



# 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. 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

**6. 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

**7. 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	Speed of downloading datasets or other information
Searching for a dataset	Ease of using the check out menu
Payment methods	Other Please Specify

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

**9. 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

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

- Yes
- No
- Don't Know

**10a. If yes, what topics should we add?**

**11. 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

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

- Male
- Female

**13. 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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