

WEFTEC 2015 Customer Satisfaction Survey

September 28-30, 2015

To make EPA's booth at the WEFTEC Conference even better next year, we appreciate your evaluation of this year's EPA booth. Please choose the answers that best reflect your responses to the following questions.

1. Overall, how satisfied were you that the EPA booth provided:

	Does Not Apply	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
a. Updates on current and emerging issues?						
b. Information that you needed?						
c. Tools available to assist water program professionals and community members?						

If you selected "Dissatisfied" or "Very Dissatisfied," please provide comments or suggestions:

2. Overall, how satisfied were you with the:

	Does Not Apply	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
a. Overall quality of the EPA booth?						
b. Responsiveness and professionalism of the EPA booth staff?						
c. Expertise of the EPA booth staff?						
d. Increased understanding of EPA Water programs and opportunities?						

e. USB thumb drives as a method of delivering EPA resources?						
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If you selected "Dissatisfied" or "Very Dissatisfied," please provide comments or suggestions:

3. What type of informational resources would you like to see at the EPA booth in the future?

4. Please provide comments or suggestions on how we can improve the EPA WEFTEC booth in the future:

5. How long did you spend at the EPA booth?

- a. 5-10 minutes
- b. 11-20 minutes
- c. 21-30 minutes
- d. 31 minutes - 1 hour
- e. 1+ hours

6. Please select all that apply to you:

- a. Federal Agency
- b. State Agency
- c. Tribal Agency
- d. Local/County Government representatives
- e. Consultants
- f. Non-Profit
- g. Trade/Industry Organization
- h. Media
- i. Academic
- j. Manufacturer/Supplier
- k. Sales
- l. International
- m. Other (please specify)

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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