

MRIP Customer Satisfaction Assessment Questionnaire

Public reporting burden for this collection of information is estimated to average 12 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other suggestions for reducing this burden to: catherine.krikstan@noaa.gov

Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subjected to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number. Finally, please note that under no circumstances will individual responses be shared.

Note: This survey is intended to document your satisfaction with the Marine Recreational Information Program (MRIP) data and to collect suggestions for improvements. We are not able to respond to questions you submit in this survey.

Introduction

The Marine Recreational Information Program (MRIP) is committed to providing catch, effort, and participation data that meet our data users' needs. By answering the questions below, you will help us measure customer satisfaction with our data products, identify potential improvements to these products, and develop trainings that will help people like you effectively and efficiently use the products we provide.

How often do you access MRIP data from the NOAA Fisheries website?

- ☐ Frequently (more than once per month)
- ☐ Regularly (more than twice per year)
- ☐ Infrequently (once per year or less)

What is the **primary** reason you access MRIP data?

- ☐ Fisheries science (e.g., stock assessments)
- ☐ Fisheries management
- ☐ Economic research and analysis
- ☐ Other _____

Which of the following data products have you used during the past 12 months? Please check all that apply.

- ☐ Catch statistics
- ☐ Effort statistics
- ☐ Participation statistics
- ☐ Calibrated estimates of total recreational catch
- ☐ Large Pelagics Survey data
- ☐ Catch, trip, or fish length and weight data
- ☐ None of the above

If applicable: Select the option that indicates your degree of satisfaction with our **online query tool**.

	Not at all satisfied	Not satisfied	No opinion	Satisfied	Extremely satisfied	Not applicable
Quality of the data received						
Format of the data received						
Documentation of the data received						
Accessibility of the data received						
Degree to which your data needs were met						
Ease in navigating the website to access data						
Ease in reaching the correct office or individual to answer questions or respond to requests						
Timeliness of response to requests						
Clarity and accuracy of response to requests						
Degree to which your questions were answered						

Which of the following template programs have you used during the past 12 months? Please check all that apply.

- ☐ Template program for estimating total catch
- ☐ Template program for estimating angler trips
- ☐ Template program for estimating fish length frequencies
- ☐ None of the above

If applicable: Select the option that indicates your degree of satisfaction with our **template programs**.

	Not at all satisfied	Not satisfied	No opinion	Satisfied	Extremely satisfied	Not applicable
Quality of the data received						
Format of the data received						
Documentation of the data received						
Accessibility of the data received						
Degree to which your data needs were met						
Ease in navigating the website to access data						
Ease in reaching the correct office or individual to answer questions or respond to requests						
Timeliness of response to requests						
Clarity and accuracy of response to requests						
Degree to which your questions were answered						

Have you submitted a custom statistics request during the past 12 months?

- ☐ Yes
☐ No
☐ Not sure

If applicable: Select the option that indicates your degree of satisfaction with our **custom statistics requests**.

	Not at all	Not	No	Satisfied	Extremely	Not
--	------------	-----	----	-----------	-----------	-----

	satisfied	satisfied	opinion		satisfied	applicable
Quality of the data received						
Format of the data received						
Documentation of the data received						
Accessibility of the data received						
Degree to which your data needs were met						
Ease in navigating the website to access data						
Ease in reaching the correct office or individual to answer questions or respond to requests						
Timeliness of response to requests						
Clarity and accuracy of response to requests						
Degree to which your questions were answered						

Select the option that indicates your agreement with each statement as it relates to the data products you have used.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
The information is presented in a way that can be easily understood.						
The appropriate uses for the data are clear.						

The limitations of the data are clear.						
Changes to the way the data are collected, calculated, or presented are clear.						

How can MRIP improve its data products?

What data products would you like MRIP to provide that it does not currently offer?

How do you find information about saltwater recreational fisheries data? Please check all that apply.

- ☐ NOAA Fisheries website
- ☐ MRIP Newscast
- ☐ MRIP email notification service
- ☐ Phone call, email, or other direct communications with MRIP staff
- ☐ Phone call, email, or other direct communications with other NOAA Fisheries staff (e.g., Recreational Fishing Coordinators, Regional Office or Science Center staff, etc.)
- ☐ Communications received as a member of an MRIP Team
- ☐ Word of mouth
- ☐ Other _____

How can MRIP improve its communications and outreach to data users like you?

How can MRIP improve its website?

What topics should MRIP address in future trainings for data users?

What is your affiliation? Please check all that apply.

- ☐ NOAA
- ☐ Other federal government agency
- ☐ State/local government agency
- ☐ Regional fishery management council
- ☐ Interstate marine fisheries commission
- ☐ University faculty/staff
- ☐ Other research institution
- ☐ Individual
- ☐ Other _____