



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. We noticed that your visit to our Web site today was brief. In order for us to better serve the needs of our audience, please tell us why?

I only read the home page
I found the information I was looking for on this page
I reached this Web site by mistake
Didn't have time today to look through the Web site
The Web site's organization seemed too complex
Other Please Specify

5. The HUDUSER Web site provides many services, such as free publication and dataset downloads, free newsletter and listserv subscription, as well as the ability to order printed reports and publications online. Are you aware of all the services offered by www.HUDUSER.org?

Yes - I know about all the services.
No – I will look into all the services.
No – I don't have a need for these services.

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)

Search Function

Web Store

Layout of the Web site

Other Please Specify

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 information can be added to the site to make it more useful for you?

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