



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. 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

4. 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

5. 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

6. 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

7. 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

8. 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

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

Search Function

Web Store

Layout of the Web site

Other Please Specify

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

11. 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

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

Yes

No

Don't Know

12a. If yes, what topics should we add?

13. 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

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

Male Female

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