



HUD USER Customer Satisfaction Survey

Thank you for your participation in this survey. Please answer the following questions as they relate to your experience with www.HUDUSER.org and fax this survey form back to HUD USER at (703) 742 7889. If you have any questions, don't hesitate to call us at (703) 742-7881 ext. 207.

1. Overall, how satisfied are you with the HUD USER Web site www.HUDUSER.org?

Not at all satisfied				Extremely satisfied	Don't know
1	2	3	4	5	

Overall satisfaction with the Web site

2. Please rate your level of satisfaction with the following aspects of the Web site:

Not at all satisfied				Extremely satisfied	Don't know
1	2	3	4	5	

- Usefulness of the information
- Organization/Appearance of the Web site
- Search capabilities
- Quality of site content

3. Please rate your level of agreement with this Web site's user-friendliness when it comes to downloading and online ordering.

Strongly disagree				Strongly agree	No opinion
1	2	3	4	5	

- Online ordering is fast & easy
- There is an adequate selection of datasets
- There is an adequate selection of publications
- The check-out process is easy-to-use
- The check-out process is secure

4. What was your MAIN REASON for visiting the HUD USER Web site today?

General research
Download specific publications/reports
Order publications/reports
Learn about new publications/reports
Get data sets
Learn about what's new
Subscribe to newsletters/listserv
Other Please Specify

**5. In order for us to better serve the needs of our audience, please tell us if you:
(please mark all that apply)**

Did not find the data set or publication I was searching for
Didn't have time to place an order, or was searching on someone else's behalf.
Found downloading the information to be too burdensome
Found ordering online to be too complicated
Thought the products were too expensive
Prefer to use the 800 number when placing orders
Prefer not to use my credit card online
None of the above
Other Please Specify

6. How often do you visit the HUD USER Web site?

Daily
2-3 times a week
Once a week
2-3 times a month
Once a month
Less than once a month
This is my first visit
Other Please Specify

7. When you look for information on the HUD USER Web site, how often do you find what you need?

Almost always

Often

Sometimes

Hardly ever

This is my first visit

Other Please Specify

8. In your opinion, do any of the following sections of the HUDUSER Web site needs to be improved? (Select all that apply)

Searching for a product

Ease of using the check out menu

Searching for a dataset

Other Please Specify

Payment methods

9. What other Web sites do you normally use to get information in your field?

10. Typically, how do you use the information on the HUD USER Web site (select all that apply)?

For reference

For research

To provide data to others

To make decisions and/or set policy

For personal interest

To grow my business

Other Please Specify

11. Could we make our site map more helpful to you?

Yes

No

Don't Know

11a. If yes, what topics should we add?

12. For statistical purposes only, what is your work affiliation?

Researcher/Academic
Consultant
Federal Govt/State/Local Govt
Trade/Professional organizations
Faith Based Organization
Housing Practitioner
Housing Advocate
Builder/Developer
Other Please Specify

13. For statistical use only, what is your gender?

Male Female

14. What can we add to the site to make it more useful and interesting to you?

15. In the space below, please provide us with any additional comments or suggestions you may have about the HUD USER Web site.