



Thanks for visiting NASA.gov.

Will you take a brief survey to help us improve the site for
your next visit?

Paperwork Reduction Act Statement:

This information collection meets the requirements of 44
U.S.C 3507, as amended by section 2 of the Paperwork
Reduction Act of 1995. You do not need to answer these
questions unless we display a valid Office of Management
and Budget control number. The OMB control number for
this information collection is 2700-0153 and it expires on
07/31/2024. We estimate that it will take about 4
minutes to read the instructions, gather the facts, and
answer the questions. You may send comments on our
time estimate above to brian.dunbar@nasa.gov. Send only
comments relating to our time estimate to this address.

[Sure!](#)

[No thanks](#)

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Customer Satisfaction Survey

Thanks for visiting the NASA Home Page. You have been randomly selected to take part in this survey to let us know what we're doing well and where we need to do better. Please take a minute or two to give us your opinion. The feedback you provide will help us enhance our site and serve you better in the future. All results are strictly confidential.

Required questions are denoted by an *

1: *Please rate the **options available for navigating** this site.

1=	Poor											Excellent=10
1	2	3	4	5	6	7	8	9	10	Don't Know		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

2: *Please rate **how well the site layout helps you find what you need.**

1=	Poor											Excellent=10
1	2	3	4	5	6	7	8	9	10	Don't Know		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

3: *Please rate the **consistency of speed from page to page** on this site.

1=	Poor											Excellent=10
1	2	3	4	5	6	7	8	9	10	Don't Know		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

4: *Please rate how **completely the page content loads** on this site.

1=	Poor											Excellent=10
1	2	3	4	5	6	7	8	9	10	Don't Know		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

5: *Please rate how **understandable** this site's **information** is.

1=	Poor											Excellent=10
1	2	3	4	5	6	7	8	9	10	Don't Know		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

6: *Please rate how well the site's **information provides answers to your questions.**

1=	Poor											Excellent=10
1	2	3	4	5	6	7	8	9	10	Don't Know		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

7: *Please rate the **ability to narrow choices to find the information you are looking for** on this site.

1=	Poor											Excellent=10
1	2	3	4	5	6	7	8	9	10	Don't Know		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

8: *Please rate how well the **features** on the site **help you find the information you need.**

1=	Poor											Excellent=10
1	2	3	4	5	6	7	8	9	10	Don't Know		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

9: *Please rate the **balance of graphics and text** on this site.

1=	Poor											Excellent=10
1	2	3	4	5	6	7	8	9	10	Don't Know		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

10: *Please rate the **readability of the pages** on this site.

1=	Poor											Excellent=10
1	2	3	4	5	6	7	8	9	10	Don't Know		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

11: *Please rate the **variety of images and videos offered** on this site.

1=	Poor											Excellent=10
1	2	3	4	5	6	7	8	9	10	Don't Know		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

12: *Please rate the **availability of specific images and videos that you were looking for** on this site.

1=	Poor											Excellent=10
1	2	3	4	5	6	7	8	9	10	Don't Know		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

13: *What is your **overall satisfaction** with this site?

1=Very Dissatisfied Very Satisfied=10

1 2 3 4 5 6 7 8 9 10

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

14: *How well does this site **meet your expectations**?

1=Falls Short Exceeds=10

1 2 3 4 5 6 7 8 9 10

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

15: *How does this site **compare to your idea of an ideal website**?

1=Not Very Close Very Close=10

1 2 3 4 5 6 7 8 9 10

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

16: *How likely are you to **return to this site**?

1=Very Unlikely Very Likely=10

1 2 3 4 5 6 7 8 9 10

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

17: *How likely are you to **recommend this site to someone else**?

1=Very Unlikely Very Likely=10

1 2 3 4 5 6 7 8 9 10

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

18: *How likely are you to **follow NASA on social media** such as Facebook or Twitter?

1=Very Unlikely Very Likely=10

1 2 3 4 5 6 7 8 9 10

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

19: *How likely are you to **share content** (like a video or article) from this site with others?

1=Very Unlikely Very Likely=10

1 2 3 4 5 6 7 8 9 10

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

20: *How **frequently** do you visit this site?

☐ First time

☐ More than once a day

☐ Daily

☐ Weekly

☐ Monthly

☐ Less than one month

21: *What is your primary reason for visiting nasa.gov today?

☐ Research

☐ Looking for a topic I saw trending on social media

☐ Read news

☐ Watch videos or NASA TV

☐ Download apps

☐ Look for jobs and/or career information

☐ Other

22: *When you came to NASA.gov today, how were you planning on using the information found on the site?

☐ To educate others

☐ For a classroom assignment

☐ To educate myself

☐ For entertainment

☐ To research/apply for jobs

☐ To write a news/media article

☐ To contribute to a professional study/project

☐ For creative inspiration for my business

☐ Other

23: *What general topic describes the information you are looking for?

- ☐ Humans in Space
- ☐ Earth and Climate
- ☐ Solar System
- ☐ Universe
- ☐ Aeronautics
- ☐ Technology
- ☐ Learning Resources
- ☐ News & Events
- ☐ Information for scientists and researchers
- ☐ Other

24: *How did you look for information on/navigate the NASA site today?
(check all that apply)

- ☐ Main navigation (Missions, Galleries, etc.)
- ☐ Topical navigation (International Space Station, Humans in Space, etc.)
- ☐ Site search feature
- ☐ Links throughout the page
- ☐ A-Z Topics list
- ☐ External search engine (Google, Bing, etc.)
- ☐ Don't recall
- ☐ Other

25: *Please describe your primary experience with navigation on this site today.

- ☐ I had **no** difficulty browsing on this site.
- ☐ Could not navigate back to previous information
- ☐ Had difficulty finding relevant information
- ☐ Would often feel lost, not know where I was
- ☐ Links often did not take me where I expected
- ☐ Links/labels are difficult to understand
- ☐ Too many links or navigational choices
- ☐ Had technical difficulties (e.g., broken links, error messages)
- ☐ Other

26: *Were you **able to find** what you were looking for?

- ☐ Yes
- ☐ I wasn't looking for anything in particular
- ☐ No

27: *Which **best describes you**?

- | | |
|--|---|
| <input type="radio"/> Student - Elementary School | <input type="radio"/> Student - Middle School |
| <input type="radio"/> Student - High School | <input type="radio"/> Student - College/University |
| <input type="radio"/> Educator - Elementary School | <input type="radio"/> Educator - Middle School |
| <input type="radio"/> Educator - High School | <input type="radio"/> Educator - College/University |
| <input type="radio"/> Parent | <input type="radio"/> General public |
| <input type="radio"/> News media | <input type="radio"/> NASA Employee |
| <input type="radio"/> Contractor or sub | <input type="radio"/> PI/Co-I/ team member |
| <input type="radio"/> Other | |

28: Please select the category that includes your age.

Please Select ▼

29: What is your level of education?

Please Select ▼

30: If you could change one thing about the NASA.gov site, what one improvement would you suggest?

1,000 Characters Remaining

Thank you for your time in completing this survey. Your input is very valuable to us and we will take it into consideration.

To send a comment or ask a question about NASA, please follow this link: <http://www.nasa.gov/about/contact/index.html>.

Cancel

Submit

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