

CDX Customer Satisfaction FY17 Q2

CDX Customer Satisfaction

OMB: 2010-0042; Expires: 11/30/2017

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. 1. Please rate your overall satisfaction with CDX.

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

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

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

* 4. 3a. Please rate ease of using the program service selected above:

* 5. 3b. Please rate ease of using CDX Registration for the program service selected above:

6. Do you have a second most used program service?

Yes

No

Second Most Frequently Used Program Service

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

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

* 8. 4a. Please rate ease of using the program service selected above:

* 9. 4b. Please rate ease of using CDX Registration for the program service selected above:

10. 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.

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

* 12. 5a. Please rate ease of using the program service selected above:

* 13. 5b. Please rate ease of using CDX Registration for the program service selected above:

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Summary Wrap-Up

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

15. Please enter the best topic for your comments.

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

* 17. 7. How long have you used CDX?

18. 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.

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Burden Statement: Public reporting burden for this collection of information is estimated to average 6 minutes per response, including the time for reviewing instructions, gathering information, and completing and reviewing the collection of information. Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggestions for reducing the burden, including the use of automated collection techniques to the United States Environmental Protection Agency, Office of Information Collection, Office of Environmental Information (Mail Code 2823T), 1200 Pennsylvania Avenue, N. W., Washington, DC 20460-0001.