toxic Substances Control Act

○ FLPP/Lead - Federal Lead-Based Paint Program / Lead

○ OTAQ DCFUELS - Office of Transportation and Air Quality DC Fuel

○ OTAQ EMTS - Office of Transportation and Air Quality EPA Moderated Transaction System

○ OTAQ REG - Office of Transportation and Air Quality Registration

○ RMP - Risk Management Plan

○ TRI-Me Web - Toxics Release Inventory Made Easy

○ TRISDX - Toxics Release Inventory CD

○ VERIFY - Vehicle Engine Regulation Information For You

○ I Don't Know

○ Other (please specify in the box below)

*3a. Please rate ease of using the program service selected above:

○ Very Easy to Use

○ Easy to Use

○ Somewhate Easy to Use

○ Neither Easy nor Difficult to Use

○ Somewhat Difficult to Use

○ Difficult to Use

○ Very Difficult to Use

○ N/A

*3b. Please rate ease of using CDX Registration for the program service selected above:

○ Very Easy to Use

○ Easy to Use

○ Somewhate Easy to Use

○ Neither Easy nor Difficult to Use

○ Somewhat Difficult to Use

○ Difficult to Use

○ Very Difficult to Use

○ N/A

Do you have a second most used program service?

○ Yes

○ No

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Second Most Frequently Used Program Service

Please indicate your second most frequently used program service below and answer the ease of use questions.

*4. What is the second most frequently used program service you access through CDX?

○ ACRES/BMS - Assessment Cleanup and Redevelopment Exchange System

○ AQS - Air Quality System

○ CDX Web - Central Data Exchange Web Service

○ CSPP/eCDR - Chemical Safety and Pollution Prevention

○ e-GGRT - Electronic Greenhouse Gas Reporting Tool

○ eNOI - Electronic Notice of Intent

○ eTSCA - Electronic Toxic Substances Control Act

○ FLPP/Lead - Federal Lead-Based Paint Program / Lead

○ OTAQ DCFUELS - Office of Transportation and Air Quality DC Fuel

○ OTAQ EMTS - Office of Transportation and Air Quality EPA Moderated Transaction System

○ OTAQ REG - Office of Transportation and Air Quality Registration

○ RMP - Risk Management Plan

○ TRI-Me Web - Toxics Release Inventory Made Easy

○ TRISDX - Toxics Release Inventory CD

○ VERIFY - Vehicle Engine Regulation Information For You

○ I Don't Know

○ Other (please specify in the box below)

*4a. Please rate ease of using the program service selected above:

○ Very Easy to Use

○ Easy to Use

○ Somewhate Easy to Use

○ Neither Easy nor Difficult to Use

○ Somewhat Difficult to Use

○ Difficult to Use

○ Very Difficult to Use

○ N/A

*4b. Please rate ease of using CDX Registration for the program service selected above:

○ Very Easy to Use

○ Easy to Use

○ Somewhate Easy to Use

○ Neither Easy nor Difficult to Use

○ Somewhat Difficult to Use

○ Difficult to Use

○ Very Difficult to Use

○ N/A

Do you have a third most used program service?

○ Yes

○ No

Third Most Frequently Used Program Service

Please indicate your third most frequently used program service below and answer the ease of use questions.

*5. What is the third most frequently used program service you access through CDX?

○ ACRES/BMS - Assessment Cleanup and Redevelopment Exchange System

○ AQS - Air Quality System

○ CDX Web - Central Data Exchange Web Service

○ CSPP/eCDR - Chemical Safety and Pollution Prevention

○ e-GGRT - Electronic Greenhouse Gas Reporting Tool

○ eNOI - Electronic Notice of Intent

○ eTSCA - Electronic Toxic Substances Control Act

○ FLPP/Lead - Federal Lead-Based Paint Program / Lead

○ OTAQ DCFUELS - Office of Transportation and Air Quality DC Fuel

○ OTAQ EMTS - Office of Transportation and Air Quality EPA Moderated Transaction System

○ OTAQ REG - Office of Transportation and Air Quality Registration

○ RMP - Risk Management Plan

○ TRI-Me Web - Toxics Release Inventory Made Easy

○ TRISDX - Toxics Release Inventory CD

○ VERIFY - Vehicle Engine Regulation Information For You

○ I Don't Know

○ Other (please specify in the box below)

*5a. Please rate ease of using the program service selected above:

○ Very Easy to Use

○ Easy to Use

○ Somewhate Easy to Use

○ Neither Easy nor Difficult to Use

○ Somewhat Difficult to Use

○ Difficult to Use

○ Very Difficult to Use

○ N/A

*5b. Please rate ease of using CDX Registration for the program service selected above:

○ Very Easy to Use

○ Easy to Use

○ Somewhate Easy to Use

○ Neither Easy nor Difficult to Use

○ Somewhat Difficult to Use

○ Difficult to Use

○ Very Difficult to Use

○ N/A

Summary Wrap-Up

6. How can CDX improve to better meet your needs?

Please enter the best topic for your comments.

- ○ Communication/Outreach

- ○ Desired Functionality

- ○ Difficult to Use

- ○ Insufficient Documentation

- ○ Login/Access

- ○ Praise

- ○ System Errors

- ○ Time Consuming

- ○ Other (Please specify in the box below)

If applicable, what is the program service for this comment?

○ ACRES/BMS - Assessment Cleanup and Redevelopment Exchange System

○ AQS - Air Quality System

○ CDX Web - Central Data Exchange Web Service

○ CSPP/eCDR - Chemical Safety and Pollution Prevention

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○ FLPP/Lead - Federal Lead-Based Paint Program / Lead

○ OTAQ DCFUELS - Office of Transportation and Air Quality DC Fuel

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○ OTAQ REG - Office of Transportation and Air Quality Registration

○ RMP - Risk Management Plan

○ TRI-Me Web - Toxics Release Inventory Made Easy

○ TRISDX - Toxics Release Inventory CD

○ VERIFY - Vehicle Engine Regulation Information For You

○ I Don't Know

○ Other (please specify in the line below)

*7. How long have you used CDX?

○ 0-3 months

○ 3-6 months

○ 6-12 months

○ 1-2 years

○ more than 2 years

8. May we contact you to better understand your comments?

○ No.

○ Yes. (please provide email address below)

Thank you for taking time to complete this CDX Customer Satisfaction survey. If you have any questions about this survey, please email exchangenetwork@epa.gov.