



# 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](http://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](http://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. Which one of the following potential features might add the greatest value for you on the Regulatory Barriers Clearinghouse (RBC) site?**

- Bulletin Board
- Webcast
- Other
- Please Specify

**7. Please rate your level of satisfaction with:**

	Not at all satisfied					Extremely satisfied	Don't know
	1	2	3	4	5		
Navigation through RBC							
Search at RBC							
Usefulness of information on RBC							

**8. Typically how do you use the RBC resources available at this Web site? (Mark all that apply)**

Promote change in the regulatory environment in my community  
Get references for papers or other documents I am writing  
To learn about regulatory reform in general  
Other Please Specify

**9. 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

**10. 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

**11. 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  
Searching for a dataset  
Payment methods  
Ease of using the check out menu  
Other Please Specify

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

**13. 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

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

Yes No Don't Know

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

**15. 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

**16. For statistical use only, what is your gender?**

Male Female

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

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

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