

NextGen Volcanic Hazards Assessment Product Survey [Generic]

The purpose of this survey is to assess whether and how volcano hazards assessment information currently provided by the US Geological Survey serves the needs of our diverse user groups. The results of this survey will inform the development of future volcano hazard assessment products.

1. What is your relationship with volcanic eruptions/unrest/hazards?

Consider “*impacted*” as used here to mean *threatened or otherwise affected by volcanic hazards such as lava flows, gas emissions, ash, volcanic mudflows (lahars) or hot avalanches (pyroclastic flows and surges)*. (Multiple choice; select all that apply)

- a. I have been personally impacted (self, home, and/or business).
- b. I live and/or work near a volcano that could impact me in the future but have not been personally impacted yet.
- c. I have friends or family who have been or are being impacted.
- d. I have business interests near a volcano that could be impacted in the future.
- e. I am a crisis responder who has responded to volcanic unrest/eruptions/hazards.
- f. I am a crisis responder but have never responded to volcanic unrest/eruptions/hazards.
- g. I am a decision maker of an organization that has been impacted by or responded to volcanic eruptions/unrest/hazards.
- h. I am a decision maker of an organization that has not been impacted by or responded to volcanic eruptions/unrest/hazards but is responsible for responding in the future.
- i. I am a recovery specialist who has responded to volcanic unrest/eruptions/hazards.
- j. I am a recovery specialist but have not responded to volcanic unrest/eruptions/hazards.
- k. I am a reporter or journalist covering volcanic unrest/eruption/hazards.
- l. I am interested in volcanoes.
- m. I am a volcano scientist or studying to become one.
- n. Other (specify)

Section 1: Long-term (non-crisis) hazards assessments

1. Have you used USGS volcano hazards assessments in a non-crisis context (e.g., for self-education or planning)? (yes/no)

If yes:

- 2. How did you find out about and access the volcano hazards assessments? (open text)
- 3. What product(s) did you use? (multiple choice)
 - a. Written descriptions in report
 - b. Hazards map
 - c. Other (please describe)
- 4. How did you use the product(s)? (open text)
- 5. What aspects made the product useful? (open text)
- 6. What was lacking from the product or made the product(s) difficult to use? (open text)
- 7. Do you think it is important for the USGS to disseminate this kind of information publicly during quiet times? (Open text)
- 8. How should the USGS release this information? (Open text)
- 9. What are the best channels e.g. media, website, social media that science agencies can use to distribute this information? (Open text)

Section 2: Crisis response products

1. What decisions, if any, have you had to make for yourself or others during a volcanic crisis (eruption/unrest)? (open text)
2. Have you used USGS volcano hazards assessments or other USGS products during a volcanic crisis? (yes/no)
If no:
3. Why didn't you use USGS products during a volcanic crisis?
 - a. I did not know about them
 - b. I knew about them but could not find them
 - c. I accessed them but they were not useful
 - d. Other (please describe)*If yes:*
4. How did you find out about and access the USGS volcano products (maps, webpages, etc.)? (open text)
5. When did you see USGS products during the response?
 - a. First day
 - b. Within the first few days
 - c. A week or a few weeks
 - d. About a month or more
 - e. Do not remember
6. How did you use our products about the volcanic eruption/unrest/hazards? (open text)
7. What product was the most meaningful to you? (open text)
8. Looking at the [given product(s) shown here], which statements or graphics are the most important to you? (text testing) (Open text)
9. Do you think it is important for the USGS to disseminate this kind of information publicly during quiet times? During volcanic unrest? (Open text)
10. How should the USGS release this information? (Open text)
11. What are the best channels e.g. media, website, social media that science agencies can use to distribute this information? (Open text)
12. Tell us which of these maps mean the most to you regarding the impacted area. (A/B testing)
13. What color scales provide the most information to you regarding the risk of future eruptions/unrest? (A/B testing)
14. What other hazards information, if any, would help you make decisions or otherwise better understand the changing situation during a volcanic crisis?

Demographics

1. Age
2. Gender
3. Profession
4. Years of professional experience
5. Zip code

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