

**OMB Control No. 0648-0342**  
**Expiration date: 6-30-2021**  
**This is a voluntary survey**

**NWS Customer Survey for Official, Experimental, and Proposed  
Products/Services**

A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995 unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 0648-0342. Without this approval, we could not conduct this survey. Public reporting for this information collection is estimated to be approximately 6 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the information collection. All responses to this information collection are voluntary. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to [NWS.Products@noaa.gov](mailto:NWS.Products@noaa.gov).

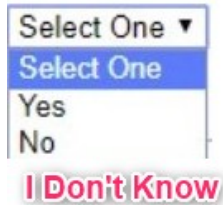
Note: This survey is intended to document your satisfaction with NWS products/services and to collect suggestions for improvements. We are not able to respond to questions you submit in this survey. For general or technical questions about this product or service, please refer to the Public Notification Statement or Product/Service Description Document describing the product/service.

**[-Privacy Policy-](#)**

## Already Approved Common Questions

**NOTE:** The first set of questions (1 - 6) will be asked within both surveys. These questions have already been approved for use under the generic clearance.

1. Within the context of the entire Weather, Water, and Climate Enterprise (Government, Academia, Private Sector), do you believe it is appropriate for the National Weather Service to make this product/service available?



**Why or why not?**



2. **How often would you use this proposed product/service?**

- A. Several times a day
- B. Daily
- C. Several times a week
- D. Weekly
- E. Seasonally
- F. Occasionally
- G. Other (please specify)

3. **Please tell us how you would use the information provided in this product/service.**

- A. Information only
- B. Personal decision making
- C. Business decision making
- D. Incorporate or re-disseminate in your system/forecasts
- E. Other (please specify)

4. **Do you have any suggestions as to how NWS can improve this proposal?**

5. Please indicate the degree to which you agree or disagree with the statements below. If the statement does not apply to your product/service, please select N/A.

a. The Product/Service Description Document provides me with adequate information and instructions to understand and use the product or service.

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree or Disagree
- D. Somewhat Disagree
- E. Strongly Disagree
- F. Not Applicable

Please provide specific comments below:

Thank you for completing the survey! We'd now like to ask you a question about your affiliation to ensure we capture the perspectives of a broad range of people from different backgrounds. If you feel uncomfortable answering, you may skip it.

6. Which category best describes your affiliation?

Select One ▾

Select One

Individual

Student/teacher

University student

University Faculty

Other research institute

Business/industry

NOAA

Other Federal Gov't

News/media

State/Local Gov't

Other

**“Other,” please specify:**

**7. To ensure a human is taking this survey, please select option “C” as your answer choice.**

A.

B.

C.

D.

E.

## NWS Customer Survey for Official and Experimental Products/Services

**NOTE:** The following questions are unique to the Official and Experimental Products/Services survey. These questions have already been approved for use under the generic clearance.

8. Please indicate the degree to which you agree or disagree with the statements below. If the statement does not apply to your product/service, please select N/A.
- a. This [*name of NWS product/service*] provides high-quality information.
  - b. This [*name of NWS product/service*] is technically sound (e.g., functionality, responsiveness, stability).
  - c. This [*name of NWS product/service*] is user-friendly (e.g., easy to learn and understand, engaging).
  - d. The [*name of NWS product/service*] Description Document provides me with adequate information and instructions to understand and use the product or service.
- A. Strongly Agree
  - B. Somewhat Agree
  - C. Neither Agree or Disagree
  - D. Somewhat Disagree
  - E. Strongly Disagree
  - F. Not Applicable

Please provide specific comments below:

9. What specific aspects of [*name of NWS product/service*] did you find ***most*** useful? Please check all that apply.
- A. Display/Format
  - B. Functionality
  - C. Information content
  - D. Timeliness/Responsiveness
  - E. Relevance to my needs (e.g., decisions, plans)

- F. Other
- G. None (no specific aspects are useful)

**10. Please explain what was most useful about the features you selected.**

- A. Display/Format
- B. Functionality
- C. Information content
- D. Timeliness/Responsiveness
- E. Relevance to my needs (e.g., decisions, plans)
- F. Other
- G. None (no specific aspects are useful)

Please provide specific comments below:

**11. To improve the [*name of NWS product/service*], what specific aspects would you change? Please check all that apply.**

- A. Display/Format
- B. Functionality
- C. Information content
- D. Timeliness/Responsiveness
- E. Relevance to my needs (e.g., decisions, plans)
- F. Other
- G. None

**12. Please explain what you would change about the features you selected.**

- A. Display/Format
- B. Functionality
- C. Information content
- D. Timeliness/Responsiveness
- E. Relevance to my needs (e.g., decisions, plans)
- F. Other
- G. None

Comments:



**13. What is your overall satisfaction with [*name of NWS product/service*]?**

- A. Very Satisfied
- B. Satisfied
- C. Neither Satisfied or Dissatisfied
- D. Dissatisfied
- E. Very Dissatisfied

**NWS Customer Survey for Proposed Changes to (or Proposed New) Products/Services**

**NOTE: The following are additional questions that would address proposed changes to or proposed new products/services. These have not yet been approved for use under the generic clearance - In some situations the term “product/service” may be substituted with a more specific name.**

**14. If NWS terminates this [product/service], alternative sources of information are available to meet my needs.**

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree or Disagree
- D. Somewhat Disagree
- E. Strongly Disagree
- F. Not Applicable
- G. I Don't Know

**If so, please share the alternative sources of information:**

**15. Would termination of this [product/service] negatively impact your operations and/or decision-making?**

- A. Yes
- B. No
- C. I don't know

**(If Yes) Please briefly describe your concerns:**

**16. Please indicate the degree to which you agree or disagree with the statements below.**



- a. **The proposed new [or modified] product/service would be an improvement over what is currently provided.**
- b. **Compared to what is currently provided, the proposed new [or modified] product/service would more clearly communicate the information.**
- c. **Compared to the current product/service, the proposed new [or modified] product/service would provide new or improved information that enables you to make a more informed decision.**
- d. **Compared to the current product/service, the proposed new [or modified] product/service would provide better guidance on any necessary actions.**
- e. **NWS should move forward with this proposed new [or modified, or termination of] product/service.**

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree or Disagree
- D. Somewhat Disagree
- E. Strongly Disagree
- F. Not Applicable

**Comments:**