

## 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](mailto: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.

                            

Comments

This NWS product/service is technically sound (e.g., functionality, responsiveness, stability).

                            

Comments

This NWS product/service is user-friendly (e.g., easy to learn and understand, engaging).

                            

Comments

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

                            

Comments

## 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
- Never
- 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
- Public safety/emergency management 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
- Broadcast Meteorologist
- Other news/media
- Public safety/Emergency Management
- Other State/local government
- NOAA
- Other federal government
- Education
- Other research institute
- Business/industry
- 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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