



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 1-888-742-7889. If you have any questions, don't hesitate to call us at 1-877-964-0355.

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. 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

6. 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

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

8. 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

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

Yes No Don't Know

9a. If yes, what topics should we add?

10. 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

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

Male Female

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