

National Center for Education Statistics (NCES) CUSTOMER SATISFACTION SURVEY 2019/20

PROGRAMMING NOTES (PN):

[PN - SOFT ERROR MESSAGE: With the exception of the three satisfaction questions used to calculate the overall Customer Satisfaction Index (Q36, Q37, and Q38), if a person leaves an item blank, please place the following message IN RED at the top of the screen the first time the respondent clicks the next button:

We noticed that you did not answer the question below. We would be grateful if you would provide your best answer, even if you are not completely sure. But if you would prefer to skip this question, click the "Next" button.

If after having received the message above, the respondent still determines to leave the item blank and clicks on the next button, please let them proceed to the next question.]

[PN: RANDOMIZE ALL MATRIX QUESTIONS]

Introduction

The National Center for Education Statistics (NCES) would like to have your feedback about some of the products and services they provide their customers. Please take a few moments to respond to our survey, which is being administered by a third-party customer satisfaction research organization, CFI Group.

All information you provide will be combined with others' for research and reporting purposes. Your individual responses will not be released.

This interview is authorized by the Office of Management and Budget Control No. 1090-0007, which expires on September 30, 2021.

Products

Q1. Have you used or not used any data products or reports from the following NCES programs or surveys in the past year? Please select an answer for EACH item below.

- | | Used | Not Used |
|--|-----------------------|-----------------------|
| 1. National Assessment of Educational Progress (NAEP) | <input type="radio"/> | <input type="radio"/> |
| 2. International assessments (for example, the Program for International Student Assessment (PISA), or Trends in International Mathematics and Science Study (TIMSS), or the Teaching and Learning International Survey (TALIS), among others) | <input type="radio"/> | <input type="radio"/> |
| 3. Longitudinal surveys (for example, the Early Childhood (ECLS), High School (HSLs), Beginning Postsecondary Students (BPS), the Baccalaureate and Beyond (B&B), or the National Postsecondary Student Aid Study (NPSAS), among others) | <input type="radio"/> | <input type="radio"/> |
| 4. Cross-sectional surveys (for example, the National Teacher and Principal Survey (NTPS), School Survey on Crime and Safety (SSOCS), or Fast Response Survey System (FRSS), | | |

- among others)
- 5. Private School Survey (PSS)
- 6. Elementary/secondary administrative data (for example, the Common Core of Data (CCD) or EDFACTS, among others)
- 7. Postsecondary administrative data (Integrated Postsecondary Education Data System (IPEDS))

Q2. For the purposes of this question, crosscutting reports are defined as reports that synthesize information from across NCES programs or surveys (examples include the *Condition of Education* or the *Digest of Education Statistics*, among others).

	Used	Not Used
Have you used or not used any crosscutting reports in the past year? Select one.	<input type="radio"/>	<input type="radio"/>

[PN: IF IN ANY RESPONSE IN Q1 OR Q2 = "USED", CONTINUE TO Q3; OTHERWISE SKIP TO Q19]

- Q3. What is your preferred method for receiving reports from NCES?
- 1 HTML
 - 2 PDF
 - 3 XLM
 - 4 Other (SPECIFY)_____

Reports/Analysis

Think about the reports and/or analysis from NCES that you have used in the past year. Please rate the reports/analysis from NCES on the following items. Use a 10-point scale where "1" is "poor" and "10" is "excellent." If you do not know the answer or an item does not apply to you, please indicate "Don't know or Does not apply."

- Q4. Clarity of the writing style
- Q5. Clarity of tables and graphics, including maps
- Q6. Objective viewpoint
- Q7. Relevant for your needs
- Q8. Timeliness for your needs

Data

Think about the data that you have obtained from NCES in various formats. Please rate the data from NCES on the following items. Use a 10-point scale where "1" is "poor" and "10" is "excellent." If you do not know the answer or an item does not apply to you, please indicate "Don't know or Does not apply."

- Q9. Meeting your information needs
- Q10. Timeliness
- Q11. Accuracy
- Q12. Credibility
- Q13. Ease of use

Information

Please think of all the information that you obtained from NCES in the past year. Rate the information on the following items. Use a 10-point scale where “1” is “poor” and “10” is “excellent.” If you do not know the answer or an item does not apply to you, please indicate “Don’t know or Does not apply.”

- Q14. Information being up-to-date
- Q15. Ease of accessing/using information
- Q16. Use of tables to present information clearly
- Q17. Use of maps to present information clearly
- Q18. Use of charts to present information clearly

Customer Service

Q19. Have you contacted NCES in the past year?

- 1. Yes
- 2. No
- 3. Don't Know

[PN: IF Q19 = “1-YES”, CONTINUE TO Q20; OTHERWISE SKIP TO Q26]

Q20. Which means did you use to contact NCES? Select all that apply.

- 1. Phone
- 2. E-mail
- 3. Mail
- 4. Other (Specify)

Think about the customer service that you received from NCES. Please rate the customer service on the following. Use a 10-point scale where “1” means “poor” and “10” means “excellent.” If you do not know the answer or an item does not apply to you, please indicate “Don’t know or Does not apply.”

- Q21. Ease of reaching customer service
- Q22. Courtesy
- Q23. Knowledge
- Q24. Timeliness of response to your request

Q25. Was your question answered/issue resolved?

- 1. Yes
- 2. No
- 3. Don't Know/Does not apply

Customer Service

Q26. Have you visited the NCES website in the past year?

1. Yes
2. No
3. Don't Know/Does not apply

[PN: IF Q26 = "1-YES" CONTINUE TO Q27; OTHERWISE SKIP TO Q31]

Please think about the NCES website you have visited in the past year. Please rate the website on the following items. Use a 10-point scale where "1" means "poor" and "10" means "excellent." If you do not know the answer or an item does not apply to you, please indicate "Don't know or Does not apply."

- Q27. Ease of finding needed information
- Q28. Ease of understanding the information you read on the site
- Q29. Timeliness of information
- Q30. Usefulness of information

Customer Service

Q31. The Distance Learning Dataset Training System (DLDT) is an online tool that allows users to learn about and to gain access to NCES data and to facilitate its analyses. Have you used or not used the DLDT online tool in the past year?

1. Used
2. Not Used
3. Don't Know/Does not apply

[PN: IF Q31 = "1-USED" CONTINUE TO Q32; OTHERWISE SKIP TO Q36]

Please think about the DLDT online tool that you have used in the past year. Please rate the online tool on the following items. Use a 10-point scale where "1" means "poor" and "10" means "excellent." If you do not know the answer or an item does not apply to you, please indicate "Don't know or Does not apply."

- Q32. Ease of finding needed information
- Q33. Ease of understanding the information you read on the site
- Q34. Timeliness of information
- Q35. Usefulness of information

ACSI Benchmark Questions

- Q36. First, please consider your last experience with products or services received from NCES. Using a 10-point scale on which "1" means "very dissatisfied" and "10" means "very satisfied," how SATISFIED are you with NCES products or services?
- Q37. Considering all of your expectations, to what extent have the NCES products or services you most recently received fallen short of your expectations or exceeded your expectations? Using a 10-point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations," to what extent have NCES products or services fallen short of or exceeded your expectations?
- Q38. Forget NCES for a moment. Now, I want you to imagine an ideal provider of products or services like those NCES provides. How well do you think NCES compares with that ideal product or service provider? Please use a 10-point scale on which "1" means "not very close to the ideal," and "10" means "very close to the ideal."
- Q39. Have you complained to NCES since your most recent experience?
1. Yes
 2. No
 3. Don't know

[PN: IF Q39 = "1-YES" CONTINUE TO Q40; OTHERWISE SKIP TO Q41]

- Q40. How well, or poorly, was your most recent complaint handled? Using a 10-point scale on which "1" means "handled very poorly" and "10" means "handled very well," how would you rate the handling of your complaint?
- Q41. How confident are you that NCES will do a good job in the future of supplying the products or services you received? Using a 10-point scale on which "1" means "not at all confident" and "10" means "very confident," how confident are you that NCES will do a good job supplying these products or services?
- Q42. If asked, how willing would you be to say positive things about NCES products or services to others like yourself? Using a 10-point scale on which "1" means "not at all willing" and "10" means "very willing," how willing would you be to say positive things about NCES products or services?
- Q43. Please provide any additional comments about your satisfaction with NCES and the services they provide. **[OPTIONAL]**