

Introduction

NWS Customer Survey for Official and Experimental Products/Services

OMB Control Number 0648-0342 Expires 6-30-2021

Note: This survey is intended to solicit and document your feedback, suggestions, and satisfaction for proposed Experimental Products or Services, and to solicit and document your feedback and suggestions on proposed changes to existing products or services, as applicable. 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. For general questions or comments about the survey itself, please contact the NWS at: nws.products@noaa.gov.

Satisfaction with Product/Service

1. 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.

	Strongly Agree	Somewhat Agree	Neither Agree or Disagree	Somewhat Disagree	Strongly Disagree	N/A
This NWS product/service provides high-quality information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments	<input type="text"/>					

This NWS product/service is technically sound (e.g., functionality, responsiveness, stability).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments	<input type="text"/>					

This NWS product/service is user-friendly (e.g., easy to learn and understand, engaging).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments	<input type="text"/>					

The Product/Service Description Document provides me with adequate information and instructions to understand and use the product or service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments	<input type="text"/>					

Satisfaction with Product/Service

2. What specific aspects of this NWS product/service did you find most useful? Please check all that apply.

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

Satisfaction with Product/Service

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

Display/Format

Functionality

Information content

Timeliness/Responsiveness

Relevance to my needs (e.g., decisions, plans)

Other

None (no specific aspects are useful)

Satisfaction with Products/Services

4. To improve the NWS product/service, what specific aspects would you change? Please check all that apply.

- Display/Format
- Functionality
- Information content
- Timeliness/Responsiveness
- Relevance to my needs (e.g, decisions, plans)
- Other
- None

Satisfaction with Product/Service

5. Please explain what you would change about the features you selected.

Display/Format

Functionality

Information content

Timeliness/Responsiveness

Relevance to my needs (e.g, decisions, plans)

Other

None

Appropriateness of Product/Service

6. 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?

- Yes
- No
- I don't know

Why or why not?

Use of Product/Service

7. How often do you (*or would you*) use this product/service?

- Several times a day
- Daily
- Several times a week
- Weekly
- Seasonally
- Occasionally
- Other (please specify)

8. Please tell us how you plan to use the information provided in this product/service. Please check all that apply.

- Information only
- Personal decision making
- Business decision making
- Incorporate or re-disseminate in your system/forecasts
- Other (please specify)

Satisfaction with Product/Service

9. What is your overall satisfaction with the NWS product/service?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

Other (please specify)

Optional Affiliation Question

Thank you for completing the survey! We'd now like to ask you a question about your affiliation. Your answer will only be used to help us understand some of the general characteristics of the people who have responded to this survey. These answers will help us assure that we capture the perspectives of a broad range of people from different backgrounds, which is critical to help us build a Weather Ready Nation.

Note: If you feel uncomfortable answering, you may skip it.

10. Which category best describes your affiliation?

- Individual
- University student
- University faculty
- Other research institute
- Business/industry
- NOAA
- Other federal government
- News/media
- State/local government
- Other (please specify)

11. To ensure a human is taking this survey, please select option "C" as your answer choice.

A

B

C

D

E

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Sarah Brabson, CIO-PPA1, Station 9826

1315 East-West Highway, Silver Spring, MD 20910

301-713-3333, extension 204

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