Questions for Customer Service ICR

1) Why did you visit Envirofacts today?

a. To access data related to a specific geographical area (e.g. a city, county, or water body)

b. To review data related to a specific business or organization

c. To research about environmental data generally

d. Other _____

2) Which of the following best describes you:

a. Member of the EPA-regulated business community

b. Member of a business community not regulated by EPA

c. Government Employee

d. Government Contractor

e. Educator

f. Student

g. Researcher

h. Concerned Citizen

i. Other _____

3) How often do you visit the Envirofacts website?

a. More than three times a month

b. Two to three time a month

c. Once a month or less

d. This is my first visit

4) Did you find what you were looking for in Envirofacts?

a. Yes

b. No

c. I found some of what I was looking for but not everything

d. No but I found something else that was useful

e. I don't understand what I found

5) Overall, how satisfied are you with Envirofacts?

a. Very Satisfied

b. Satisfied

c. Unsatisfied

d. Very Unsatisfied

e. Not Sure

6) How did you get to the Envirofacts website;

a. Via a search engine like Google, Bing or Yahoo

b. Someone sent me a direct link or URL

c. From another non-search engine website (please include URL here:

_____)