

[ONLINE VERSION]

Customer Satisfaction Survey State Data Coordinator Meeting January 2024

Thank you for attending the SDC meeting. Please complete this survey to help us plan future SDC meetings. This survey is completely voluntary, and you may skip any question you do not wish to answer.

Did you attend the SDC Meeting in person or virtually?

In-person _____
Virtually _____

Please rate each of the following aspects of meeting content and pacing by choosing the appropriate number.

Meeting Content and Pacing	Strongly Disagree	Disagree	Agree	Strongly Agree
Advance information about meeting agenda was received in a timely manner.	1	2	3	4
Material covered was appropriate.	1	2	3	4
There was sufficient time to cover important topics.	1	2	3	4
The presentation of information was clear.	1	2	3	4
The conference materials advanced my understanding of the topics.	1	2	3	4
I learned something useful at this meeting.	1	2	3	4
Overall, I was satisfied with the meeting content and pacing.	1	2	3	4

Please rate the following aspects of your meeting experience on the scale of *1 = Very Dissatisfied* to *4 = Very Satisfied* by choosing the appropriate number.

[This set of questions is only for the respondents who select “In-person” above.]

Onsite Meeting Experience	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Quality of the sleeping room accommodations	1	2	3	4
Quality of the meeting rooms	1	2	3	4
Quality of internet service in the meeting rooms	1	2	3	4
Availability of food that met my dietary	1	2	3	4

needs				
Overall satisfaction with travel support	1	2	3	4
Accessibility of IMLS staff	1	2	3	4
Time to meet informally with other attendees	1	2	3	4

[This set of questions is only for the respondents who select “Virtually” above.]

Virtual Meeting Experience	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Quality of Zoom platform (e.g., sound, visuals)	1	2	3	4
Ability to get my questions answered on the Zoom platform	1	2	3	4
Overall satisfaction with the structure of the virtual meeting	1	2	3	4

What other topics do you think needed to be covered at the meeting?

How else could the meeting be improved?

What did you like best about this year’s meeting?

So that we can better understand how past meeting experience may affect current experiences, about how many SDC meetings have you attended?

This is my first SDC meeting _____
2-4 (including this one) _____
5 or more _____

[PRINTED VERSION]

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You may also fill out the survey online at [LINK](#).

Thank you for attending the SDC meeting. Please complete this survey to help us plan future SDC meetings. This survey is completely voluntary, and you may skip any question you do not wish to answer.

Please rate each of the following aspects of meeting content and pacing by circling the appropriate number.

Meeting Content and Pacing	Strongly Disagree	Disagree	Agree	Strongly Agree
Advance information about meeting agenda was received in a timely manner.	1	2	3	4
Material covered was appropriate.	1	2	3	4
There was sufficient time to cover important topics.	1	2	3	4
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The conference materials advanced my understanding of the topics.	1	2	3	4
I learned something useful at this meeting.	1	2	3	4
Overall, I was satisfied with the meeting content and pacing.	1	2	3	4

Please rate the following aspects of your meeting experience on the scale of 1 = Very Dissatisfied to 4 = Very Satisfied by circling the appropriate number.

Onsite Meeting Experience	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Quality of the sleeping room accommodations	1	2	3	4
Quality of the meeting rooms	1	2	3	4
Quality of internet service in the meeting rooms	1	2	3	4
Availability of food that met my dietary needs	1	2	3	4
Overall satisfaction with travel support	1	2	3	4
Accessibility of IMLS staff	1	2	3	4
Time to meet informally with other attendees	1	2	3	4

What other topics do you think needed to be covered at the meeting?

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