# Assessment of the Usefulness of PD&R Research Products

**U.S. Department of Housing and Urban Development**
**Office of Policy Development and Research**

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Prepared for:

U.S. Department of Housing and Urban Development
Office of Policy Development and Research

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# FOREWORD

One of the principal functions of the Office of Policy Development and Research (PD&R) is to conduct evaluations of HUD's programs. These studies provide feedback on how programs are working and help suggest ways to make them work better.

PD&R itself is not exempt from the evaluation process. To help ensure that PD&R's products are meeting the needs of the people who rely on the information we provide, it is incumbent on us to look at our own activities. This report, "Assessment of the Usefulness of PD&R Research products," presents the results of a survey of people who accessed the value of the products we make available to the public. It is the second time we have conducted this type of study, the first being published in 2005.

The report is based on a survey of a statistical sample of three types of PD&R customers: people who visited our HUD USER website; people who subscribed to the HUD USER electronic mailing lists; and people who ordered reports from the HUD User Clearinghouse.

The format of the survey was to make a statement about the characteristics of specific products and ask whether the respondent was highly satisfied, mildly satisfied, or had a low level of satisfaction. The characteristics included such things as: the usefulness of PD&R reports; the quality of PD&R research; whether the reports are well-written; whether the reports employ valid research methods; the quality of PD&R datasets; and the usefulness of PD&R datasets.

Overall, the three groups of PD&R customers expressed similar high levels of satisfaction. The typical pattern of response was that fewer than six percent expressed low levels of satisfaction on any item, while more than 80 percent were highly satisfied and the remaining were mildly satisfied.

The area where we received the most criticism was in the area of timeliness of our datasets and reports. Many respondents also expressed a desire to have datasets made available in a greater variety of formats. The survey also asked open-ended questions to allow for whatever feedback respondents wished to provide. PD&R staff are reviewing those for ideas on how to improve our products.

While the levels of satisfaction reported here are very gratifying, there is still obviously room for improvement. To that end, we are striving to address user concerns and become even more useful. For example, we have made significant recent improvements to the HUD USER website to make datasets and reports easier to find. Moreover, through features such as this foreword, we are striving to be more accessible to a diverse set of readers. And finally, consistent with the broad emphasis of the Administration, PD&R is working hard to make more data available in a timelier manner.

Raphael W. Bostic, Ph.D.
Assistant Secretary for Policy
Development and Research

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# Executive Summary

## *Abstract of Findings*

This report presents the results of a study conducted by Sage Computing, Inc., for the U.S. Department of Housing and Urban Development's (HUD's) Office of Policy Development and Research (PD&R). The study evaluated the degree of customer satisfaction with PD&R's research products. These products, which include publications, data sets, and periodicals, are distributed through the HUD USER Clearinghouse and its website ([www.huduser.org](www.huduser.org)). Data was collected using three surveys – website, eList subscribers, and phone survey of customers. Those subscribing to the eLists and those who had placed orders were defined as the core customers. Key findings include:

- Overall satisfaction with PD&R products was very high. More than 95 percent of the core PD&R customers reported being satisfied with the quality of the research products from PD&R.
- Ninety-three percent of the eList respondents and 96 percent of the phone survey respondents reported satisfaction with the usefulness of PD&R research products.
- The most downloaded publication for the survey period was the *Fair Housing Act Design Manual*.
- Income Limits and Fair Market Rents were the most popular data sets (based on page views).
- During the survey period, the most ordered publication was the *Guide to HUD USER Data Sets* followed by the *Fair Housing Act Design Manual.*
- To increase customer satisfaction, PD&R should have more timely release of research reports and data sets; provide data sets in more formats; expand the topic areas covered in reports to include more rural demographics; and increase the number of case studies.

## *Methodology*

In fiscal year 2009 the HUD USER website had more than 3.8 million hits and 18.1 million page views. In addition, the HUD USER Clearinghouse sent customers 217,000 products. A previous study conducted in 2005 measured satisfaction with the HUD USER website and did not include detailed feedback on the products from PD&R. Because this is the first assessment of customer satisfaction with the research products, the study results will be used to set a baseline as well as improve customer satisfaction.

To obtain accurate feedback on HUD USER's website and products, Sage developed three surveys to measure overall customer satisfaction. All three surveys measured users' overall satisfaction with the research products from PD&R but differed by the method of administration and sample type. The three survey questionnaires were divided into three sections, based on PD&R product type, to provide a detailed assessment of the publications, data sets, and periodicals available from PD&R. Satisfaction questions, including satisfaction with the usefulness and organization of the publications, usefulness and organization of the data, and quality of the publications were included. These surveys were administered in three different ways to a HUD USER and a non-HUD USER based sample.

The first survey was administered to visitors to the following pages of the HUD USER website:

- Publications
- Data sets
- Periodicals
- Newsletters
- Regulatory Barriers Clearinghouse Newsletter
- Web store

All visitors who spent more than five seconds on these pages were included in the sample. Data were collected for a period of 10 weeks starting on August 18, 2009. This survey yielded 1,716 valid responses.

The second survey was administered to subscribers of the electronic mailing lists maintained by HUD USER. PD&R maintains four eLists: HUD USER News, American Housing Survey (NEWS/AHS), the Regulatory Barriers Clearinghouse (RBC) eList, and the Residential Finance Survey. The subscribers of these eLists, along with the subscribers to the Research*Works* (electronic edition), were combined into one and duplicates were removed. These individuals were emailed a survey invite and multiple follow-up reminders. This survey yielded 1,423 valid survey responses.

The third survey was administered to a non-HUD USER based sample. All orders that are placed for PD&R research products are maintained in a database called the HUD USER Clearinghouse's Inventory Reporting System (HIRS). A stratified sample was drawn from this database and a telephone survey was conducted. During the data collection phase Sage interviewed 112 customers, including 57 publications customers, 15 data sets customers, and 24 periodicals customers. In addition, 16 customers either did not remember placing the order or had ordered for someone else. These respondents completed only the demographics section of the interview. The eList and phone survey respondents are the core customer groups for PD&R.

In addition to conducting the surveys, Sage analyzed data from the HUD USER website log to obtain information on the most frequently downloaded products, the most common search phrases used, and the websites referring the most traffic to the HUD USER site. Sage also analyzed HIRS to get data on the number of publications sent sorted by customers' ordering method (online store, phone, fax, or mail) and work affiliation. The most frequently ordered publications and data sets were also tabulated.

## *Key Findings*

Overall satisfaction with PD&R products was very high. Most respondents were very satisfied with the research products, the quality and adequacy of PD&R's research, and the adequacy of the data sets. Some of the key findings are described below.

**Demographics**

The audience for PD&R research products includes federal, state, and local government employees; researchers and academics; consultants; builders; housing practitioners; employees of faith-based organizations; and many others. Of the website survey respondents, 65 percent were female. Fifty-six percent of eList respondents were female and 40 percent of the phone survey respondents were female. Most eList survey respondents use the research from PD&R for reference (73.7 percent) compared with 41 percent of phone survey respondents and more than 46 percent of the website survey respondents.

**Satisfaction With PD&R Products**

Most respondents were satisfied with the quality, selection, and usefulness of PD&R's products and publications.

- Most HUD USER website survey respondents (89 percent) were satisfied with the quality of PD&R research products. By comparison, 95 percent of the eList survey respondents, and 96 percent of the phone survey respondents were satisfied with the quality of PD&R research products.

- Eighty-nine percent of the web survey respondents, 93 percent of the eList survey respondents, and 96 percent of the phone survey respondents reported satisfaction with the usefulness of research products from PD&R.

- Overall satisfaction for PD&R products differed significantly by affiliation for all three surveys. For the website survey respondents, a larger percentage of nonprofits were more satisfied than housing advocates. For the eList respondents, a higher percentage of researchers overall were highly satisfied, whereas nearly all responding groups except consultants reported being satisfied with PD&R products.

**HUD USER Site Log Analysis**

Data on visits to the HUD USER website are stored in the website's log file. These data were tabulated and used to analyze general visitor statistics and identify the most commonly requested PD&R publications and data sets. An average of 13,865 visitors came to the website on weekdays, and the most active day of the week was Monday. The most popular publication for both the survey period and the full year was the *Fair Housing Act Design Manual*. Income Limits and Fair Market Rents were the most popular data sets.

**HUD USER Clearinghouse Inventory Reporting System Analysis**

In 2009, the HUD USER Clearinghouse shipped 217,000 research products. Most Clearinghouse customers placed their orders through the web store, which accounted for more than 79 percent of all transactions. The most popular publication ordered in the past fiscal year was the *2007 American Housing Survey Data Chart* followed by the *Guide to HUD USER Data Sets*. During the survey period, the most popular publication was the *Guide to HUD USER Data Sets* followed by the *Fair Housing Act Design Manual.*

## *Recommendations*

User feedback on PD&R products was generally very positive. Further, a majority of respondents were very satisfied with the usefulness of PD&R products. Overall, the more frequently customers visited the website, the more satisfied they were.

Most respondents indicated that the products were an extremely useful source of information. Respondents offered many suggestions for improving the quality of products, which are presented in the body of this report. The more important recommendations were to make research reports and data set releases more timely, expand the topic areas covered in reports to include more rural demographics, increase the number of case studies, use plain English in the abstracts of reports, make data sets easier to find, and have the data available in several formats.

# Section 1: Introduction

This research was conducted under HUD Contract C-CHI-00964, "Usefulness of PD&R Research Products." The study involved conducting user surveys to provide the Department of Housing and Urban Development's (HUD's) Office of Policy Development and Research (PD&R) with feedback on the level of customer satisfaction with its research products. These surveys had three purposes:

- To measure the degree of customer satisfaction with PD&R products.

- To provide feedback for improving the products.

- To establish a baseline measurement for future evaluations.

## *Background Information*

The United States Department of Housing and Urban Development Act of 1965 gave HUD a legislative mandate to provide for full and appropriate consideration of the needs and interests of the nation's communities and of the people who live in and work in them.[1] PD&R, founded in 1973, embodies this mandate in its mission to**:**

- Provide the HUD Secretary and policymakers with reliable, objective data and analysis for making informed policy decisions.

- Maintain current information to monitor housing needs, housing conditions, and the operation of existing programs.

- Conduct research on priority issues in housing and community development.[2]

PD&R's body of research includes reports, data sets, a bibliographic database, periodicals, and newsletters. The research from PD&R supports HUD's efforts to create cohesive and economically healthy communities.

PD&R's mission is further shaped by the Government Performance and Results Act of 1993 (GPRA), which requires all federal agencies to focus on results, services, and customer satisfaction.[3] To comply with GPRA, HUD has developed, published, and presented Congress with Annual Performance Plans for fiscal years 2001 through 2009. HUD's overall plan is to improve its program effectiveness and public accountability and to articulate its strategic goals in terms of their long-term impact on Americans.[4]

Every year PD&R releases an average of 40 new publications and maintains or updates 232 data sets. In addition, four periodicals and newsletters support PD&R's mission to provide

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[1]Department of Housing and Urban Development Act, Pub. L. No. 89-174, § 2, 79 Stat. 667 (1965). Web citation: http://uscode.house.gov/download/pl/42C44.txt

[2]Mission statement, U.S. Department of Housing and Urban Development, Web citation: www.huduser.org/portal/about/pdrmission.html

[3] Government Performance Results Act of 1993, Section 2b, (3). Web citation: http://www.whitehouse.gov/omb/mgmt-gpra_gplaw2m/

[4] U.S. Department of Housing and Urban Development. Final *FY 2009 Annual Performance Plan*. Washington, DC: U.S. Department of Housing and Urban Development, April 2003.

reliable information to researchers, practitioners, advocates, industry groups, foundations, and the general public:

- **Research*Works***, a monthly newsletter with new publication announcements, case studies, and human interest features to bridge the research and practitioner communities. Research*Works* is available in both electronic and print versions.

- *Cityscape,* HUD's journal of policy development and research, is published three times annually. *Cityscape* brings high-quality, original research on housing and community development issues to scholars, government officials, and practitioners.

- *U.S. Housing Market Conditions,* a quarterly report that provides the latest available nationwide housing statistics.

- *Breakthroughs,* a bimonthly electronic newsletter presenting successful, interesting strategies for overcoming regulatory barriers to affordable housing.

PD&R established HUD USER in 1978 to disseminate information on its research products and other recent housing research, news and announcements. A toll-free telephone provides access to the HUD USER information clearinghouse, which serves more than 9,000 active customers annually. Its website (www.HUDUSER.org), created 22 years ago as the first HUD-sponsored website, has PD&R products including publications, documents, and data sets available. Visitors can read these products online, download them, or purchase hard copies through a web store.

Between October 2008 and September 2009, nearly 154,174 unique users visited the website per month and downloaded more than 7.2 million files.[5] The HUD USER Clearinghouse fulfills more than 2,100 orders for approximately 217,000 publications each year. PD&R customers include academics, government employees, researchers, students, urban and development planners, local housing authorities, as well as nonprofits and anyone with an interest in affordable housing or community development.

HUD USER maintains five electronic mailing lists (eLists) that regularly distribute messages to subscribers:
- HUD USER News
- Regulatory Barriers Clearinghouse News
- American Housing Survey
- Residential Finance Survey
- Research*Works* newsletter (electronic version)

Although a customer satisfaction survey of HUD USER website visitors was conducted in 2005, no survey to date has solicited specific feedback on PD&R's publications, data sets,

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[5]Web Trends statistics from Sage Computing for fiscal year 2009.

and periodicals.[6] The 2005 survey measured user satisfaction with the HUD USER website in order for HUD to comply with Executive Order 12862. This survey reported a high level of satisfaction with the website but did not address satisfaction and usefulness with PD&R research products.

HUD needed to measure user satisfaction with PD&R products to comply with Executive Order 12862. In accordance with executive branch, congressional mandates to provide information dissemination, and with its mission, PD&R has rapidly expanded the availability of vital housing research information. The objective of this report was to evaluate user satisfaction with the content and usefulness of the products through three surveys.

## *Outline of the Report*

The rest of this report is organized as follows:

- **Section 2** presents the methodology followed in performing the tasks under this contract.

- **Section 3** describes the results of the customer satisfaction surveys. It includes data from the HUD USER and non-HUD USER-based samples and describes the level of satisfaction with PD&R products.

- **Section 4** describes the characteristics that drive satisfaction with products.

- **Section 5** examines the HUD USER website log files and describes visitor statistics, the number of downloads, and the most popular PD&R products.

- **Section 6** looks at the HUD USER Inventory Reporting System's (HIRS) database. This section provides general ordering data as well as statistics on the data sets and publications ordered through the web store, by telephone, and by fax.

- **Section 7** provides a comparison of survey results with the 2005 report.

- **Section 8** summarizes the study findings and provides recommendations.

- **Appendixes A through C** contain the survey questionnaires.

- **Appendix D** compares survey respondents with non-respondents.

- **Appendix E** lists other affiliations of HUD USER customers.

- **Appendix F** presents additional tabulations of satisfaction with the HUD USER website categorized by work affiliation.

- **Appendix G** presents additional tabulations of satisfaction with the HUD USER website categorized by gender.

- **Appendix H** lists other websites that HUD USER site visitors use to obtain similar information.

- **Appendix I** lists comments received from survey respondents.

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[6] U.S. Department of Housing and Urban Development: *Assessment of the Office of Policy Development and Research Website, March 2005*.

# Section 2: Methodology

The following sections describe the methodology for each of the tasks performed for this study.

To evaluate user satisfaction, data were collected using the following five methods:

- Surveys of users who visited the research products section of the HUD USER website.
- Surveys of eList subscribers.
- Phone surveys of customers of PD&R.
- An analysis of the website's log file.
- An analysis of HUD USER Inventory Reporting System's (HIRS) database.

## Sample Definitions

This survey was administered on two different samples – HUD USER-based and non-HUD USER-based.

*HUD USER-based sample*: This sample was drawn from two different sources – the eList subscribers and all visitors to the HUD USER website who accessed the publications, data sets, periodicals, newsletters, the web store, or the *Breakthroughs* newsletter. The former are subscribers who have signed up to receive information on news and research products from PD&R.

*Non-HUD USER-based sample*: This sample was drawn from the HUD USER Inventory Reporting System (HIRS). These were individuals who had placed at least one order for PD&R products within the past 2 years.

## Questionnaire Development

The product feedback survey questionnaires were designed by Sage Computing, Inc., and HUD staff. The surveys incorporated questions designed to get feedback on respondents' overall satisfaction with the products (appendixes A through C). Specific areas of interest included the following:

- Overall satisfaction with PD&R research products.
- Overall satisfaction with the usefulness of the products.
- Overall satisfaction with reports, data sets, and periodicals from PD&R.
- Overall satisfaction with the usefulness of reports, data sets, and periodicals from PD&R.
- Satisfaction with quality, including level of details, topics covered, and clarity of information in PD&R reports, data sets, and periodicals.
- Level of agreement regarding the timeliness of products from PD&R.
- Demographic data on customers of PD&R products.

Sage developed two different survey instruments: one for the HUD USER-based sample (appendixes A and B) and the other for the telephone survey (appendix C). This approach allowed Sage to construct custom survey questions for each group yet facilitated a

comparison of the responses across the samples. The survey questionnaires included clear directions for respondents.

Sage developed its survey questions using the following criteria:

- **Short questions.** All questions developed were short, typically one sentence or less.

- **Clear, plain language.** Sage developed questions that use simple, plain English. The lack of jargon helps reduce bias and ensure that every respondent interprets the question in the same way.

- **Balanced rating scales.** All rating scales were balanced for a fair interpretation of the results. For each survey question, respondents were able to choose an extreme response (1= not at all satisfied, 5 = extremely satisfied), a neutral response (3), a moderate position on either side (2 or 4), or a "not applicable or don't know" response.

The rating system was designed to help respondents identify their relative level of satisfaction in particular areas and was not intended to establish numerical performance goals or to be part of any complex statistical analyses over time.

Sage used industry-standard procedures to develop the survey questions. All questions were designed to be easily understood, produce relevant and valid results, and have relevant response scales. The entire instrument was designed to minimize respondent burden and have an estimated burden time of 2 minutes or less to maximize the response rate.

The central issue of this survey—whether users are satisfied with the usefulness of PD&R research—became the survey's first question. This placement served two purposes. First, it provided the best chance for the highest response rate; second, it provided data based on the respondents' overall impression of PD&R's products. Additional satisfaction questions, including satisfaction with the usefulness and organization of the publications, usefulness and organization of the data, and quality of the publications, were also included. The survey questionnaire was divided into three sections to provide a detailed assessment of the publications, data sets, and periodicals available from PD&R.

Demographic questions included questions about the visitors' affiliation, their use of information from these products, their gender, the frequency of their visits to the website, and the other websites they used to obtain similar information.

## *Office of Management and Budget Clearance*

In accordance with the Paperwork Reduction Act of 1995, Form 83-1 was prepared along with a supporting statement to seek clearance to conduct product satisfaction surveys using a HUD USER and a non-HUD USER-based sample. This package was submitted to the Office of Management and Budget (OMB) in February 2009. After discussions with OMB staff, the survey was approved on July 15, 2009 (assigned OMB Approval Number 2535-0116), with an expiration date of February 29, 2012. The terms of clearance stated that the surveys

should display the OMB number and expiration date. OMB, however, did not approve the proposed use of free publications as incentives to complete the survey.

## *Data Collection*

### Pilot Testing

All three versions of the survey were pretested before going live to ensure that the final survey was error free. A pretest is a common and important tool employed in the survey process to check the survey instrument and process for errors, vague or confusing wording, typos, browser compatibility problems, or any other difficulties.

To pretest the satisfaction survey, seven HUD staffers from various offices were selected to take the phone survey. They were assigned separate types of orders, and an interviewer from Sage called them at random. About 30 minutes after completing the interview, the staffers received a follow-up call to solicit their feedback regarding the length of the survey, the persuasiveness of the introduction, the flow of the survey, and the interviewer's technique. Based on this feedback, the survey introduction and question order was modified before data collection began.

A small group that included HUD staff from various offices pretested the web survey to ensure that it worked as designed under various conditions, including different operating systems, connection speeds, and web browsers. The software worked as programmed under Internet Explorer 5.0 and above and Firefox 2.0 and above. These browsers were selected after an initial analysis showed that nearly all visitors to the HUD USER website use one of these two browsers.[7] Once the testing was complete, the survey was moved from the test servers to the production server.

The following sections outline the sampling, data collection, and response rates for each of the three surveys.

### Survey of HUD USER Website Visitors

The survey of HUD USER website visitors was integrated into the existing web technology on HUD USER. However, only those visitors accessing the site's publications, data sets, periodicals, newsletters, and web store, or the *Breakthroughs* newsletter from the Regulatory Barriers Clearinghouse (RBC) section, were included in the survey.

Visitors who spent more than 5 seconds on any of these pages were shown the survey invite. They could then decline or accept the survey invitation, take the survey later, or close the survey window. If the visitor declined the survey, it was no longer offered on subsequent visits. If the visitor chose to take the survey later, it was offered on return visits until the visitor either took the survey or declined it.

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[7]Webtrends statistics from Sage Computing for FY 2008 and FY 2009.

If visitors accepted the survey invitation, it became available for completion immediately. They also had the option of downloading the survey and then submitting the completed copy via toll-free fax or email.

### HUD USER Visitor Sampling

All visitors to the publication, data set, newsletter, web store, or *Breakthroughs* newsletter sections of the website who stayed on the page for more than 5 seconds received a survey invitation.[8] This was the only sampling. Visitors to any other section, including the home page, were not included in the survey.

### HUD USER Survey Data Collection

The survey went live on August 18, 2009, for a period of 10 weeks. The web survey was displayed 200,847 times. However, this number includes visitors who opted to take the survey later, visited again during the survey period, and may have been shown the survey invite multiple times. It also includes repeat visitors who disabled or deleted their cookies and were shown the survey invite several times. Of these, 94,677 declined to take the survey, 104,036 opted to take the survey later, and 2,134 visitors accepted the survey invitation. Of these 2,134 responses, 323 were incomplete responses which were removed. Another 95 responses were removed as they were considered spam and/or invalid responses. These were responses from individuals who said they had never placed an order, had never seen any of the PD&R products, or had malicious links in the comments box. A total of 1,716 valid responses were received.

Although website visitors were given the option to download and complete the survey offline, almost all the respondents submitted their surveys online, and their responses were automatically entered into a Sage database on completion.

During the survey period the HUD USER website experienced more than 32.4 million hits and approximately 5.5 million page views. Of this total, the pages that were included in the survey sample had 5.3 million hits and 2.8 million page views.

Website visitors who closed the survey invitation window or elected to take the survey later were shown the invitation window on every subsequent visit until they either responded to the survey or declined the survey invitation. As a result, estimating the number of unique visitors who viewed the survey invitation is difficult, which in turn makes calculating an accurate response rate difficult. Because there is no real way of determining the number of people who actually saw the survey, calculating an accurate response rate is impossible.

The number of responses for this survey is consistent with the number of responses received for similar customer satisfaction surveys performed by federal government agencies. A similar survey from the U.S. Census Bureau received only 234 responses[9]. A website customer satisfaction survey by the U.S. Census Bureau garnered 11,722 responses over 3 weeks in 2003, and a survey by the National Library of Medicine in July 2002, in which

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[8] WebTrends statistics from Sage Computing for FY 2008 and FY 2009.
[9] Census 2000 Internet Web Site and Questionnaire Customer Satisfaction Surveys. Web reference: http://www.census.gov/pred/www/rpts/A.2.c.pdf

92,288 website users were intercepted and invited to take a survey, yielded 4,163 responses. The U.S. Census Bureau did not report any response rates for its survey and included only the number of completed responses in the final report.

## Survey of HUD USER eList Subscribers

HUD USER maintains the following subscriber eLists:

- *HUD USER News.* This weekly eList keeps professionals in the fields of housing and community development apprised of new PD&R research publications and resources, providing direct links to downloadable, full-text (PDF) publication files as well as ordering information for hard-copy documents. This eList has approximately 18,500 subscribers.

- *Regulatory Barriers Clearinghouse (RBC).* This eList provides a summary of, and a link to, the bimonthly newsletter *Breakthroughs* as well as occasional updates covering innovative strategies in regulatory reform, information on the state and local barriers faced, and solutions achieved in support of affordable housing. This eList currently has approximately 14,500 subscribers.

- *American Housing Survey.* This eList allows subscribers to share ideas, exchange information, and ask questions of fellow American Housing Survey users. This eList has approximately 4,100 subscribers.

- *2001 Residential Finance Survey.* This eList allows subscribers to share ideas, exchange information, and ask questions of fellow Residential Finance Survey users. This eList has approximately 1,500 subscribers.

- **Electronic Research*Works*.** Research*Works* is PD&R's official newsletter. It bridges the research and practitioner communities with publication reviews, case studies, and feature articles on the people who are making housing more affordable, accessible, and energy/resource efficient. The electronic version currently has approximately 3,600 subscribers.

### HUD USER eList Sampling

To create the HUD USER eList sample, Sage merged the five mailing lists together to create a master list. Because one person can subscribe to multiple mailing lists, Sage removed any duplicates. In addition, any subscribers with *hud.gov* addresses were removed from the list. Sage did not perform any additional formal sampling; the entire list was used. The final list contained 23,130 email addresses. One potential problem with the merged list was the inability to remove duplicate subscribers who signed up for different eLists using different email addresses. These duplicates could not be identified and may have caused the affected subscribers to receive multiple survey invites.

### HUD USER eList Data Collection

The 23,130 subscribers were sent an email invitation to participate in the survey on August 26, 2009. The email included a direct link to the PD&R product satisfaction survey that could

track the individual response. Every respondent had the option to complete the survey online or download the survey and return it by toll-free fax or mail. The online survey responses were automatically saved into a database on submission. Any faxed or mailed surveys were manually entered and checked for errors. To increase response rates, Sage sent multiple email reminders to subscribers, excluding current respondents, during the survey period. Exhibit 1 illustrates the survey timeline.

A total of 1,423 responses were received. Almost all responses were received online. Two responses were received by fax and entered into the database. Responses could be submitted until October 26, 2009 for a total collection period of nearly nine weeks.

**Exhibit 1: eList Survey Timeline**

| Wave | Date | Description |
|------|------|-------------|
| 1 | 8/26/2009 | Survey announcement was sent to all subscribers. Survey link was included. |
| 2 | 9/14/2009 | First reminder email was sent to all non-respondents. |
| 3 | 9/25/2009 | Second reminder email was sent to all non-respondents. |
| 4 | 10/7/2009 | Final reminder email was sent to all non-respondents. |

All 1,423 responses were valid and were included in the analysis. However, accurately calculating the response rate is not possible because the original mailing list may have contained duplicate subscribers under different email addresses. The Bureau of Economic Analysis (BEA) conducted a similar survey in 2005 to assess customer satisfaction with their products. Survey invitations were sent to subscribers of the *Survey of Current Business* and members of data user groups and customers requesting BEA products. This survey yielded a response rate of about 9 percent.[10]

## Non-HUD USER-Based Survey

HUD USER maintains the HUD USER Inventory Reporting System (HIRS), a database that includes information on all HUD USER customers of and all orders received through both the web store and the help desk. The third sample for the survey was drawn from this database.

### Non-HUD USER Survey Sampling

The sampling frame was developed primarily using HIRS. Sage generated a list of all HUD USER customers for the previous 3 years who included their telephone number in the

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[10] Bureau of Economic Analysis, Department of Commerce. *FY 2005 Customer Satisfaction Survey.* Web citation: www.bea.gov/about/pdf/2005_CSSR.pdf.

database. All HUD Headquarters employees were removed. Customers were sorted into three distinct subgroups (strata) based on order type: data sets, periodicals (including *U.S. Housing Market Conditions*, *Cityscape*, brochures, and Research*Works*), and publications (including HUD USER and Partnership for Advancing Technology in Housing publications). A random sample was selected within each subgroup to ensure that each subgroup of interest is represented in the sample and that sampling error is reduced. The method generally produces more precise estimates of the characteristics of the target population unless very small numbers of units are selected within individual strata. The statistical precision increases if the variability within strata is less (homogenous) than between strata.

Stratified sampling can be either proportional or non-proportional. Because the objective of sampling is to select a sample that is representative of the characteristics of the sampling frame, the sample from each stratum should be in proportion to its representation. This is proportionate sampling. However, if one of the strata is very small, non-proportionate sampling is used. In this method, the smaller strata are oversampled. The responses, however, are restored to their proportionate representation during analysis by the use of appropriate weights when included with data from other strata. For this sampling, data set customers were oversampled (because of their small proportion of the total population). Publication and periodical customers were under-sampled. Over the course of the telephone survey, Sage drew three samples from the HIRS database using these methods for a total of 312 customers.

Exhibit 2 summarizes the number of customers who placed orders within 2 years by type of order and a sample size target.

**Exhibit 2: HIRS Customers by Order Type**

| Order Type | Population Size Estimate (N) | Sample Size Target (N) |
|---|:---:|:---:|
| Publications | 1494 | 61 |
| Data sets | 76 | 15 |
| Periodicals | 583 | 24 |
| **Total** | **2,153** | **100** |

The initial design of the survey included completing five telephone interviews with congressional staffers interested in housing. However, the sample design was modified and additional customers were included in the sample after it was found that congressional staffers are prohibited from participating in surveys.

### Non-HUD USER Survey Data Collection

Data were collected from this sample through telephone interviews. The phone interviews began in September 2009 and were completed by the first week of October. The questionnaire design was similar to the eList or website survey but was customized based on respondent type. The questionnaire included three sections. Section I covered respondents

who remembered ordering products from the HUD USER Clearinghouse, and it included separate questions based on order type. Section II covered people who placed orders but did not remember placing the order. It included five questions to collect some interest and demographic information. Section III covered basic demographic questions for customers who had ordered products for someone else.

The telephone script was prepared to maximize the response rate. Telephone interviewers were trained and provided scripts for different scenarios through a computer-assisted telephone interviewing system.

Ninety-six customers completed Section I of the telephone survey (Exhibit 3). In addition, 2 customers responded to Section II (placed orders but did not remember placing the order) of the phone survey, and 14 responded to Section III (ordered for someone else) of the survey.

Exhibit 3 summarizes the selection and final sample.

**Exhibit 3: Selected HIRS Customers and Final Survey Database by Order Type**

| Order Type | Number Drawn for Survey | Refused to Respond | Could Not Be Reached | Responded |
|---|---|---|---|---|
| **Sampling** | | | | |
| Publications | 173 | 41 | 64 | 68 |
| Data sets | 74 | 15 | 42 | 17 |
| Periodicals | 65 | 11 | 27 | 27 |
| **Total** | **312** | **67** | **133** | **112** |
| | | | | |
| **Final survey respondents** | | | | |
| Section I – Customers who remembered ordering | | | | |
| Publications | | | | 57 |
| Data sets | | | | 15 |
| Periodicals | | | | 24 |
| Section II – Customers who did not remember ordering | | | | 2 |
| Section III – Customers who ordered for someone else | | | | 14 |
| **Total responses** | | | | **112** |

Of the 312 customers, 67 refused to respond to the survey; 133 could not be reached and were abandoned after five attempts (Exhibit 3). Of the 68 customers who had ordered publications, 11 customers either did not remember placing the order or had ordered for someone else. Similarly, two data set customers and three periodicals customers could not remember ordering or had ordered for someone else. Using the American Association of

Public Opinion Research criteria, this response translates into a cooperation rate of 62.6 percent.[11]

## *Data Cleaning and Analysis*

Before analysis, the data were thoroughly checked for errors. Because it was possible for respondents to submit a blank survey, the data were checked for any blank submissions. None were found. Ninety-five invalid surveys were removed from the web survey. These surveys were considered invalid because they contained spam or other information indicating that the respondents came across HUD USER by mistake.

No survey responses were removed from the eList or telephone surveys.

Exhibit 4 shows the distribution of survey responses after removing the invalid surveys.

**Exhibit 4: Counts of Survey Responses**

| Survey Type | Survey Subgroup | Final Survey Responses |
|---|---|---|
| Web survey | N/A | 1,716 |
| eList survey | N/A | 1,423 |
| Non-HUD USER telephone survey | | |
| | Data sets | 15 |
| | Periodicals | 24 |
| | Publications | 57 |
| | Section II | 2 |
| | Section III | 14 |
| | **Total** | **3,251** |

Some of the demographic questions from the survey included an option to select "Other" and provide an explanation. Because these questions provide valuable demographic information, Sage filtered and processed the text responses to "Other" with the goal of re-categorizing the survey response into a new or existing category. This process was used on the following survey questions:
- Affiliation
- Frequency of ordering PD&R products
- How information from PD&R is used

Sage was able to move many "other" responses back into existing categories. For example, Sage created a new "Nonprofit" affiliation category and assigned it to 29 "Other" responses from the web survey and 64 "Other" responses from the eList survey. Another 25 responses from the eList survey were re-categorized as state/local government; 10 as real

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[11]The American Association for Public Opinion Research. *Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys. 6th edition*. AAPOR, 2009.

estate/mortgage, and 4 as academics/researchers. Among web survey respondents, 21 were moved to the real estate/mortgage category, 9 to the builders/architects category, and 23 to the academics/researchers category.

## *Analysis*

The survey questionnaire included satisfaction and agreement questions using a 5-point Likert scale where 1 represented "not at all satisfied" or "strongly disagree" and 5 represented "extremely satisfied" or "strongly agree." For all satisfaction or agreement questions, respondents could also select "do not know / N/A."

For this analysis, the Likert values were transformed into three categories: high, "mid" or moderate, and low satisfaction or agreement. High satisfaction included all scores of 4 or 5, mid satisfaction was 3, and low satisfaction was a score of 1 or 2. Responses of "do not know / N/A" were dropped from the analysis.

Since the telephone survey used non-proportionate sampling, the responses were weighted back to their proper proportion of the population for the final analysis. The stratum used was order type. The weighted percentages are reported for the phone survey.

### Comparison of Respondents and Non-Respondents to the Web Survey

To ensure the validity of the survey results and determine whether the data presented in this report are representative of the views of all site visitors, data for the HUD USER website survey respondents were compared with the available data for non-respondents to the survey. A comparison was possible only for the page on which the survey invite was viewed and the time of visit. Exhibit 5 compares the directory where the survey invite was viewed for both the respondents and the non-respondents. No statistically significant differences were found.

**Exhibit 5: Survey Respondents and Non-Respondents Based on Directory Where Survey Invitation Was Viewed**

|  | All Visitors | Survey Participants |
|---|---|---|
| Webstore | 0.48% | 0.58% |
| Datasets | 74.91% | 67.77% |
| Periodicals | 2.66% | 5.42% |
| Publications | 20.90% | 18.24% |
| RBC | 0.80% | 1.81% |
| Other/Unknown | 0.26% | 6.18% |

Similarly, a comparison of the time of visit of survey respondents with the non-respondents (Exhibit 6) showed no statistically significant differences. This comparison indicates that no significant differences existed between the respondents and non-respondents of the web survey.

**Exhibit 6: Time of Visit of Survey Respondents and Non-Respondents**

|  | All Visitors | Survey Participants |
|---|---|---|
| Sunday | 8.10% | 7.50% |
| Monday | 17.50% | 18.30% |
| Tuesday | 17.30% | 18.90% |
| Wednesday | 18.70% | 21.60% |
| Thursday | 17.20% | 18.30% |
| Friday | 14.00% | 13.70% |
| Saturday | 7.10% | 1.80% |

## Comparison of Survey Period Website Visitor Demographics With Whole Year

The data for the website visitors from the survey period were compared with those of the site visitors during the entire year. No statistically significant differences were found between the two time frames. A detailed description of the comparison is provided in Appendix D of this report.

## Comparison of eList Respondents and Non-Respondents

A comparison of eList survey respondents and non-respondents was not possible because the only information collected from the subscribers were their email addresses.

## Comparison of Phone Survey Respondents and Non-Respondents

The telephone survey respondents were compared with the customers in the HIRS database (Exhibit 7). The only comparison possible was the affiliation of the respondents. No statistically significant differences were found between the two customer groups.

**Exhibit 7: Affiliation of Survey Respondents and Non-Respondents**

| Affiliation | Phone Survey Period (Non-respondents) | Phone Survey Period (Respondents) |
|---|---|---|
| Individual/consumer | 79.0% | 73.2% |
| Architecture/engineering firm | 1.9% | 2.7% |
| HUD Regional/Field Office | 1.6% | 3.6% |
| University (student)* | 4.2% | 5.4% |
| Financial institute | 0.3% | 0.0% |
| HUD Field Office directors | 0.3% | 0.9% |
| Construction firm | 0.3% | 0.9% |
| University (Nonspecific) | 1.3% | 1.8% |
| HUD Headquarters | 0.3% | 0.0% |
| Others | 10.8% | 11.6% |

*Includes customers who identify themselves as students, not professors, and may include research associates and fellows.*

## Comparison of Phone Survey Sample With Customer Data for Whole Year

Exhibit 8 compares the affiliations of customers included in the survey with those of customers placing orders in the past year. No differences existed between the two time periods. Exhibit 9 compares the method customers used to place orders during the survey period with that used during the whole year. Once again the distribution was similar, showing that the survey respondents are representative of all PD&R customers.

**Exhibit 8: Affiliation of Survey Respondents and Customers for the Full Year**

| Affiliation From HIRS | Phone Survey Respondents | Customers (Full Year) |
|---|---|---|
| Individual/consumer | 73.2% | 65.9% |
| Architecture/engineering firm | 2.7% | 5.4% |
| HUD Regional/Field Office | 3.6% | 4.0% |
| University (student)* | 5.4% | 2.3% |
| Financial institute | 0.0% | 1.8% |
| HUD Field Office directors | 0.9% | 1.6% |
| Construction firm | 0.9% | 1.6% |
| University (Nonspecific) | 1.8% | 1.5% |
| HUD Headquarters | 0.0% | 1.3% |
| Others | 11.6% | 14.5% |

*Includes customers who identify themselves as students, not professors.*

**Exhibit 9: Method of Ordering Publications From HUD USER**

| | Survey Period | Full Year |
|---|---|---|
| Web Store | 79.8% | 79.8% |
| Telephone - 800 | 7.3% | 8.0% |
| Direct Mail | 0.0% | 0.0% |
| Telephone - Local | 0.0% | 0.4% |
| Others | 12.8% | 11.8% |
| Total | 100.0% | 100.0% |

## *HIRS Methodology*

Another task under this project was to produce tabulations of the publications ordered from HUD and fulfilled by PD&R. To produce such tables, Sage used the HIRS database and selected only transactions that occurred on or after October 26, 2008, and before October 25, 2009.

The database contained complete information on all transactions, including the publications ordered, the work affiliation of the purchaser, and how the order took place (web store, toll-free number, conference, and so on). The data were tabulated using SAS© to get information on the most popular publications and data sets ordered and the method of ordering these products.

### *Site Log Methodology*

To understand website visitors and their behavior, Sage also analyzed site log statistics for the HUD USER website. Sage used standard log analyzer software (Webtrends™ and 123LogAnalyzer™) to produce monthly website statistics. Data were obtained for a period of one year (October 26, 2008, to October 25, 2009). Selected information was tabulated both for the entire period and for the survey period. Data for the survey period were compared with those for the entire year to ensure that the survey period visitors were representative of all website visitors (Appendix D).

# Section 3: HUD USER Survey Results

This section documents the results from the PD&R Product Satisfaction Survey, administered through the eList, the website, and the non-HUD USER (telephone) sample. Where possible, data from all three surveys are compared.

## *Overall Satisfaction With Research Products From PD&R*

The first two questions on the survey form asked all survey respondents to rate their satisfaction with the quality and the usefulness of PD&R's research products. Including these items as the first questions provided the best chance for the highest response rate as well as data that were based on the respondents' intrinsic impression of PD&R products.

All satisfaction questions used a 5-point Likert scale, with values from 1 to 5, where 5 represents "extremely satisfied" and 1 represents "not at all satisfied." All satisfaction questions included an option to respond "Don't know / N/A" for all questions.

For this analysis, we reported respondents selecting 4 or 5 as *high satisfaction*, 1 or 2 as *low satisfaction*, and 3 as *mid satisfaction*. Respondents selecting "Don't know / N/A" were dropped from the per-item analysis. We reported that a respondent is *satisfied* if they selected a rating of 3 or higher.

This section presents a detailed look at the findings for the two measures, including a breakdown by survey type and key demographics.

### Overall Satisfaction With the Quality of PD&R Research Products

Respondent satisfaction with the quality of PD&R research is very high overall (Exhibit 10). Out of 1,716 web respondents, 89 percent were satisfied with the quality of research products from PD&R. The percentage of satisfied respondents was even higher for the 1,423 eList and 96 phone respondents, where 95 and 96 percent, respectively, were satisfied with the quality of research products from PD&R.

**Exhibit 10: Overall Satisfaction With the Quality of Research Products From PD&R**

|  | Web Survey | eList Survey | Phone Survey |
|---|---|---|---|
| Low satisfaction | 10.9% | 5.1% | 4.0% |
| High satisfaction | 89.1% | 94.9% | 96.0% |
| Responses (N) | 1,716 | 1,423 | 96 |

*Note: Response to the question, "How satisfied are you with the overall quality of research products from PD&R?"*

A large portion of respondents were highly satisfied (rating of 4 or 5) across all three surveys (Exhibit 11). More than two-thirds of website respondents and three-fourths of eList

respondents were highly satisfied. The phone survey had the largest percentage of highly satisfied respondents (84 percent).

**Exhibit 11: Overall Satisfaction With the Quality of Research Products From PD&R**

|  | Web Survey Respondents (N=1,716) | eList Survey Respondents (N=1,423) | Phone Survey Respondents (N=96) |
|---|---|---|---|
| □ High Satisfaction | 68.5% | 75.9% | 84.4% |
| □ Mid Satisfaction | 20.6% | 19.0% | 11.7% |
| ■ Low Satisfaction | 10.9% | 5.1% | 4.0% |

*Response to Question: How satisfied are you with the overall quality of research products from PD&R?*
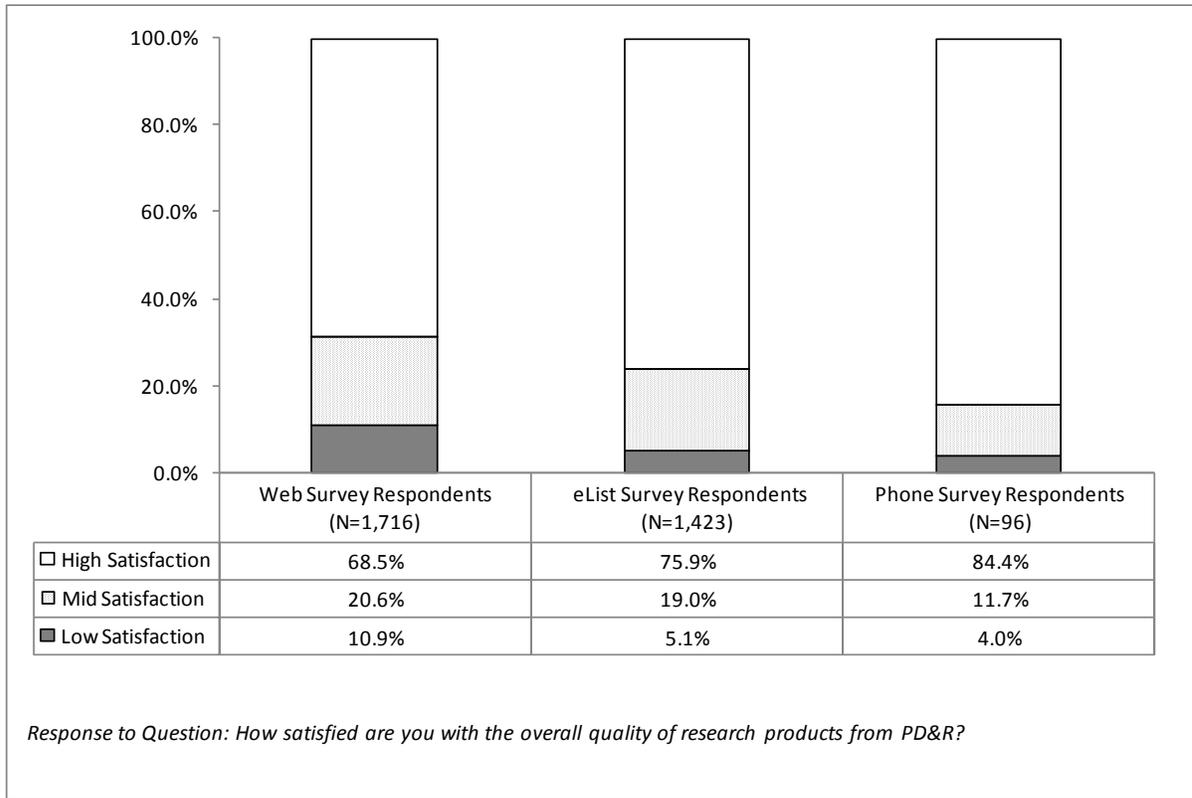
## <u>Overall Satisfaction With the Usefulness of PD&R's Research Products</u>

Measuring the level of satisfaction with the usefulness of PD&R's research products is the study's other key priority. Respondents to all three surveys were asked to rate the usefulness of PD&R research products.

Satisfaction with the usefulness of PD&R's research was very high overall (Exhibit 12). Out of 1,716 web respondents, nearly 89 percent were satisfied with the usefulness of research products from PD&R. This percentage is even higher for the eList and phone respondents, for whom 93 and 96 percent, respectively, were satisfied with the usefulness of research products from PD&R.

**Exhibit 12: Overall Satisfaction With the Usefulness of Research Products From PD&R**

|  | Web Survey | eList Survey | Phone Survey |
|---|---|---|---|
| Low satisfaction | 11.3% | 7.3% | 4.0% |
| High satisfaction | 88.7% | 92.7% | 96.0% |
| Total responses | 1,716 | 1,423 | 96 |

*Note: Response to the question, "How satisfied are you with the overall usefulness of research products from PD&R?"*

Most respondents were highly satisfied (rating of 4 or 5) across all three surveys (Exhibit 13). Sixty-eight percent of website respondents and 71 percent of eList respondents were satisfied with the usefulness of PD&R research products. The phone survey had the largest percentage of highly satisfied respondents, with nearly 80 percent.

**Exhibit 13: Overall Satisfaction With the Usefulness of Research Products From PD&R**



|  | Web Survey Respondents (N=1,716) | eList Survey Respondents (N=1,423) | Phone Survey Respondents (N=96) |
|---|---|---|---|
| ☐ High Satisfaction | 68.0% | 70.8% | 79.5% |
| ☐ Mid Satisfaction | 20.7% | 21.9% | 16.6% |
| ☐ Low Satisfaction | 11.3% | 7.4% | 4.0% |

*Response to Question: How satisfied are you with the overall usefulness of research products from PD&R?*
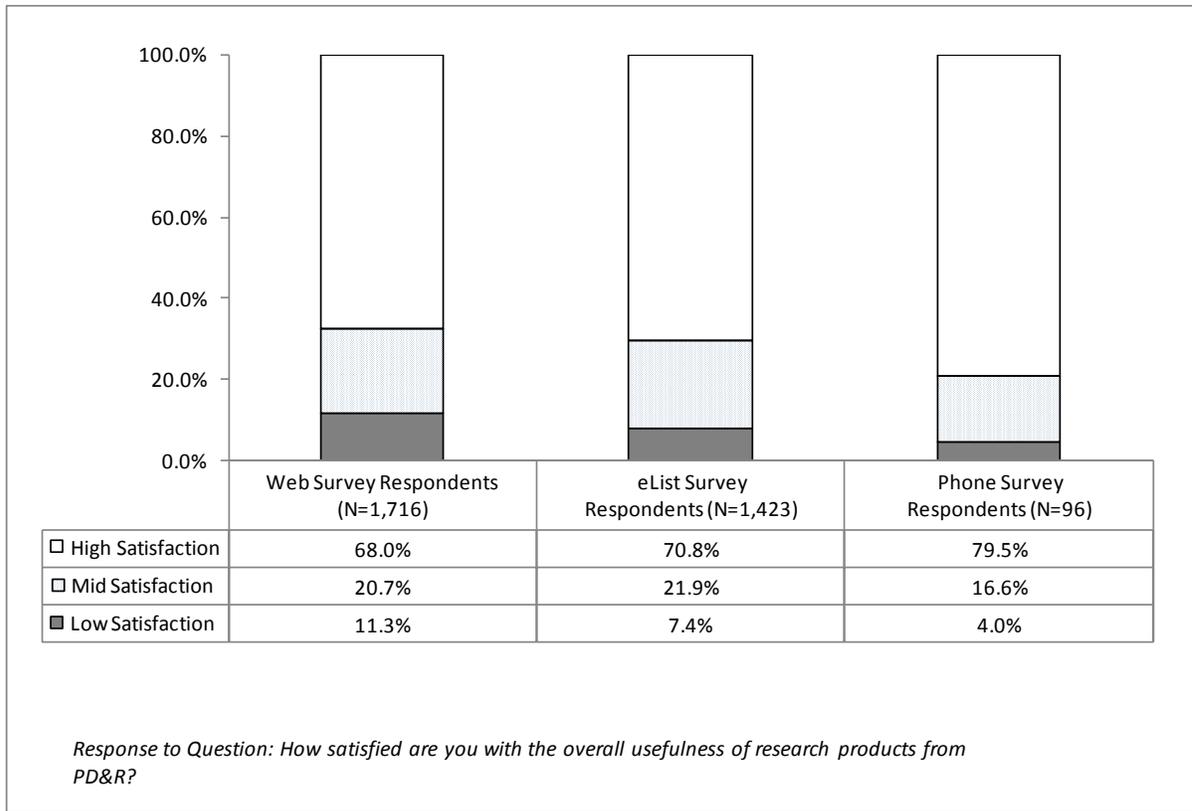
## *Who Were the Respondents? Demographics and Background*

The survey respondents came from three sources: visitors to the HUD USER website, subscribers to HUD USER's eLists, and customers who placed a phone order through the HUD USER Clearinghouse. A total of 3,251 completed surveys were collected; 1,716 from the website, 1,423 from the eList, and 112 from the HUD USER Clearinghouse telephone survey.

To better understand PD&R's audience, the survey included a number of key demographic questions about gender, topic areas of interest, how the respondents used information from HUD USER, how often they order research items, their work affiliation, and how likely they would be to return to HUD USER.

Exhibit 14 compares the gender distribution of the three survey respondent groups. Both website and eList respondents were mostly female (65 percent and 56 percent, respectively), whereas 60 percent of the telephone respondents were male.

**Exhibit 14: Gender of Survey Respondents**



| | HUD USER Web Survey Respondents (N=1,716) | HUD USER eList Survey Respondents (N=1,423) | HUD USER Phone Survey Respondents |
|---|---|---|---|
| ■ Female | 65.0% | 56.1% | 40.2% |
| □ Male | 35.0% | 43.9% | 59.8% |

*Response to Question: For Statistical use only, what is your Gender?*
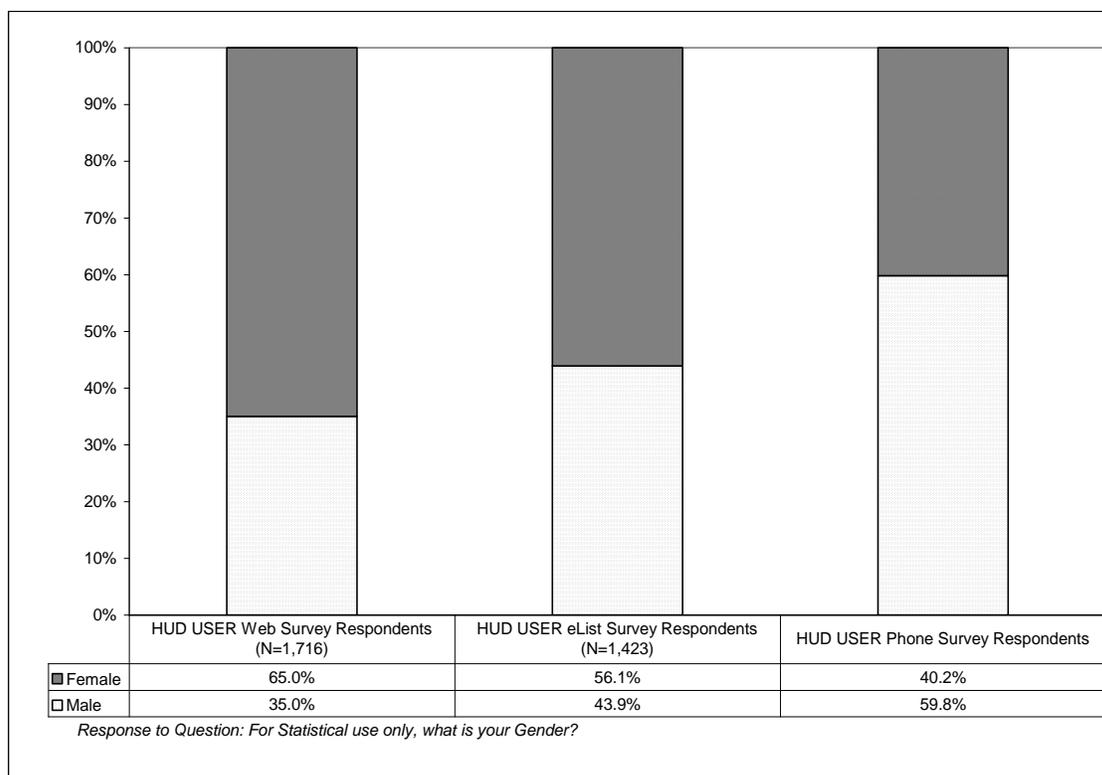
Work affiliation of all three survey respondents was widely distributed (Exhibit 15). Among website respondents, the largest group was "other" (27 percent) followed by state/local government (16 percent). The "other" group included accountants, administrative staff, medical/health professionals, authors, collection agencies, and homemakers. A detailed list is provided in Appendix E. The work affiliation of eList respondents was also widely distributed. However, a large proportion of respondents were state/local government (34

percent), real estate/mortgage (10 percent), other (9 percent), and consultant (9 percent). Other affiliations included social services, management, information technology, and voucher recipient. The single largest affiliation for phone survey respondents was researcher/academic/student at 24 percent. Fifteen percent responded that their work affiliation was "other."

**Exhibit 15: Work Affiliation of Survey Respondents**

|  | Web Survey Respondents (N=1,716) | eList Survey Respondents (N=1,423) | Phone Survey Respondents (N=96) |
|---|---|---|---|
| Federal government | 8.6% | 5.9% | 7.0% |
| State/local government | 16.4% | 33.6% | 6.2% |
| Researcher/academic/student | 9.7% | 10.4% | 23.5% |
| Consultant | 8.4% | 8.7% | 12.8% |
| Trade/professional organization | 4.1% | 3.5% | 2.4% |
| Builder/developer/architect | 3.8% | 4.9% | 13.5% |
| Housing advocate | 6.9% | 7.3% | 12.0% |
| Faith-based organization | 3.5% | 2.3% | 0.2% |
| Real estate/mortgage Industry | 10.0% | 9.9% | 7.0% |
| Other | 26.9% | 9.1% | 15.4% |
| Nonprofit | 1.9% | 4.6% | 0.0% |

Many website respondents (39 percent) reported that the frequency of ordering was "other" (Exhibit 16). This group included people who said they had never placed an order but rather downloaded publications as needed. It also included respondents who visited the data set systems for the information they need (for example, the Income Limits Documentation System) but do not download information or place orders. They are customers of PD&R— they use the information from HUD USER and are familiar with the PD&R research products. Nearly 20 percent of website respondents order publications 2 to 3 times a year. Among eList respondents, most (40 percent) place orders 2 to 3 times a year and another 24 percent order once a month. Of the telephone respondents, nearly 31 percent order 2 to 3 times a year whereas 27 percent had placed an order only once.

### Exhibit 16: Frequency of Ordering PD&R Products

|  | Web Survey Respondents (N=1,716) | eList Survey Respondents (N=1,423) | Phone Survey Respondents |
|---|---|---|---|
| 2 or more times per month | 14.1% | 11.7% | 10.8% |
| Once a month | 11.6% | 24.0% | 14.4% |
| 2-3 times a year | 19.9% | 40.4% | 30.8% |
| Only once | 15.0% | 8.9% | 27.4% |
| Other | 39.3% | 15.0% | 16.6% |
| Total | 100.0% | 100.0% | 100.0% |

*Response to Question: How often do you order/download publications, periodicals or data sets from HUD USER?*

Note: Other includes customers who either use data systems such as Income Limits and Qualified Census Tracts without placing orders or read online newsletters such as Breakthroughs without downloading.

Website respondents use the information from PD&R mostly for reference (47 percent) or for research (46 percent), whereas 74 percent of the eList respondents use the information for reference (exhibit 17). Of the telephone respondents, 60 percent use the information for research and 41 percent use it for reference.

### Exhibit 17: Use of Information From PD&R

|  | Web Survey Respondents (N=1,716) | eList Survey Respondents (N=1,423) | Phone Survey Respondents |
|---|---|---|---|
| For reference | 46.6% | 73.7% | 41.1% |
| For research | 45.6% | 59.8% | 60.3% |
| To provide data to others | 30.4% | 51.4% | 42.5% |
| To make decisions and/or set policy | 22.8% | 32.2% | 12.5% |
| For personal interest | 31.5% | 31.5% | 22.1% |
| To grow my business | 6.7% | 8.2% | 14.7% |
| Other | 6.3% | 2.5% | 9.0% |

*Note: Percentages do not total 100% because respondents could make multiple selections.*
*Response to the question, "Typically, how do you use the information on the HUD USER website?"*

Exhibit 18 presents the data on the respondents' likelihood of returning to HUD USER for information. Website respondents were very likely to return to HUD USER (61 percent very likely, 22 percent probably). Of the eList respondents, 56 percent were very likely to return and 30 percent probably would return to the website for similar products. Nearly 71 percent

of the phone respondents were very likely to return to the HUD USER website for housing-related research products.

**Exhibit 18: Likelihood of Returning to HUD USER**

|  | Web Survey Respondents (N=1,716) | eList Survey Respondents (N=1,423) | Phone Survey Respondents |
|---|---|---|---|
| Very Likely | 60.5% | 55.8% | 70.5% |
| Probably | 21.6% | 29.8% | 19.8% |
| Not sure | 14.2% | 11.5% | 2.4% |
| Unlikely | 2.9% | 2.9% | 7.3% |
| Definitely not | 0.9% | 0.1% | 0.0% |

*Response to Question: When looking for housing-related research in the future, how likely are you to return to HUD USER?*

All three survey respondent groups reported a strong interest in affordable housing (Exhibit 19). Nearly 67 percent of website respondents, 77 percent of eList respondents, and 85 percent of phone survey respondents reported an interest in affordable housing. Of the website respondents, 42 percent reported an interest in public/assisted housing research, 36 percent in housing finance, and 30 percent in economic and housing market reports. Seventy-two percent of the phone respondents were interested in community development issues, 60 percent in economic and housing market reports, and 59 percent in public/assisted housing research. Thirteen percent of the website respondents and 9 percent of the eList respondents also reported other areas of interest. Other areas of interest included geriatrics, tribal housing, environment and development, housing discrimination, healthy homes, foreclosure, American Housing Survey data uses and studies, and innovations in construction.

**Exhibit 19: Research Topics of Interest of Survey Respondents**

|  | Website Respondents | eList Respondents | Phone Respondents |
|---|---|---|---|
| Affordable housing | 66.8% | 77.4% | 84.9% |
| Economic & housing market reports | 29.5% | 50.0% | 60.1% |
| Building/construction technology and methods | 14.4% | 30.0% | 55.2% |
| Housing finance | 35.9% | 48.8% | 52.0% |
| Public/assisted housing research | 41.8% | 47.4% | 58.8% |
| Community development issues | 24.4% | 55.2% | 71.5% |
| GIS resources | 10.2% | 20.0% | 39.9% |
| Evaluation of government programs | 22.2% | 42.9% | 48.9% |
| Other | 13.2% | 9.1% | 8.0% |

*Note: Percentages do not total 100% because respondents could make multiple selections.*
*Response to the question, "Which of the following research topic areas interest you?"*

## *Overall Satisfaction by Respondents Characteristics*

### Overall Satisfaction by Affiliation

The respondents' satisfaction level with PD&R research products (quality and usefulness) were tabulated by the reported work affiliation.

The first, quality, is presented in Exhibit 20. The percentage of highly satisfied website survey respondents was found to vary significantly by work affiliation. Ninety-one percent of nonprofit website respondents were highly satisfied compared with just 60 percent of housing advocates. These variability patterns were repeated among the eList survey respondents, where a chi-square test of independence showed a statistically significant variation in satisfaction by affiliation (Exhibit 21). However, the high/low satisfaction groups are different, as researchers are the most satisfied (86 percent highly satisfied) compared with faith-based organizations (64 percent highly satisfied). The phone survey showed high satisfaction across the board with the exception of consultants, who are just 68 percent satisfied.

Exhibit 22 presents the data on overall satisfaction with the usefulness of PD&R research products by affiliation. Again, the satisfaction levels with usefulness of PD&R products varied by affiliation. Among website survey respondents, almost 80 percent of the consultants reported high satisfaction whereas only 67 percent of the housing advocates reported high satisfaction. The eList respondents also showed significant variation in satisfaction levels. Federal government respondents are the most satisfied (81 percent highly satisfied) compared with 62 percent of faith-based organizations. Phone survey respondents reported high satisfaction levels across all work affiliations with the exception of consultants (68 percent) and the real estate industry (66 percent).

Detailed results by affiliation are included in Appendix F.

**Exhibit 20: Overall Satisfaction With the Quality of PD&R Research, by Affiliation**

| | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **Website respondents (N = 1,716)** | | | |
| Federal Government | 69.4% | 20.7% | 9.9% |
| State/local government | 76.9% | 18.5% | 4.6% |
| Researcher/academic/student | 77.1% | 12.8% | 10.1% |
| Consultant | 79.4% | 15.0% | 5.6% |
| Trade/professional organization | 72.7% | 13.6% | 13.6% |
| Builder/developer/architect | 68.9% | 22.2% | 8.9% |
| Housing advocate | 59.5% | 28.6% | 11.9% |
| Faith-based organization | 73.8% | 16.7% | 9.5% |
| Real estate/mortgage industry | 65.3% | 24.8% | 9.9% |
| Other | 65.5% | 21.9% | 12.6% |
| Nonprofit | 91.3% | 8.7% | 0.0% |
| | | | |
| **eList survey respondents (N=1,423)** | | | |
| Federal government | 85.5% | 11.6% | 2.9% |
| State/local government | 75.7% | 20.7% | 3.6% |
| Researcher/academic/student | 86.1% | 10.2% | 3.7% |
| Consultant | 81.6% | 16.7% | 1.8% |
| Trade/professional organization | 67.4% | 20.9% | 11.6% |
| Builder/developer/architect | 78.2% | 18.2% | 3.6% |
| Housing advocate | 72.5% | 19.8% | 7.7% |
| Faith-based organization | 64.0% | 36.0% | 0.0% |
| Real estate/mortgage industry | 70.3% | 24.0% | 5.8% |
| Other | 68.6% | 19.6% | 11.8% |
| Nonprofit | 77.6% | 17.2% | 5.2% |
| | | | |
| **Phone survey respondents (N=96)** | | | |
| Federal government | 100.0% | 0.0% | 0.0% |
| State/local government | 100.0% | 0.0% | 0.0% |
| Researcher/academic/student | 94.8% | 5.2% | 0.0% |
| Consultant | 67.8% | 21.5% | 10.7% |
| Trade/professional organization | 100.0% | 0.0% | 0.0% |
| Builder/developer/architect | 78.1% | 11.0% | 11.0% |
| Housing advocate | 78.2% | 21.8% | 0.0% |
| Faith-based organization | 100.0% | 0.0% | 0.0% |
| Real estate/mortgage industry | 83.8% | 16.2% | 0.0% |
| Other | 74.2% | 17.2% | 8.6% |
| Nonprofit | N/A | N/A | N/A |

*Note: Response to the question, "How satisfied are you with the quality of research products from PD&R?"*

**Exhibit 21: Significance Test of Overall Satisfaction with Quality and Usefulness of PD&R Research by Affiliation and Gender for eList Survey Respondents**

|  | Chi-Square Test Statistic | Chi-Square P Value |
|---|---|---|
| **By Affiliation** |  |  |
| Overall Satisfaction With the Quality of PD&R Research | 27.66 | 0.00 |
| Overall Satisfaction With the Usefulness of PD&R Research | 21.77 | 0.02 |
| **By Gender** |  |  |
| Overall Satisfaction With the Quality of PD&R Research | 4.76 | 0.09 |
| Overall Satisfaction With the Usefulness of PD&R Research | 3.66 | 0.16 |

*Note: A chi-square test of independence was used to test if there was a significant difference in satisfaction across either affiliation or gender for the eList survey respondents.*

**Exhibit 22: Overall Satisfaction With the Usefulness of PD&R Research, by Affiliation**

| | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER website respondents (N=1,716)** | | | |
| Federal government | 72.8% | 18.4% | 8.8% |
| State/local government | 76.7% | 18.7% | 4.7% |
| Researcher/academic/student | 72.7% | 15.5% | 11.8% |
| Consultant | 79.8% | 10.6% | 9.6% |
| Trade/professional organization | 65.9% | 22.7% | 11.4% |
| Builder/developer/architect | 76.6% | 14.9% | 8.5% |
| Housing advocate | 67.1% | 22.7% | 10.2% |
| Faith-based organization | 71.1% | 22.2% | 6.7% |
| Real estate/mortgage industry | 66.9% | 23.1% | 9.9% |
| Other | 60.5% | 24.8% | 14.7% |
| Nonprofit | 78.3% | 17.4% | 4.4% |
| | | | |
| **eList survey respondents (N=1,423)** | | | |
| Federal government | 81.2% | 14.5% | 4.4% |
| State/local government | 70.7% | 23.5% | 5.8% |
| Researcher/academic/student | 80.3% | 13.9% | 5.8% |
| Consultant | 75.2% | 21.2% | 3.5% |
| Trade/professional organization | 62.8% | 18.6% | 18.6% |
| Builder/developer/architect | 63.6% | 29.1% | 7.3% |
| Housing advocate | 67.4% | 21.7% | 10.9% |
| Faith-based organization | 61.5% | 34.6% | 3.9% |
| Real estate/mortgage industry | 63.9% | 27.1% | 9.0% |
| Other | 66.3% | 20.8% | 12.9% |
| Nonprofit | 74.1% | 22.4% | 3.5% |
| | | | |
| **Phone survey respondents (N=96)** | | | |
| Federal government | 100.0% | 0.0% | 0.0% |
| State/local government | 100.0% | 0.0% | 0.0% |
| Researcher/academic/student | 87.6% | 12.4% | 0.0% |
| Consultant | 67.8% | 21.5% | 10.7% |
| Trade/professional organization | 100.0% | 0.0% | 0.0% |
| Builder/developer/architect | 64.0% | 36.0% | 0.0% |
| Housing advocate | 78.2% | 21.8% | 0.0% |
| Faith-based organization | 100.0% | 0.0% | 0.0% |
| Real estate/mortgage industry | 66.2% | 17.5% | 16.2% |
| Other | 74.2% | 17.2% | 8.6% |

## Overall Satisfaction by Gender

Respondents' satisfaction level with the quality of PD&R research products varied little by gender for website and eList respondents (Exhibit 23). For the website survey, the percentages varied by a few percentage points by gender, with a slightly higher proportion of males rating high satisfaction. However, when looking at mid and high satisfaction combined, a slightly larger proportion of females had higher satisfaction (91 percent compared with 89 percent for males). The story was very similar for eList respondents. A larger proportion of males reported high satisfaction with the quality of PD&R research compared with females, but the percentages were very close when looking at mid and high satisfaction combined. A chi-square test of independence did not find a statistically significant difference between male and female eList users regarding satisfaction with the quality of PD&R research (Exhibit 21). The phone survey reported a large difference in high satisfaction between males and females. Males were much more likely to rate their satisfaction high than females. However, once again, when looking at mid-level satisfaction and up, the percentages were nearly the same.

**Exhibit 23: Overall Satisfaction With the Quality of PD&R Research, by Gender**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER website respondents (N=1,716)** | | | |
| Male | 71.3% | 17.8% | 10.9% |
| Female | 69.0% | 21.9% | 9.1% |
| | | | |
| **eList survey respondents (N=1,423)** | | | |
| Male | 79.6% | 16.0% | 4.4% |
| Female | 74.3% | 20.2% | 5.5% |
| | | | |
| **Phone survey respondents (N=96)** | | | |
| Male | 96.9% | 0.0% | 3.1% |
| Female | 75.3% | 20.2% | 4.6% |

*Note: Response to the question, "How satisfied are you with the quality of research products from PD&R?"*

Respondents' satisfaction level with the usefulness of PD&R research products also varied little by gender for website and eList respondents (Exhibit 24). For both survey groups, more males reported high satisfaction than do females. However, grouping mid-level satisfaction with high-level satisfaction evens the playing field. In both groups, little difference existed between males and females—only about one percent in both cases. A chi-square test of independence did not find a statistically significant difference between male and female eList users regarding satisfaction with the usefulness of PD&R research (Exhibit 21). Just as with the *quality* of PD&R research, there appeared to be a large difference in the proportion of male phone respondents giving high satisfaction ratings for the *usefulness* of PD&R research (70 percent) compared with females (93 percent) However, this large difference is negated by

examining mid- and high-level satisfaction, where the proportions are 96 percent of males and 97 percent of females. Detailed results by gender are included in Appendix G.

**Exhibit 24: Overall Satisfaction With the Usefulness of PD&R Research, by Gender**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER website respondents (N=1,716)** | | | |
| Male | 72.9% | 17.5% | 9.6% |
| Female | 66.8% | 22.4% | 10.8% |
| | | | |
| **eList survey respondents (N=1,423)** | | | |
| Male | 74.0% | 19.2% | 6.8% |
| Female | 69.1% | 23.2% | 7.7% |
| | | | |
| **Phone survey respondents (N=96)** | | | |
| Male | 69.8% | 25.7% | 4.5% |
| Female | 92.9% | 3.9% | 3.2% |

*Note: Response to the question, "How satisfied are you with the overall usefulness of research products from PD&R?"*

## Overall Satisfaction by Type of Product

Exhibit 25 demonstrates customers' satisfaction with the quality of PD&R research by product type ordered.[12] Website and eList users displayed fairly consistent satisfaction rates regardless of product type accessed. Respondents accessing publications rated the quality of research lowest compared with respondents accessing periodicals or data sets, although the difference was only a few percentage points.

All phone respondents who ordered data sets (100 percent) were highly satisfied with the quality of PD&R research. Phone respondents ordering periodicals were slightly less satisfied, although 100 percent of them rated their satisfaction as 3 or higher. Satisfaction rates for publication customers were somewhat lower, with 80 percent highly satisfied and 94 percent moderately satisfied or above.

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[12]Website and eList respondents could be in multiple categories, whereas phone respondents were limited to one category. The website and eList categorization is based on a series of questions asking respondents whether they had ever read, downloaded, or ordered publications, data sets, or periodicals. Respondents to the phone survey were sorted into one category, based on their order type, sourced from the HUD USER Clearinghouse customer database.

**Exhibit 25: Overall Satisfaction With the Quality of PD&R Research, by Product Type**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER website respondents (N=1,716)** | | | |
| Reports from PD&R | 78.6% | 14.7% | 6.7% |
| Data sets from PD&R | 79.1% | 15.2% | 5.8% |
| Periodicals from PD&R | 83.7% | 10.5% | 5.8% |
| **eList survey respondents (N=1,423)** | | | |
| Reports from PD&R | 79.4% | 16.7% | 3.9% |
| Data sets from PD&R | 83.0% | 13.6% | 3.4% |
| Periodicals from PD&R | 80.1% | 16.7% | 3.3% |
| **Phone survey respondents (N=96)** | | | |
| Reports from PD&R | 80.4% | 13.7% | 5.9% |
| Data sets from PD&R | 100.0% | 0.0% | 0.0% |
| Periodicals from PD&R | 91.7% | 8.3% | 0.0% |

Exhibit 26 shows the level of satisfaction with the usefulness of PD&R research by product type ordered. Satisfaction rates were consistent across product types and survey groups. Respondents accessing publications were least satisfied with the usefulness of the research across all three surveys, but their satisfaction was only marginally lower than that of those respondents who accessed periodicals or data sets.

**Exhibit 26: Overall Satisfaction With the Usefulness of PD&R Research, by Product Type Read/Downloaded/Ordered**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER website respondents** | | | |
| Reports from PD&R | 77.6% | 14.2% | 8.2% |
| Data sets from PD&R | 79.3% | 14.0% | 6.7% |
| Periodicals from PD&R | 81.4% | 12.4% | 6.2% |
| **eList survey respondents** | | | |
| Reports from PD&R | 73.9% | 19.9% | 6.3% |
| Data sets from PD&R | 78.3% | 16.4% | 5.3% |
| Periodicals from PD&R | 75.0% | 19.8% | 5.2% |
| **Phone survey respondents** | | | |
| Reports from PD&R | 75.5% | 20.4% | 4.1% |
| Data sets from PD&R | 85.7% | 14.3% | 0.0% |
| Periodicals from PD&R | 87.5% | 8.3% | 4.2% |

## Overall Satisfaction by Use of Information

To better understand how customers use the extensive information HUD USER offers, the survey asked respondents to select all the potential uses that apply to them from the following list:

- For reference
- For research
- To provide data for others
- To make decisions and/or set policy
- For personal interest
- To grow my business
- Other (fill in)

The respondents were then asked to evaluate their satisfaction with both the quality (Exhibit 27) and usefulness (Exhibit 28) of the research for their chosen purposes.

Among website survey respondents, those who used PD&R research to make decisions or set policy were the most satisfied with the research's quality, with 79 percent being highly satisfied. By comparison, only 68 percent of website survey respondents who used the information to grow their business were highly satisfied with the research quality.

eList respondents had consistently high satisfaction rates with the quality of PD&R research across all uses of information. Only a few percentage points separated the most satisfied respondents—those who used the information to grow their businesses—from the second-least satisfied—those who accessed the information out of personal interest (80 percent and 76 percent, respectively). eList users who used PD&R research for other purposes were the least satisfied with the quality of PD&R research; however, this group represented only 2.5 percent of all eList respondents, and these "other" uses were varied and sometimes unknown.

Phone respondents also had consistently high satisfaction rates with the quality of PD&R research for their chosen purposes. Only a few percentage points separated the most satisfied respondents—those who used the information out of personal interest—from the least satisfied respondents—those who used the information to grow their businesses (88 percent and 80 percent, respectively).

**Exhibit 27: Overall Satisfaction With the Quality of PD&R Research, by Use of Information**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER website respondents** | | | |
| For reference | 74.2% | 20.3% | 5.6% |
| For research | 72.2% | 20.6% | 7.3% |
| To provide data to others | 74.3% | 20.3% | 5.5% |
| To make decisions and/or set policy | 79.0% | 16.7% | 4.3% |
| For personal interest | 70.5% | 20.9% | 8.6% |
| To grow my business | 67.7% | 23.2% | 9.1% |
| Other | 66.2% | 13.2% | 20.6% |
| | | | |
| **eList survey respondents** | | | |
| For reference | 77.6% | 18.2% | 4.3% |
| For research | 78.0% | 17.1% | 4.9% |
| To provide data to others | 79.3% | 16.5% | 4.2% |
| To make decisions and/or set policy | 77.8% | 18.7% | 3.5% |
| For personal interest | 76.0% | 17.7% | 6.3% |
| To grow my business | 80.2% | 15.3% | 4.5% |
| Other | 50.0% | 38.5% | 11.5% |
| | | | |
| **Phone survey respondents** | | | |
| For reference | 84.5% | 12.4% | 3.2% |
| For research | 85.4% | 10.4% | 4.2% |
| To provide data to others | 82.7% | 14.4% | 3.0% |
| To make decisions and/or set policy | 81.3% | 18.7% | 0.0% |
| For personal interest | 87.9% | 12.1% | 0.0% |
| To grow my business | 80.1% | 19.9% | 0.0% |
| Other | 81.3% | 18.7% | 0.0% |

Among website visitors, those using PD&R research to make decisions or set policy were the most satisfied with the research's usefulness; 78 percent of these users expressed high satisfaction compared with only 63 percent of those who used the information out of personal interest (Exhibit 28). Website respondents using PD&R research for reference or research had mid-range satisfaction levels (73 and 70 percent highly satisfied, respectively).

eList respondents had consistently high satisfaction with the usefulness of PD&R research, across all uses of information. The most satisfied, those that used the information to grow their business, were only a few percentage points different than the least satisfied, those that used the information for personal interest (77 percent and 70 percent, respectively). Mirroring the results shown in Exhibit 27, eList users who used PD&R research for other purposes were much less satisfied with the usefulness of PD&R research. However, once again, this subset of eList users represented a very small group (only 2.5 percent of all eList responses), and their uses for the research were varied and sometimes unknown.

Phone respondents were very highly satisfied with the usefulness of PD&R research across all uses of information. The most satisfied group were those who used the research out of personal interest—100 percent were at least moderately satisfied, and 87 percent were highly satisfied. In fact, phone respondents using PD&R research for reference, to make decisions, for personal interest, or to grow their business were 100-percent satisfied (scoring mid-level and above) with the usefulness of PD&R research.

**Exhibit 28: Overall Satisfaction With the Usefulness of PD&R Research, by Use of Information**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER website respondents** |  |  |  |
| For reference | 72.5% | 21.1% | 6.4% |
| For research | 70.4% | 20.6% | 9.0% |
| To provide data to others | 74.3% | 19.4% | 6.3% |
| To make decisions and/or set policy | 77.7% | 16.2% | 6.1% |
| For personal interest | 63.3% | 25.3% | 11.4% |
| To grow my business | 68.4% | 21.4% | 10.2% |
| Other | 53.9% | 20.0% | 26.2% |
| **eList survey respondents** |  |  |  |
| For reference | 72.9% | 20.9% | 6.2% |
| For research | 72.9% | 20.0% | 7.1% |
| To provide data to others | 73.8% | 19.7% | 6.6% |
| To make decisions and/or set policy | 72.8% | 21.4% | 5.8% |
| For personal interest | 70.2% | 21.8% | 8.0% |
| To grow my business | 76.6% | 18.0% | 5.4% |
| Other | 56.0% | 20.0% | 24.0% |
| **Phone survey respondents** |  |  |  |
| For reference | 79.5% | 20.6% | 0.0% |
| For research | 80.1% | 15.6% | 4.3% |
| To provide data to others | 84.6% | 9.5% | 5.9% |
| To make decisions and/or set policy | 81.3% | 18.7% | 0.0% |
| For personal interest | 86.7% | 13.3% | 0.0% |
| To grow my business | 80.1% | 19.9% | 0.0% |
| Other | 77.1% | 22.9% | 0.0% |

## Overall Satisfaction by Frequency of Ordering or Downloading

Respondents reported how often they accessed PD&R research via downloading or ordering. As discussed earlier, eList and phone respondents were much more likely to have ordered or downloaded research and to have done so at higher frequencies.

Exhibits 29 and 30 report the satisfaction of survey respondents with the quality and usefulness of PD&R research, sorted by the frequency with which they ordered or downloaded the information. As their ordering frequency rose, survey respondents showed

increased overall satisfaction with PD&R's research quality (Exhibit 29). Website visitors and eList respondents showed a clear pattern of increasing satisfaction with the quality of PD&R research. Only 61 percent of website survey respondents who ordered only once were highly satisfied with the quality of PD&R research compared with 81 percent of PD&R's most frequent customers. Respondents to the eList survey followed a nearly identical pattern, with approximately 79 to 82 percent of regular customers being highly satisfied compared with 53 percent of customers who ordered only once. Phone respondents who reported ordering more than once had very high satisfaction levels with the quality of research (between 89 and 92 percent). Among phone respondents who had ordered only once, satisfaction with research quality was much lower (68 percent highly satisfied). Because this group represented over one-fourth of phone respondents, improving these customers' satisfaction with HUD USER and PD&R should be a priority.

**Exhibit 29: Overall Satisfaction With the Quality of PD&R Research, by Frequency of Ordering/Downloading**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER website respondents** | | | |
| 2 or more times monthly | 81.4% | 12.6% | 6.0% |
| Once a month | 77.9% | 14.5% | 7.6% |
| 2–3 times annually | 77.4% | 17.9% | 4.7% |
| Only once | 61.0% | 30.8% | 8.2% |
| Other* | 59.7% | 23.8% | 16.5% |
| | | | |
| **eList survey respondents** | | | |
| 2 or more times monthly | 81.2% | 15.6% | 3.3% |
| Once a month | 81.9% | 15.6% | 2.5% |
| 2 – 3 times annually | 79.2% | 16.1% | 4.7% |
| Only once | 53.2% | 36.2% | 10.6% |
| Other* | 63.4% | 27.5% | 9.2% |
| | | | |
| **Phone survey respondents** | | | |
| 2 or more times monthly | 89.4% | 10.6% | 0.0% |
| Once a month | 90.7% | 9.3% | 0.0% |
| 2 – 3 times annually | 92.3% | 3.7% | 4.0% |
| Only once | 68.5% | 21.0% | 10.5% |
| Other* | 83.9% | 16.1% | 0.0% |

*"Other" includes customers who either use data sets such as Income Limits or Qualified Census Tracts without placing orders or who read the online newsletter Breakthroughs without downloading it.*

Overall satisfaction with the usefulness of PD&R research also tended to rise with the frequency of ordering, especially for website and eList responses (Exhibit 30). Among website survey respondents, nearly 80 percent of frequent users were highly satisfied compared with just 60 percent of one-time users. The discrepancy was similar for the eList respondents — 75 percent of the most frequent users were highly satisfied compared with 47

percent of one-time users. Phone respondents who reported ordering more than once were very highly satisfied with the usefulness of PD&R research. Phone respondents who had ordered only once had much lower satisfaction rates (66 percent highly satisfied). Because this group represented about a quarter of the phone respondents, improving these customers' satisfaction with HUD USER and PD&R research should be a priority.

**Exhibit 30: Overall Satisfaction With the Usefulness of PD&R Research, by Frequency of Ordering/Downloading**

|  | **High Satisfaction** | **Mid Satisfaction** | **Low Satisfaction** |
|---|---|---|---|
| **HUD USER Website Respondents** |  |  |  |
| 2 or more times monthly | 79.3% | 13.8% | 6.9% |
| Once a month | 79.1% | 13.5% | 7.4% |
| 2–3 times annually | 75.8% | 17.5% | 6.8% |
| Only once | 59.7% | 31.5% | 8.8% |
| Other* | 57.9% | 25.4% | 16.6% |
|  |  |  |  |
| **eList Survey Respondents** |  |  |  |
| 2 or more times monthly | 74.7% | 19.2% | 6.2% |
| Once a month | 77.1% | 16.5% | 6.5% |
| 2–3 times annually | 72.7% | 21.3% | 5.9% |
| Only once | 47.3% | 41.9% | 10.8% |
| Other* | 55.4% | 29.2% | 15.4% |
|  |  |  |  |
| **Phone Survey Respondents** |  |  |  |
| 2 or more times monthly | 89.4% | 0.0% | 10.6% |
| Once a month | 100.0% | 0.0% | 0.0% |
| 2–3 times annually | 87.5% | 8.5% | 4.0% |
| Only once | 65.7% | 28.8% | 5.5% |
| Other* | 56.9% | 43.1% | 0.0% |

*"Other" includes customers who either use data sets such as Income Limits or Qualified Census Tracts without placing orders or who read online the newsletter* Breakthroughs *without downloading it.*

## PD&R Reports and Publications

Website and eList respondents were asked if they ever "read, downloaded, or ordered reports from PD&R." If they answered yes, they were asked a series of seven satisfaction questions and three additional items specifically related to those reports and publications. The same set of questions were posed to phone survey respondents with HUD USER Clearinghouse order history for printed reports and publications.

## Satisfaction With PD&R Reports and Publications

Respondents rated their satisfaction with PD&R reports and publications on seven factors and characteristics:

- Quality of PD&R reports.
- Level of detail in PD&R reports.
- Topic covered by PD&R reports.
- Usefulness of PD&R reports.
- Organization of PD&R reports.
- Clarity of the information.
- Ease of finding PD&R reports on the website.

These items were available only to respondents reporting that they had read, downloaded, or ordered reports or publications from PD&R. This group represented 40 percent of website respondents, 74 percent of eList respondents, and 51 percent of phone respondents. Results for all three survey groups are presented in Exhibits 31 to 37.[13] Respondents across all three survey groups generally were very satisfied with the report and publication characteristics. Only one characteristic, ease of finding PD&R reports on the website, was rated noticeably lower than the others. Most publication statements had satisfaction rates between 70 and 85 percent. Approximately 60 percent of website, eList, and phone respondents rated ease of finding reports highly. In general, website visitors had slightly higher levels of dissatisfaction than either eList or phone respondents. Phone respondents were generally the most satisfied with PD&R publications.

A very high percentage of respondents reported being very highly satisfied with the quality of research reports from PD&R (Exhibit 31). Eighty-two percent of website respondents, 85 percent of eList respondents, and 86 percent of the phone respondents reported being highly satisfied. Counting satisfaction as a rating of 3 or higher, these percentages become an overwhelming majority at 96 percent, 98 percent, and 100 percent of the website, eList, and phone respondents, respectively.

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[13]A chi-square test of equal proportions was computed for each satisfaction statement for the eList data. At a significance level of 0.01, the distribution of responses for each statement was found to be unequal.

**Exhibit 31: Satisfaction With Quality of PD&R Reports**



| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Satisfaction | 82.0% | 84.9% | 86.3% |
| ☐ Mid Satisfaction | 13.9% | 12.8% | 13.7% |
| ■ Low Satisfaction | 4.1% | 2.3% | 0.0% |

*Response to Question: Please indicate your level of satisfaction with each of these statements about PD&R reports: Quality of PD&R reports*
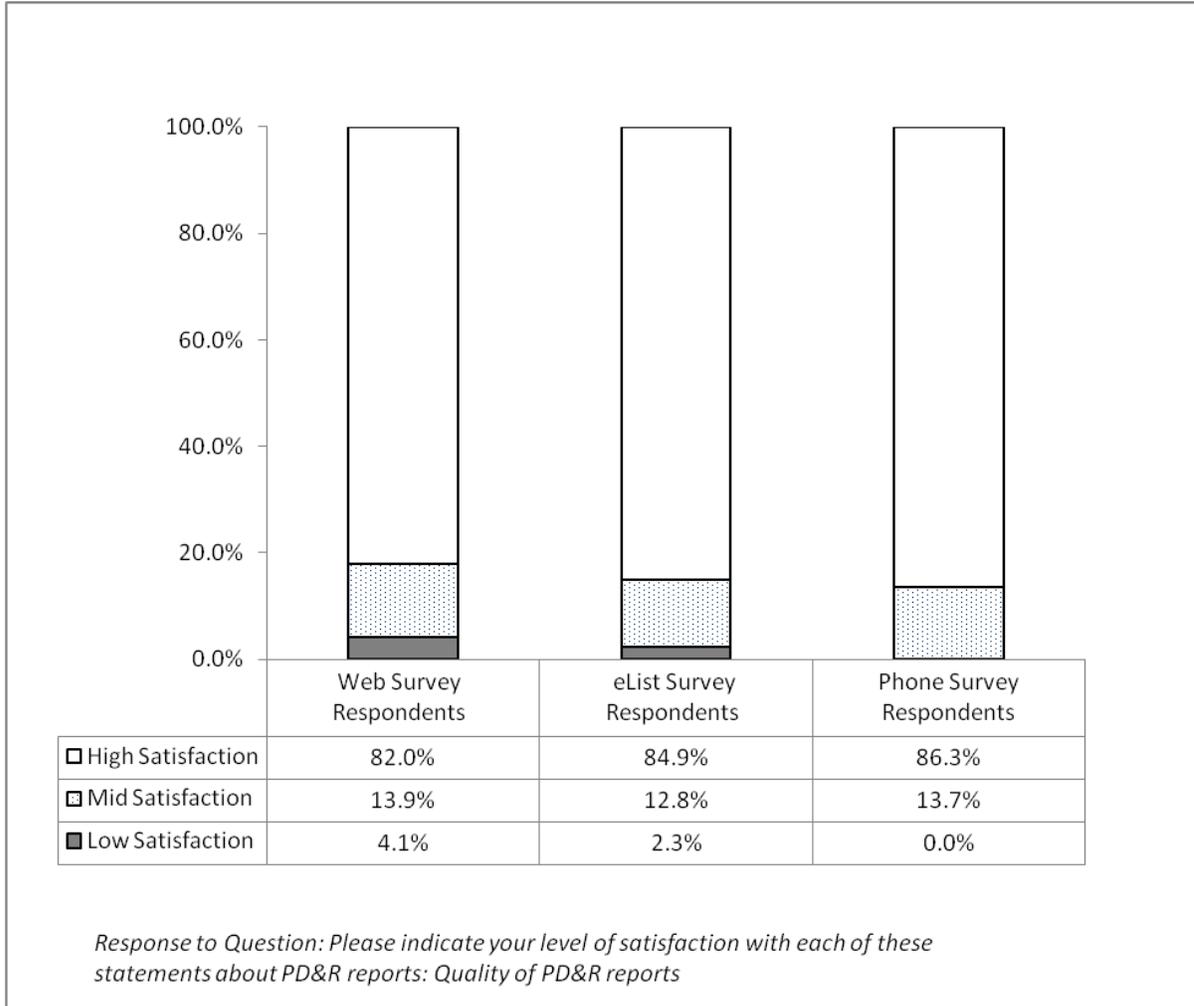
The level of detail in PD&R reports was also rated very highly (Exhibit 32). Only 6 percent of website respondents, 3 percent of eList respondents, and 2 percent of phone respondents were dissatisfied with the level of detail.

More than 77 percent of the phone respondents were highly satisfied with the topics covered in PD&R reports compared with 75 percent of web respondents and 69 percent of the eList respondents (Exhibit 33).

**Exhibit 32: Satisfaction With Level of Detail in PD&R Reports**
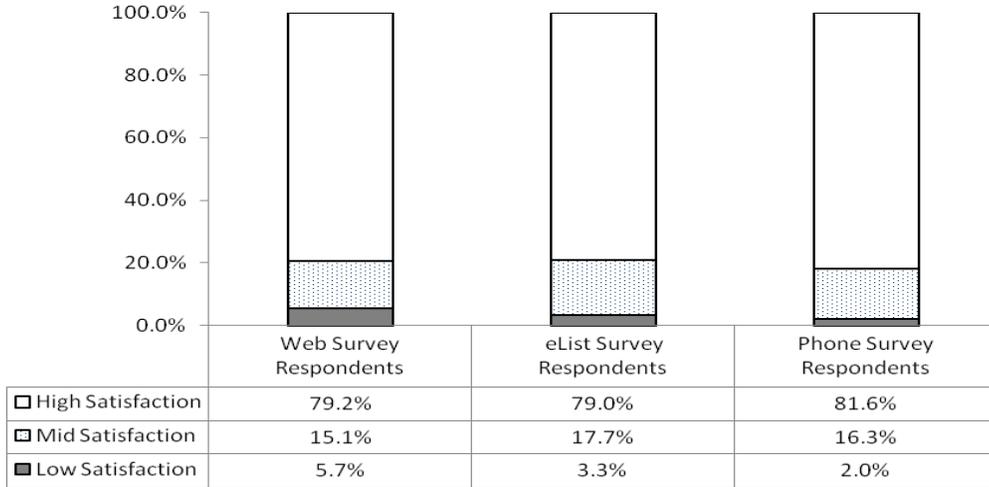


| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Satisfaction | 79.2% | 79.0% | 81.6% |
| ☐ Mid Satisfaction | 15.1% | 17.7% | 16.3% |
| ■ Low Satisfaction | 5.7% | 3.3% | 2.0% |

*Response to Question: Please indicate your level of satisfaction with each of these statements about PD&R reports: Level of Detail in PD&R reports*

**Exhibit 33: Satisfaction With Topics Covered by PD&R Reports**
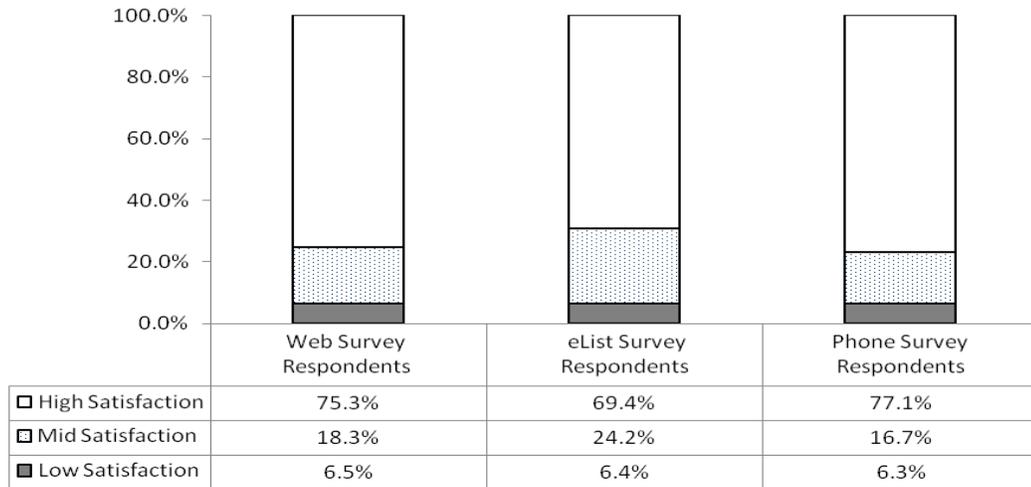


| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Satisfaction | 75.3% | 69.4% | 77.1% |
| ☐ Mid Satisfaction | 18.3% | 24.2% | 16.7% |
| ■ Low Satisfaction | 6.5% | 6.4% | 6.3% |

*Response to Question: Please indicate your level of satisfaction with each of these statements about PD&R reports: Topics covered by PD&R*

Satisfaction with the usefulness of reports from PD&R was also very high (Exhibit 34): 93 percent of the web and eList survey respondents and 96 percent of the phone respondents reported being satisfied with the usefulness of the reports from PD&R.

**Exhibit 34: Satisfaction with Usefulness of PD&R Reports**

| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Satisfaction | 78.1% | 69.9% | 75.0% |
| ⊟ Mid Satisfaction | 14.9% | 22.9% | 21.2% |
| ■ Low Satisfaction | 7.0% | 7.3% | 3.9% |

*Response to Question: Please indicate your level of satisfaction with each of these statements about PD&R reports: Usefulness of PD&R reports*
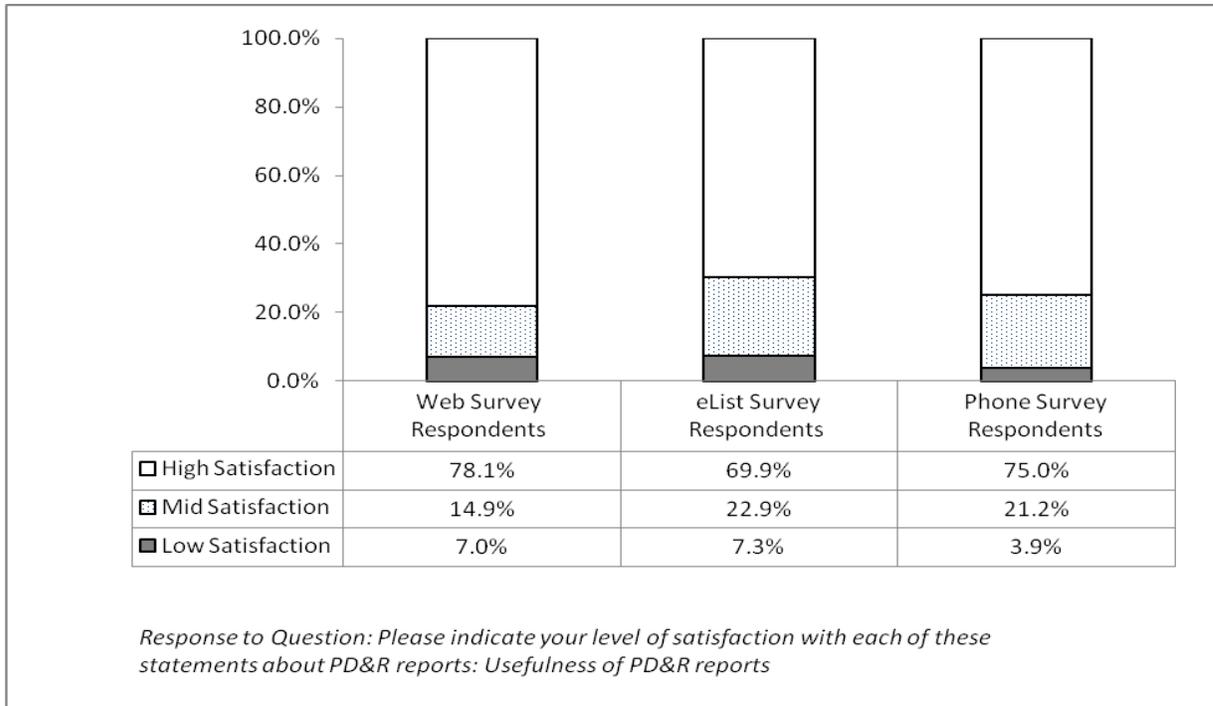
A high percentage of all three survey respondent groups reported being satisfied with the organization of reports from PD&R (Exhibit 35). Nearly 96 percent of both eList and phone survey respondents reported satisfaction with the organization of the reports.

**Exhibit 35: Satisfaction With Organization of PD&R Reports**



| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Satisfaction | 74.4% | 77.4% | 76.0% |
| ☐ Mid Satisfaction | 17.6% | 18.7% | 20.0% |
| ■ Low Satisfaction | 8.0% | 3.8% | 4.0% |

*Response to Question: Please indicate your level of satisfaction with each of these statements about PD&R reports: Organization of PD&R reports*
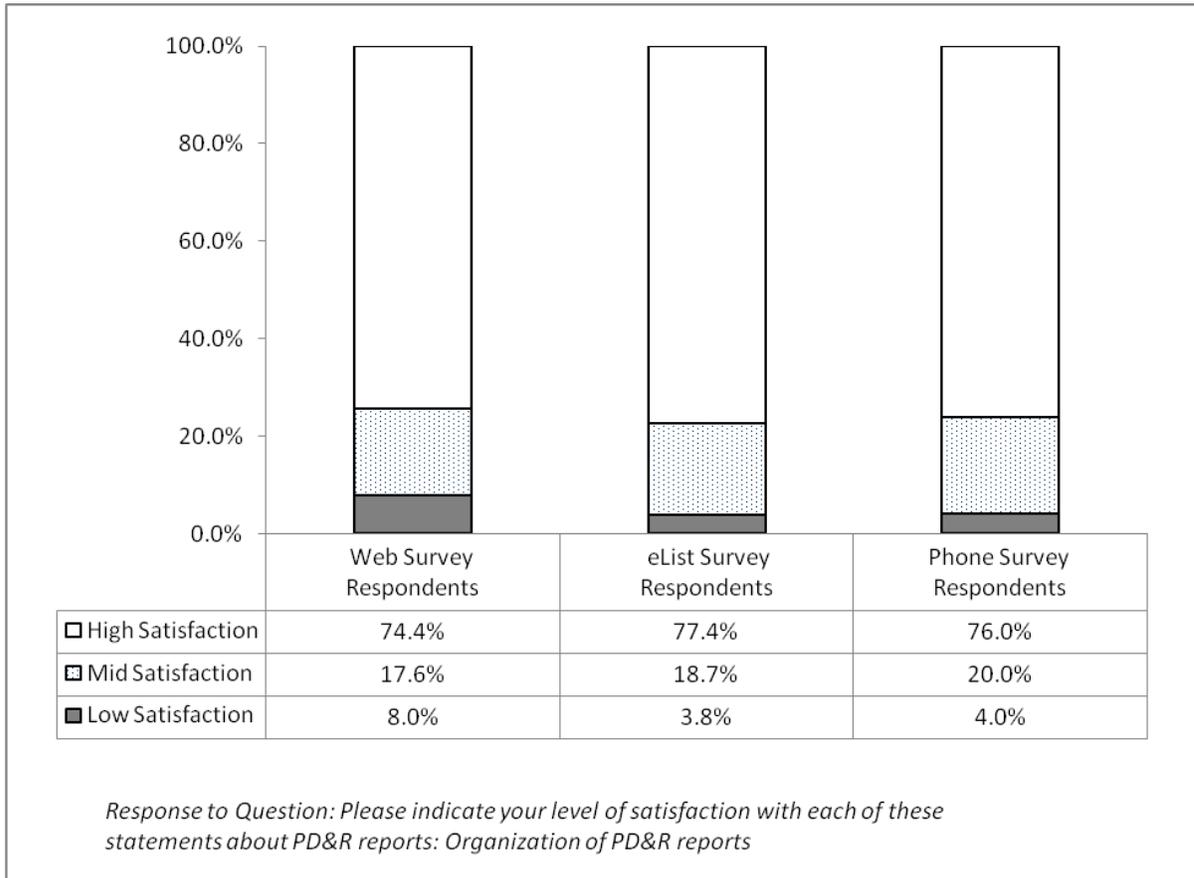
Phone survey and eList respondents were more highly satisfied with the clarity of information in PD&R reports (Exhibit 36). Eighty percent of the phone respondents reported high satisfaction compared with 73 percent of the web survey respondents. Satisfaction with the ease of finding reports was significantly lower among all three survey groups (Exhibit 37). Nearly 20 percent of web survey respondents, 13 percent of eList respondents, and 14 percent of phone respondents reported low satisfaction with the ease of finding reports.

**Exhibit 36: Satisfaction With Clarity of the Information in PD&R Reports**

| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Satisfaction | 73.1% | 78.2% | 80.4% |
| ☐ Mid Satisfaction | 17.9% | 17.0% | 15.7% |
| ■ Low Satisfaction | 9.0% | 4.8% | 3.9% |

*Response to Question: Please indicate your level of satisfaction with each of these statements about PD&R reports: Clarity of the information*
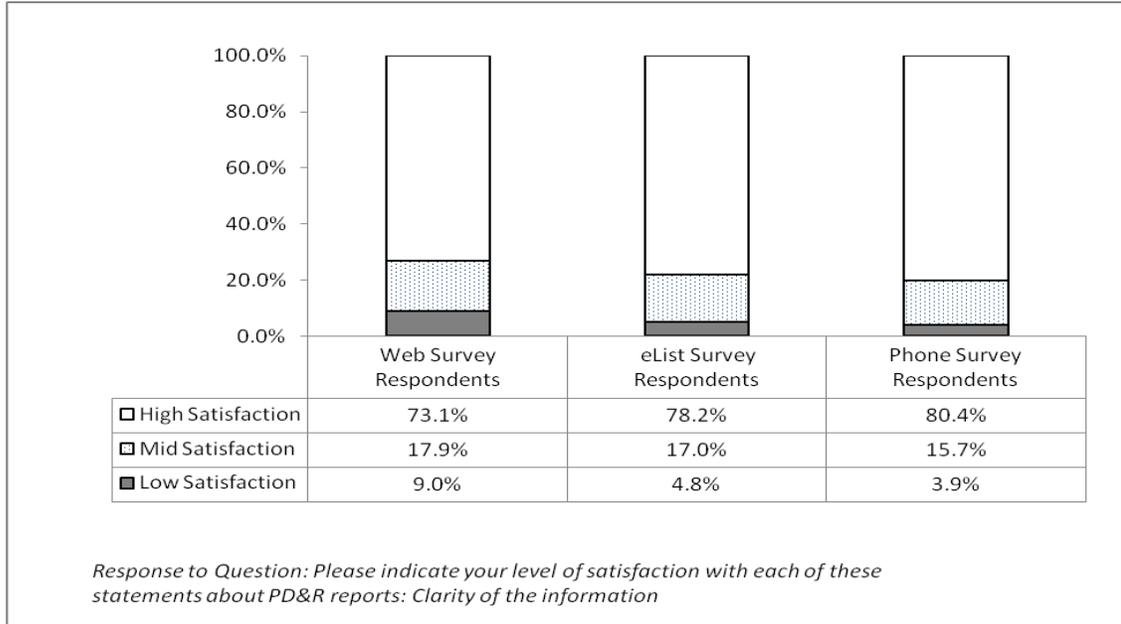
**Exhibit 37: Satisfaction With Ease of Finding PD&R Reports on the Website**

| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Satisfaction | 58.7% | 60.3% | 57.1% |
| ☐ Mid Satisfaction | 22.4% | 27.1% | 28.6% |
| ■ Low Satisfaction | 18.9% | 12.6% | 14.3% |

*Response to Question: Please indicate your level of staisfaction with each of the following statements about PD&R reports: Ease of finding PD&R reports on the website*
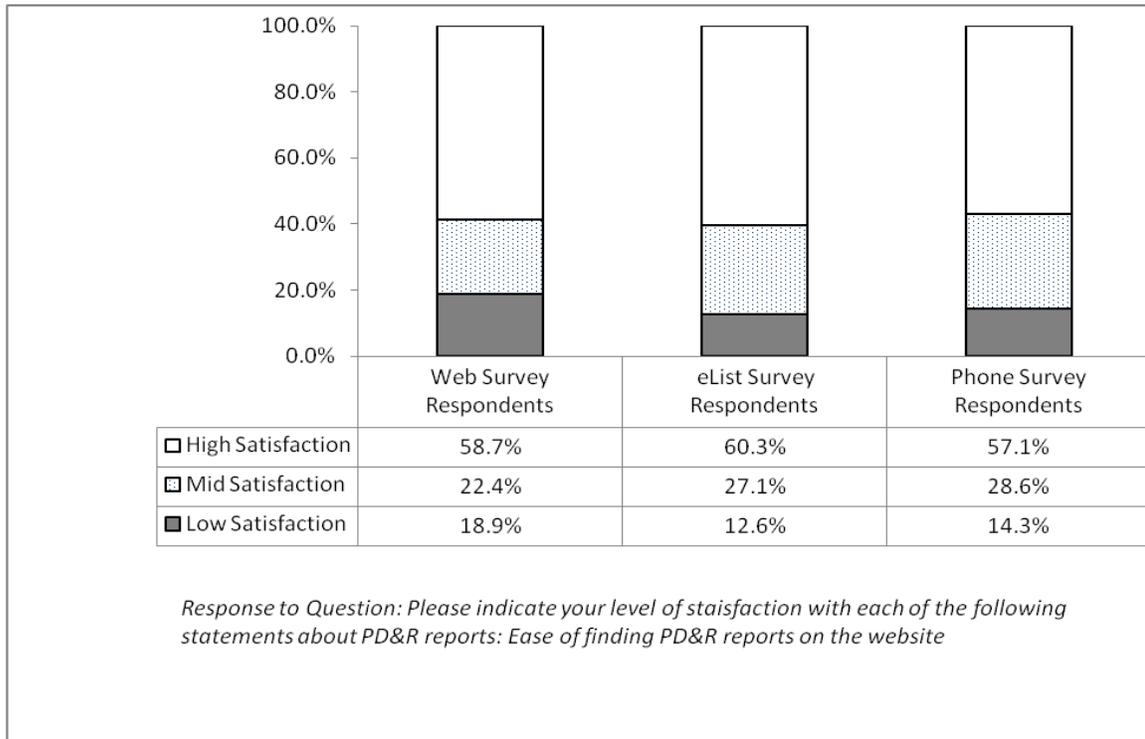
## *Timeliness and Quality of PD&R Reports and Publications*

Respondents rated their agreement with three statements regarding PD&R reports and publications, across all three surveys:

- PD&R reports cover timely topics.
- PD&R reports are well written.
- PD&R reports employ valid research methods.

Results from all three survey groups for these statements are presented in exhibits 38 to 40.[14] Respondents have very high agreement levels for each statement across all three survey groups.

Agreement that PD&R research reports cover timely topics was the lowest, at 75 percent high agreement for web respondents, 73 percent for eList respondents, and 65 percent for phone respondents (Exhibit 38). Interestingly, this statement is one of the only satisfaction or agreement questions in the survey that was rated lower by both eList and phone respondents compared with website respondents. Because phone and eList respondents more likely to be part of PD&R's core research audience, this finding is important.

Exhibit 39 presents the response of the three survey groups to the statement, "PD&R reports are well written." Almost 98 percent of the phone respondents agreed that the reports were well written compared with 80 percent of the web respondents.

**Exhibit 38: PD&R Reports Cover Timely Topics**



| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Agreement | 75.1% | 72.6% | 65.4% |
| ☐ Mid Agreement | 17.6% | 20.8% | 26.9% |
| ■ Low Agreement | 7.2% | 6.6% | 7.7% |

*Response to Question: Please indicate your level of agreement with each of these statements about PD&R reports: PD&R reports cover timely topics*

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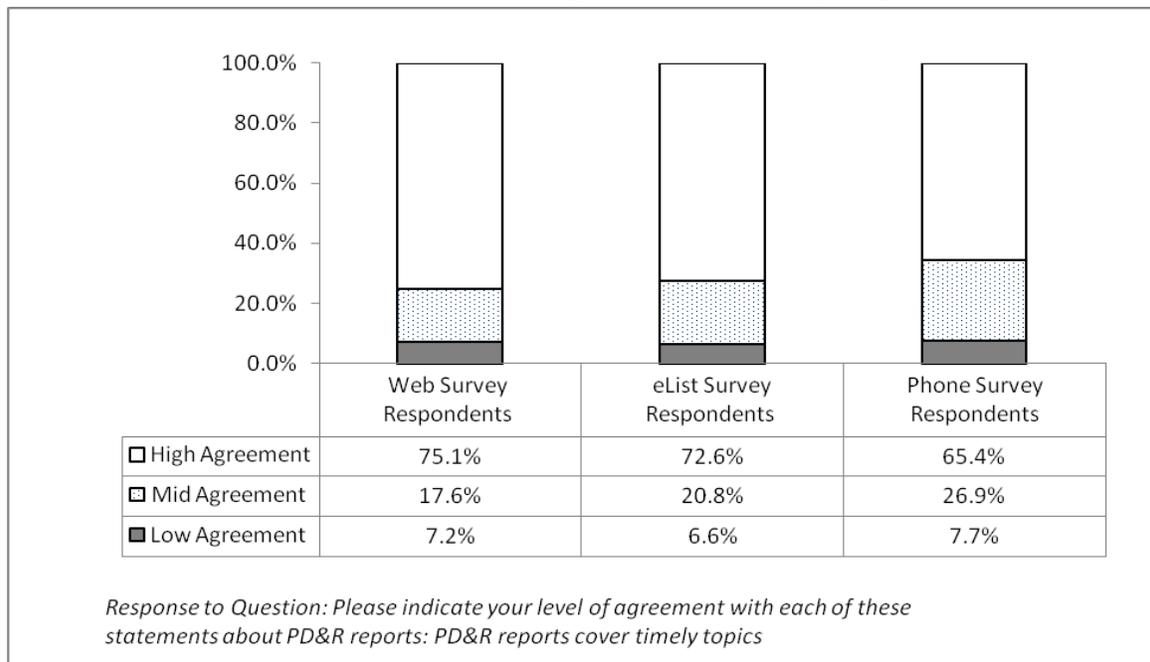
[14] A chi-square test of equal proportions was computed for each agreement statement for the eList data. At a significance level of 0.01, the distribution of responses for each statement was found to be unequal.

**Exhibit 39: PD&R Reports Are Well Written**



| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Agreement | 80.4% | 81.5% | 84.6% |
| ☐ Mid Agreement | 14.2% | 15.6% | 13.5% |
| ■ Low Agreement | 5.3% | 2.9% | 1.9% |

*Response to Question: Please indicate your level of agreement with each of these statements about PD&R reports: The reports from PD&R are well written*
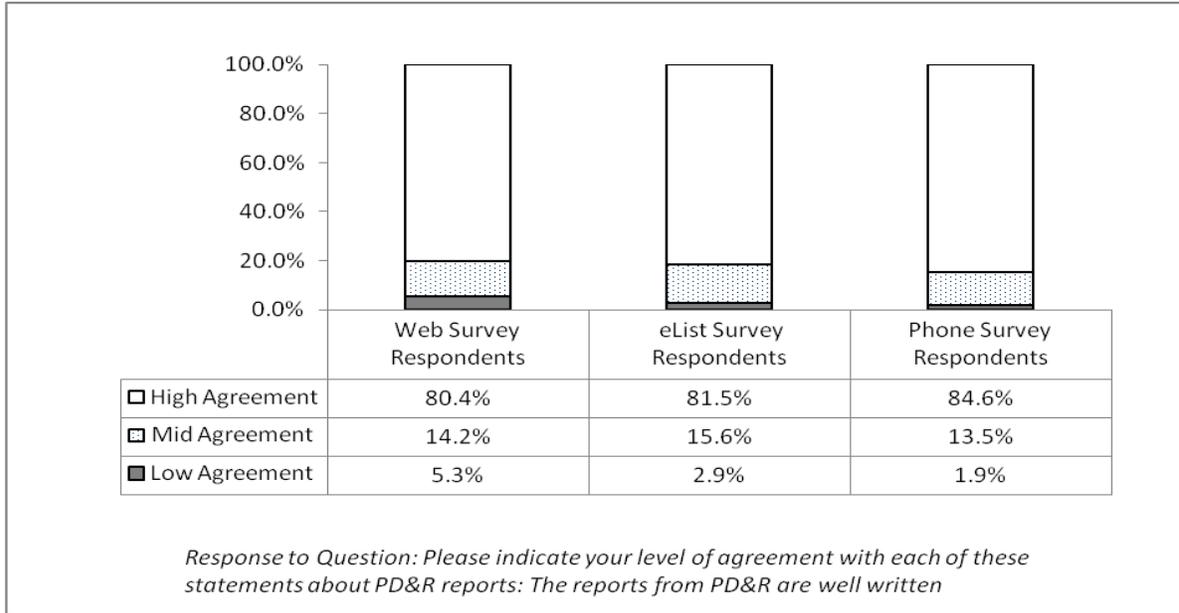
A slightly smaller percentage of the phone survey respondents (87 percent) had high agreement with the statement that PD&R reports employ valid research methods (Exhibit 39). By comparison, 82 percent of website and eList respondents rated their agreement as 4 or 5.

**Exhibit 40: PD&R Reports Employ Valid Research Methods**



| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Agreement | 81.1% | 81.8% | 87.0% |
| ☐ Mid Agreement | 13.1% | 15.1% | 10.9% |
| ■ Low Agreement | 5.8% | 3.1% | 2.2% |

*Response to Question: Please indicate your level of agreement with each of these statements about PD&R reports: PD&R reports employ valid research methods*
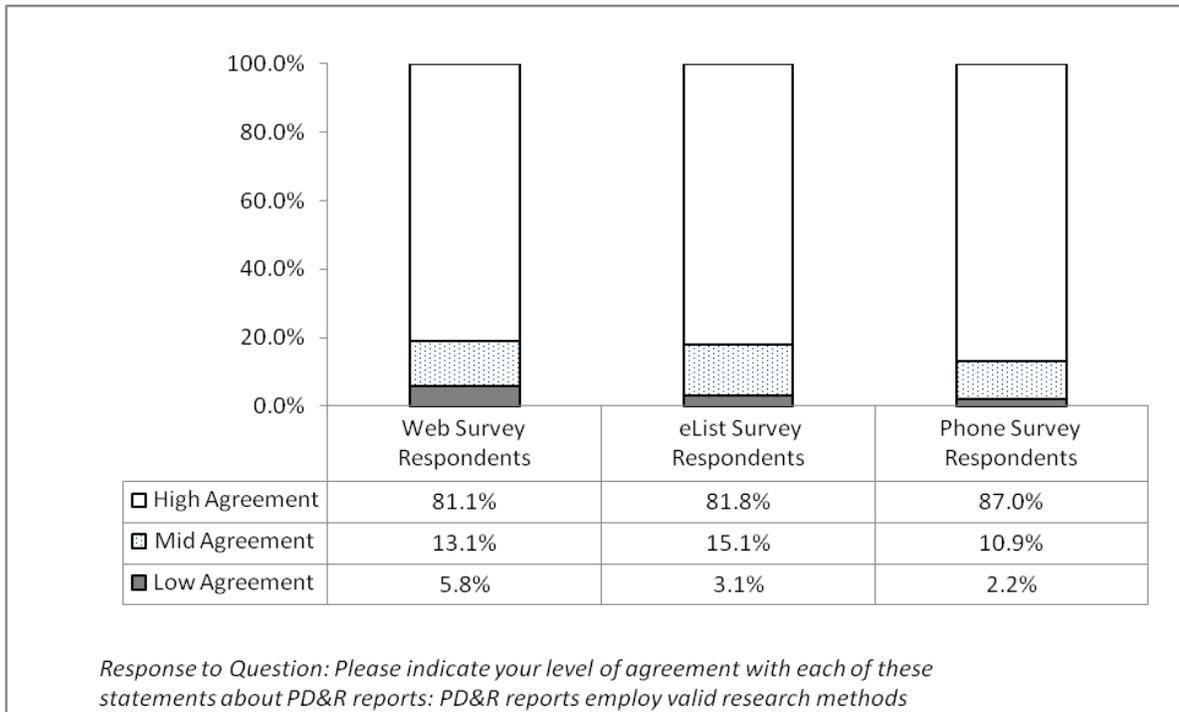
## PD&R Data Sets

### Satisfaction With PD&R Data Sets

Respondents rated their satisfaction with PD&R data sets based on five factors:
- Quality of PD&R data sets.
- Usefulness of PD&R data sets.
- Ease of finding data sets on the website.
- Available data set formats.
- Accuracy of data.

These items were available to respondents reporting that they had used, downloaded, or ordered data sets from PD&R. This represents 29 percent of website, 43 percent of eList, and 14 percent of phone respondents. Results for all three survey groups are presented in Exhibits 41 to 45.[15]

Satisfaction with quality of PD&R data sets is very high, particularly among phone respondents (Exhibit 41). Almost 93 percent of the phone respondents were highly satisfied compared with 84 percent of the web and eList survey respondents. Not a single phone respondent rated satisfaction as a 1 or 2.

**Exhibit 41: Satisfaction With Quality of PD&R Data Sets**



|  | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Satisfaction | 84.3% | 83.7% | 92.9% |
| ☐ Mid Satisfaction | 10.3% | 13.4% | 7.1% |
| ■ Low Satisfaction | 5.4% | 2.9% | 0.0% |

*Response to Question: Please indicate your level of satisfaction with each of these statements about PD&R data sets: Quality of PD&R data sets*
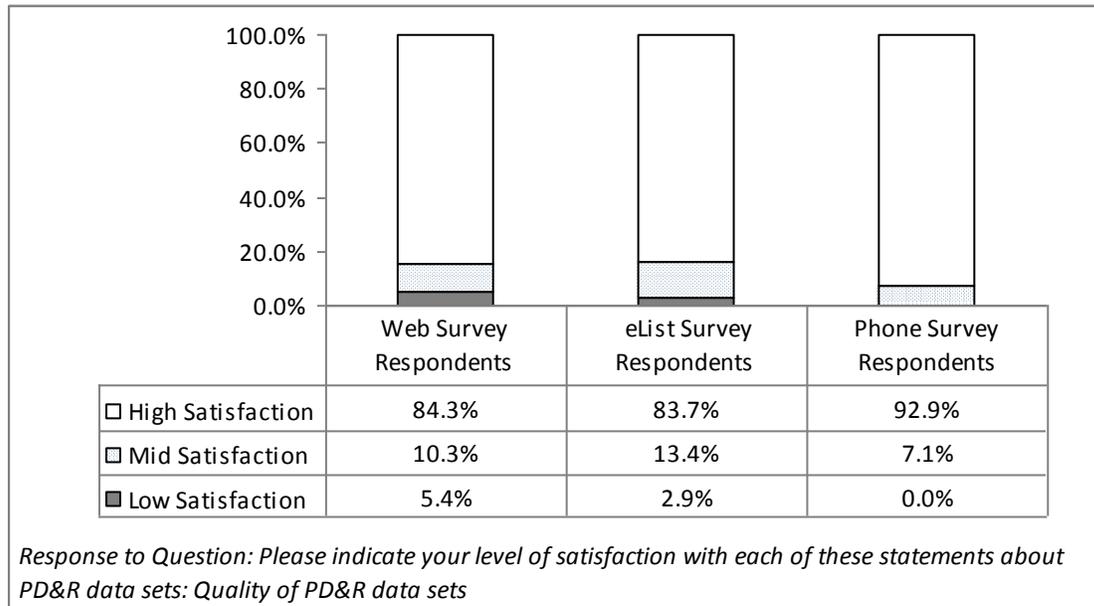
Satisfaction with the usefulness of the data was also very high (Exhibit 42). One-hundred percent of the phone survey respondents and 96 percent of the web and eList respondents reported satisfaction with the data sets' usefulness. Again, satisfaction with the ease of finding data on the website was lower, with almost 15 percent of web respondents and 12

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[15] A chi-square test of equal proportions was computed for each satisfaction statement for the eList data. At a significance level of 0.01, the distribution of responses for each statement was found to be unequal.

percent of eList respondents reporting low satisfaction (Exhibit 43). However, none of the phone survey respondents had low satisfaction with the ease of finding data.

Eighty-five percent of the phone survey respondents, 71 percent of the eList respondents, and 74 percent of the web respondents reported high satisfaction with the available data set formats (Exhibit 44). However, this area was one aspect of the data set in which a notable percentage of eList respondents (nearly 9 percent) reported very low satisfaction.

All phone survey respondents reported being very highly satisfied with the accuracy of PD&R data sets (Exhibit 45). This compares with 84 percent of the web respondents and 82 percent of the eList respondents.

**Exhibit 42: Satisfaction With Usefulness of PD&R Data Sets**

| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Satisfaction | 83.7% | 80.6% | 92.9% |
| ☐ Mid Satisfaction | 12.0% | 15.3% | 7.1% |
| ■ Low Satisfaction | 4.3% | 4.1% | 0.0% |

*Reponse to Question: Please indicate your level of satisfaction with each of these statements about PD&R data sets: Usefulness of PD&R data sets*
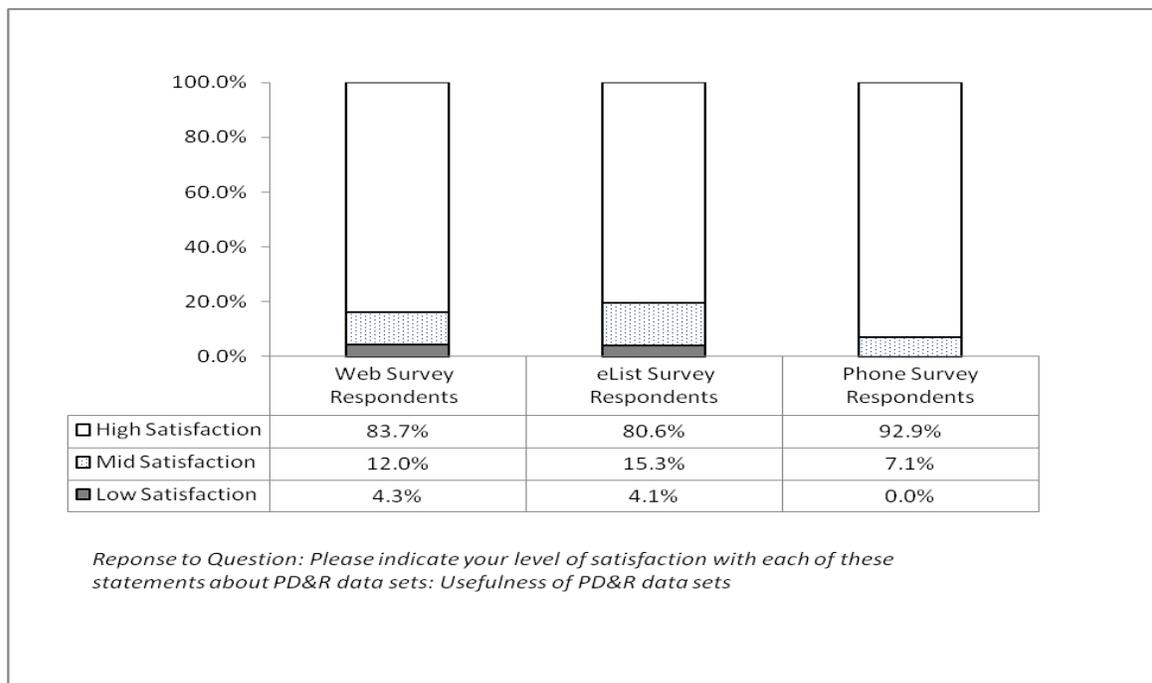
## Exhibit 43: Satisfaction With Ease of Finding PD&R Data Sets on Website
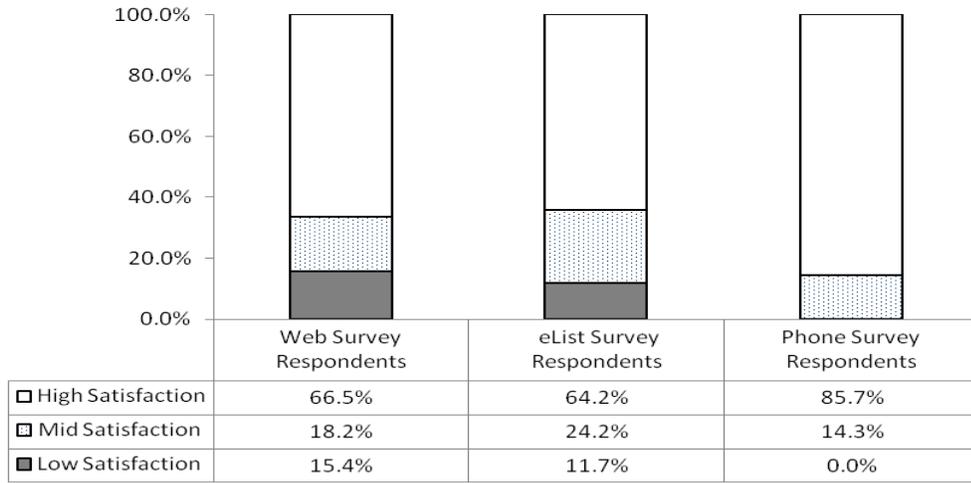
| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Satisfaction | 66.5% | 64.2% | 85.7% |
| ☐ Mid Satisfaction | 18.2% | 24.2% | 14.3% |
| ■ Low Satisfaction | 15.4% | 11.7% | 0.0% |

*Response to Question: Please indicate your level of satisfaction with each of the these statements about PD&R data sets: Ease of finding data sets on the website*

## Exhibit 44: Satisfaction With Available Data Set Formats
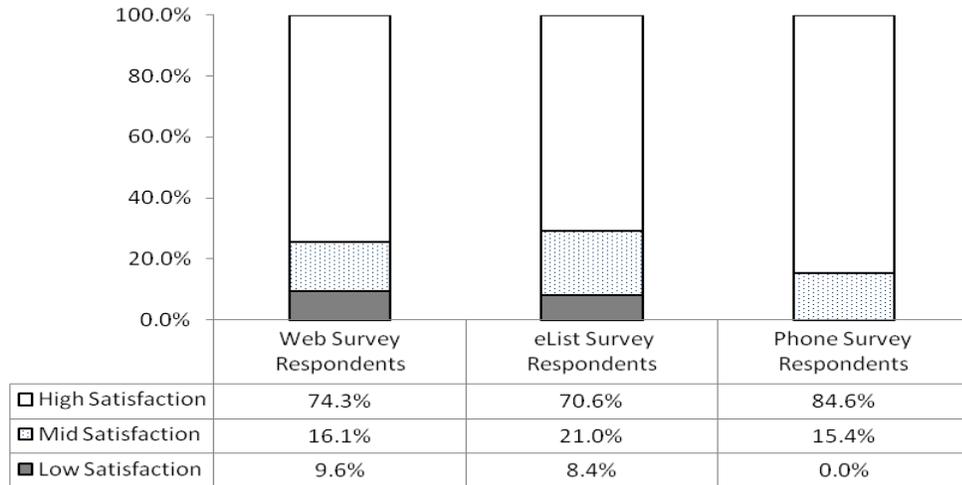
| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Satisfaction | 74.3% | 70.6% | 84.6% |
| ☐ Mid Satisfaction | 16.1% | 21.0% | 15.4% |
| ■ Low Satisfaction | 9.6% | 8.4% | 0.0% |

*Response to Question: Please indicate your level of satisfaction with each of these satements about PD&R data sets: Available data set formats*

**Exhibit 45: Satisfaction With the Accuracy of PD&R Data Sets**



| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Satisfaction | 84.3% | 81.7% | 100.0% |
| ☐ Mid Satisfaction | 11.3% | 14.5% | 0.0% |
| ■ Low Satisfaction | 4.5% | 3.8% | 0.0% |

*Response to Question: Please indicate your level of satisfaction with each of these statements about PD&R data sets: Accuracy of data*
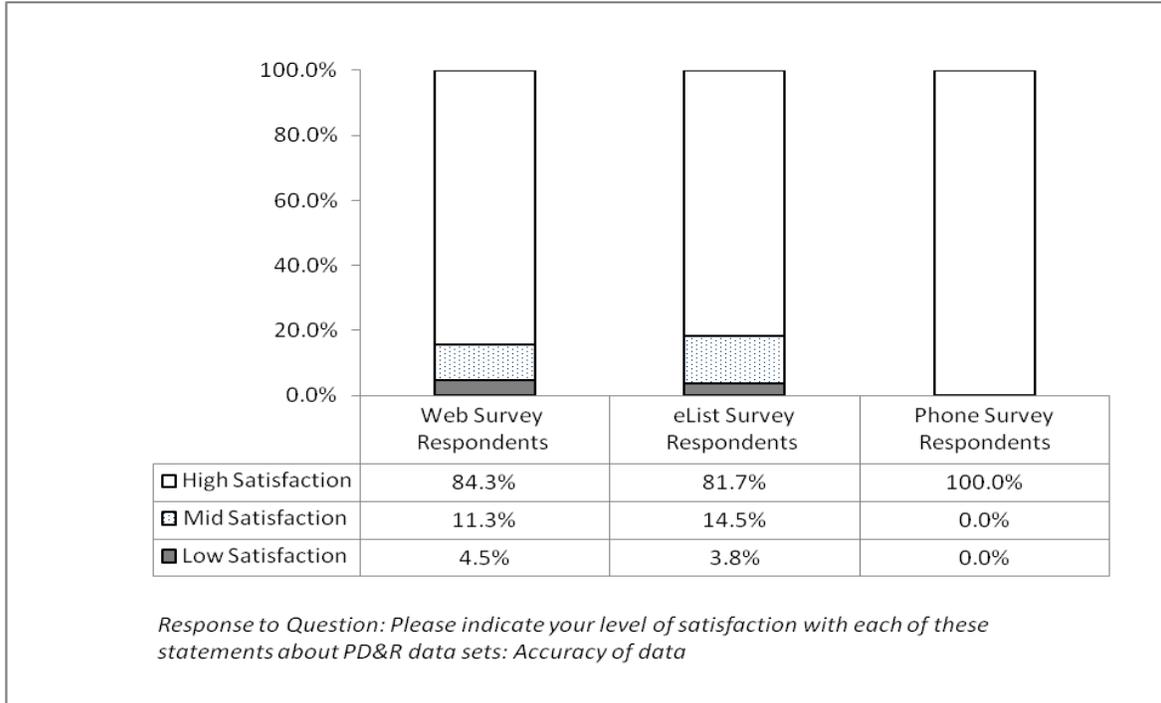
## Timeliness and Credibility of PD&R Data Sets

The survey included two statements regarding PD&R data sets:
- The data sets are timely.
- The data sets are credible.

Results for agreement with these statements are presented in Exhibits 46 and 47.[16] Respondents had very high agreement levels for both of these statements across all three survey groups. "The data sets are timely" received somewhat lower ratings, with 75 percent, 71 percent, and 85 percent of website, eList, and phone respondents, respectively, agreeing (Exhibit 46). The statement "The data sets are credible" rated the highest level of agreement, with 88 percent of website, 84 percent of eList, and 86 percent of phone respondents agreeing with this statement (Exhibit 47).

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[16]A chi-square test of equal proportions was computed for each agreement statement for the eList data. At a significance level of 0.01, the distribution of responses for each statement was found to be unequal.

## Exhibit 46: PD&R Data Sets Are Timely
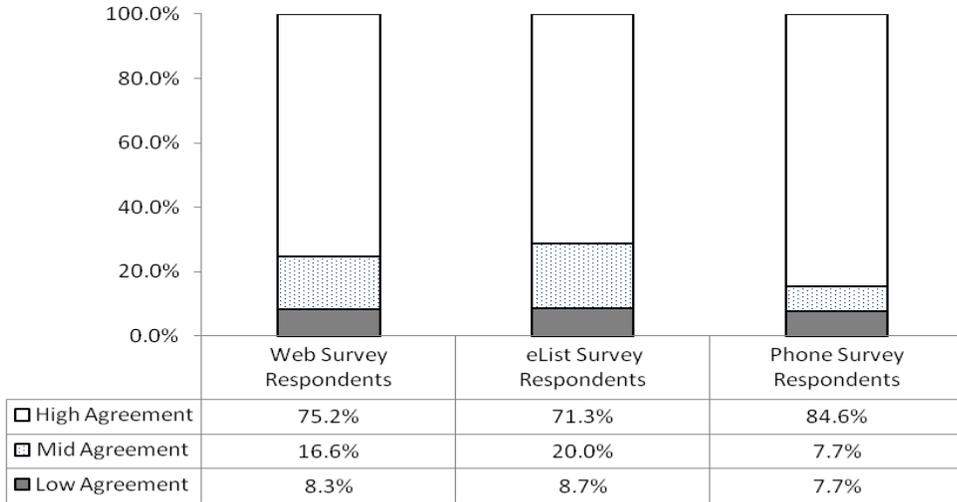


| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Agreement | 75.2% | 71.3% | 84.6% |
| ☐ Mid Agreement | 16.6% | 20.0% | 7.7% |
| ■ Low Agreement | 8.3% | 8.7% | 7.7% |

*Response to Question: Please indicate your level of agreement with each of these statements about PD&R data sets: The data sets are timely*

## Exhibit 47: PD&R Data Sets Are Credible
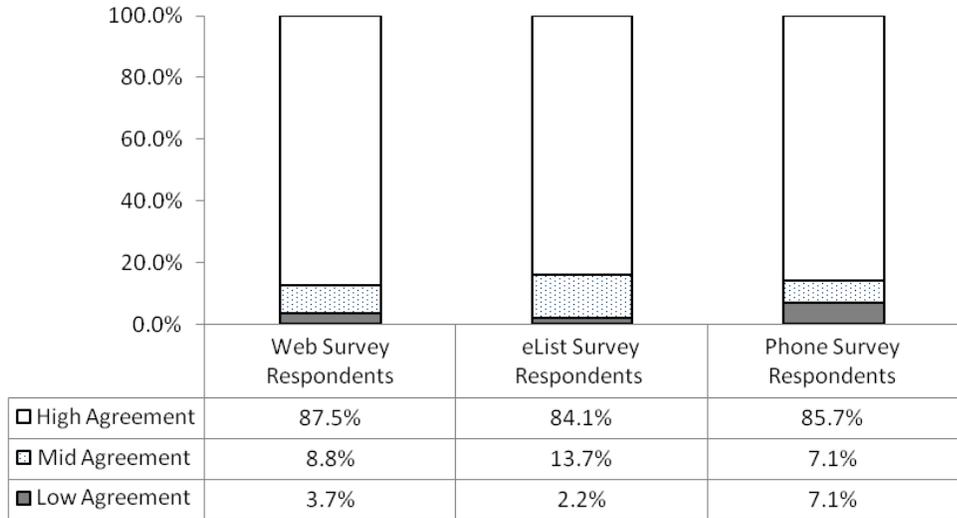


| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Agreement | 87.5% | 84.1% | 85.7% |
| ☐ Mid Agreement | 8.8% | 13.7% | 7.1% |
| ■ Low Agreement | 3.7% | 2.2% | 7.1% |

*Response to Question: Please indicate your level of agreement with each of these statements about PD&R data sets: Data from PD&R is credible*

## PD&R Periodicals

### Satisfaction With PD&R Periodicals

Respondents rated their satisfaction with PD&R periodicals and newsletters based on two factors:

- Topics covered by periodicals and newsletters.
- Clarity of the information in periodicals and newsletters.

These statements were available only to respondents reporting that they had read, downloaded, or ordered periodicals or newsletters from PD&R. These represent 51 percent of website respondents, 57 percent of eList respondents, and 21 percent of phone respondents. Results for all three survey groups are presented in Exhibits 48 and 49.[17]

Satisfaction with each of these statements was very high for all three survey groups. Almost 96 percent of both web and eList respondents reported satisfaction with the topics covered in PD&R periodicals and newsletters (Exhibit 48). All phone respondents were satisfied with the topic covered, with 83 percent reporting high satisfaction. A slightly higher percentage of all three survey respondents reported satisfaction with the clarity of the information in periodicals and newsletters (Exhibit 49).

Since PD&R periodicals are similar to PD&R reports in many ways, a natural comparison can be made between the satisfaction questions. Both of the periodical satisfaction questions were also asked of reports respondents. Satisfaction with the topics covered was universally higher among periodical respondents (Exhibits 33 and 48). The percentage of highly satisfied respondents was six to nine percentage points higher for periodicals depending on the survey group. Satisfaction with the clarity of the information was higher for periodicals than for reports, particularly among website respondents, of whom 85 percent were highly satisfied with the clarity of the information in periodicals but only 73 percent were highly satisfied with the reports (Exhibits 36 and 49).

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[17]A chi-square test of equal proportions was computed for each satisfaction statement for the eList data. At a significance level of 0.01, the distribution of responses for each statement was found to be unequal.

**Exhibit 48: Satisfaction With Topics Covered by PD&R Periodicals and Newsletters**

| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Satisfaction | 84.3% | 78.1% | 83.3% |
| ☐ Mid Satisfaction | 11.5% | 17.6% | 16.7% |
| ■ Low Satisfaction | 4.2% | 4.4% | 0.0% |

*Response to Question: Please indicate your level of satisfaction with each of these statements about periodicals and newsletters from PD&R: Topics covered by PD&R periodicals and newsletters*
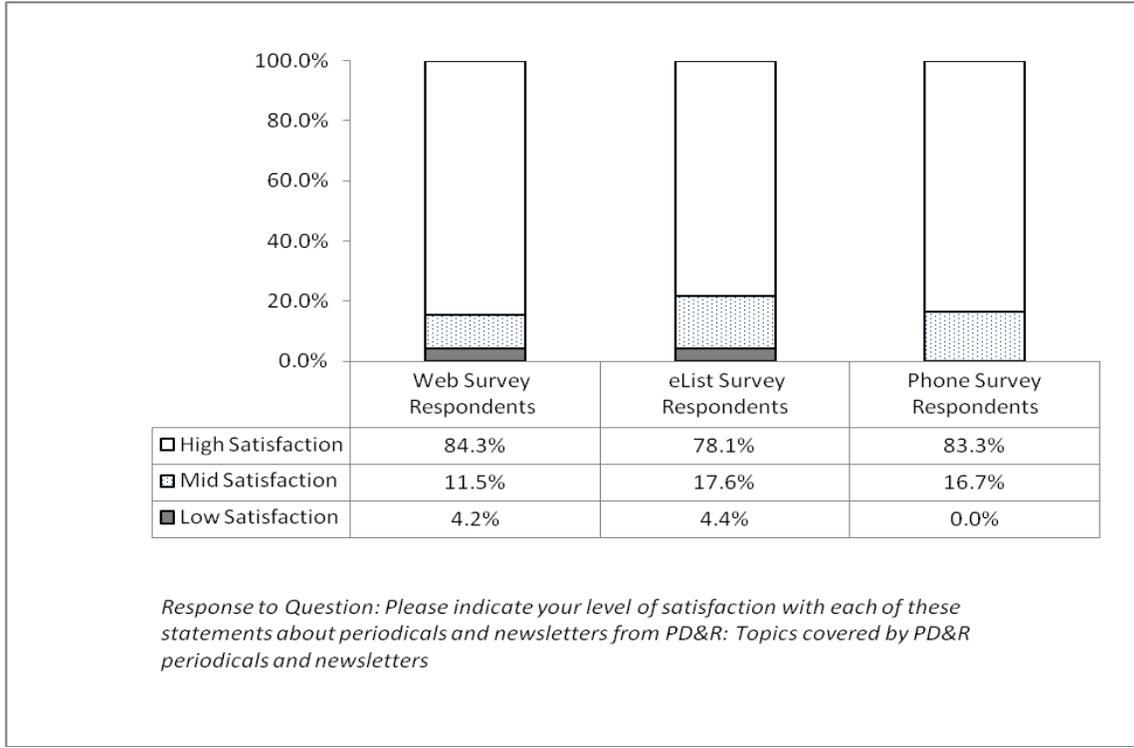
**Exhibit 49: Satisfaction With Clarity of the Information in PD&R Periodicals and Newsletters**

| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Satisfaction | 84.8% | 82.1% | 82.6% |
| ☐ Mid Satisfaction | 11.8% | 14.7% | 17.4% |
| ■ Low Satisfaction | 3.4% | 3.2% | 0.0% |

*Response to Question: Please indicate your level of satisfaction with each of these statements about periodicals and newsletters from PD&R: Clarity of the information*
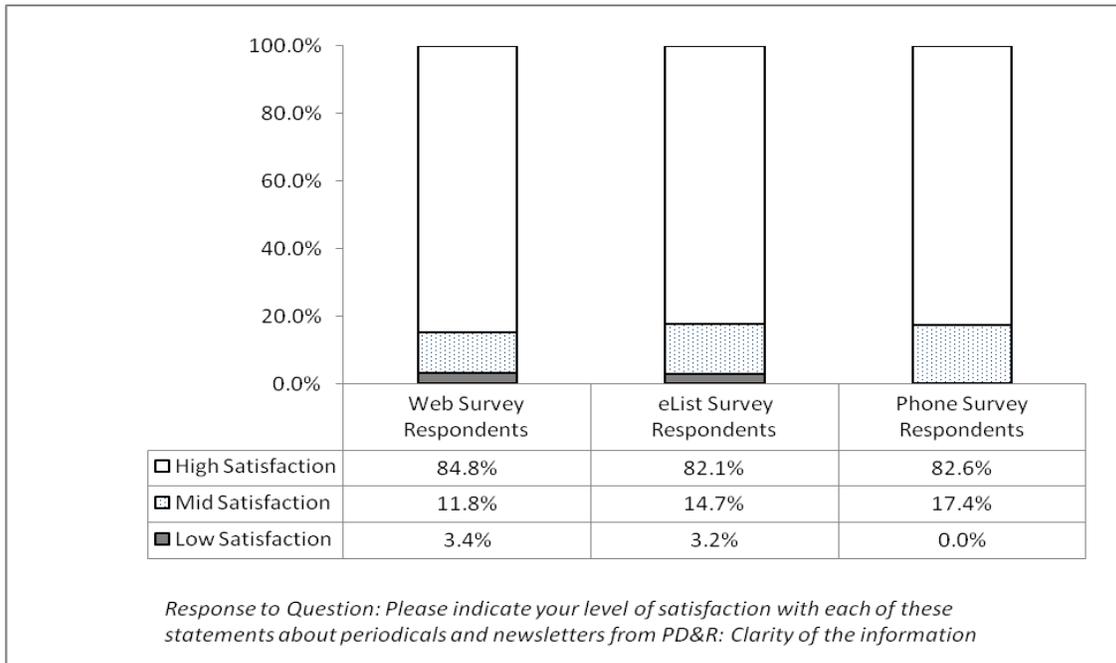
## Timeliness And Quality of PD&R Periodicals

The survey included two statements regarding PD&R periodicals and newsletters:

- The periodicals and newsletters are timely.
- The periodicals and newsletters are well written.

Results for agreement with these statements are presented in Exhibits 50 and 51.[18] Respondents have very high agreement levels for both of these statements across all three survey groups. Phone respondents have especially high agreement levels when compared with website and eList respondents. Ninety-one percent of phone respondents strongly agreed that the periodicals were timely compared with 79 percent of the web respondents and 75 percent of the eList respondents (Exhibit 50).

Eighty-seven percent of website respondents and 85 percent of eList respondents agreed highly with the statement "Periodicals and newsletters are well written" (Exhibit 51). This compares with nearly 96 percent of phone respondents.

As with the satisfaction questions, one can make a natural comparison between PD&R's periodicals and publications. The periodical questions were repeated for respondents who ordered reports. In addition, a comparison of the two survey groups shows that periodical customers were more satisfied with the writing and timeliness of periodicals than reports customers were with the writing and timeliness of publications. Website and eList customers provided similar ratings for each statement across reports and periodicals; only about three to six percentage points higher for the periodicals. However, phone respondents rated the writing and timeliness of the periodicals much higher than those of the reports. Only 65 percent of the phone respondents agreed that the reports were timely compared with 91 percent for the periodicals (Exhibits 37 and 50). Regarding the writing, the percentages are closer but still have a gap of 11 percentage points (96 percent compared with 85 percent) (Exhibits 39 and 51).

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[18]A chi-square test of equal proportions was computed for each agreement statement for the eList data. At a significance level of 0.01, the distribution of responses for each statement was found to be unequal.

**Exhibit 50: PD&R Periodicals and Newsletters Are Timely**
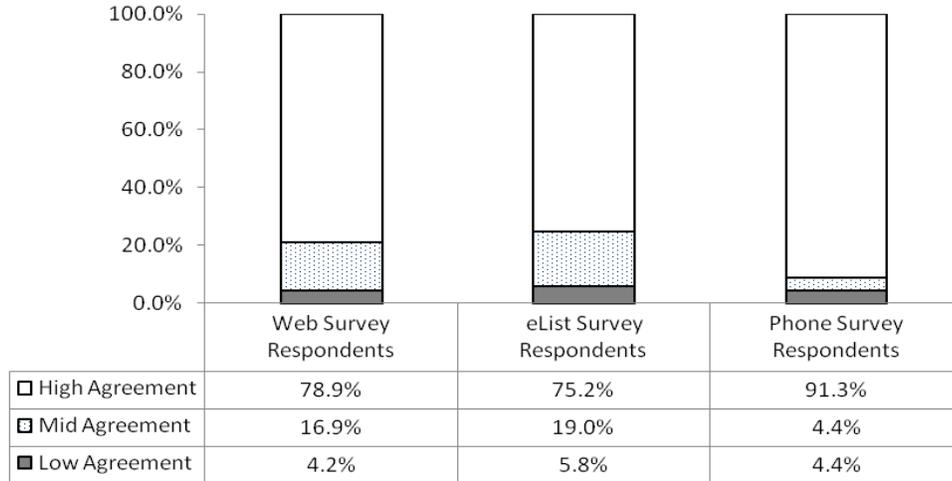


| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Agreement | 78.9% | 75.2% | 91.3% |
| ☐ Mid Agreement | 16.9% | 19.0% | 4.4% |
| ■ Low Agreement | 4.2% | 5.8% | 4.4% |

*Respone to Question: Please indicate your level of agreement with each of these statements about periodicals and newsletters from PD&R: PD&R periodicals and newsletters are timely*

**Exhibit 51: PD&R Periodicals and Newsletters Are Well Written**
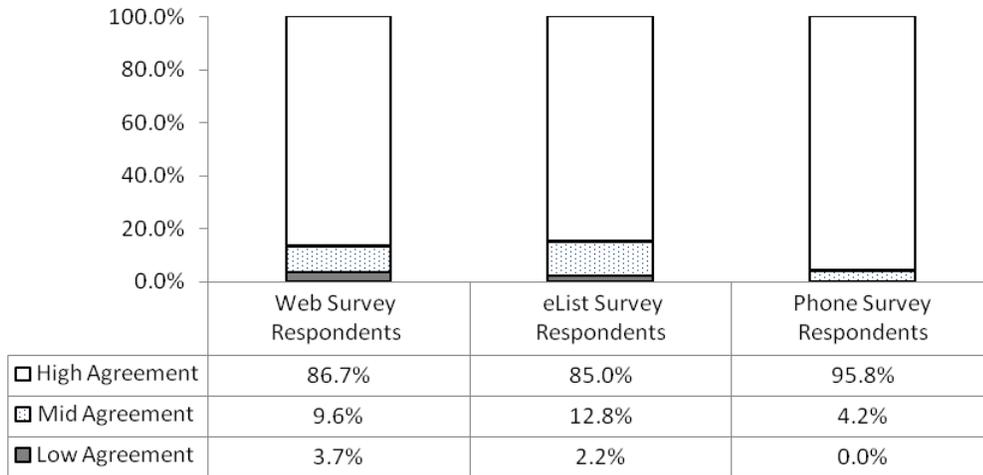


| | Web Survey Respondents | eList Survey Respondents | Phone Survey Respondents |
|---|---|---|---|
| ☐ High Agreement | 86.7% | 85.0% | 95.8% |
| ☐ Mid Agreement | 9.6% | 12.8% | 4.2% |
| ■ Low Agreement | 3.7% | 2.2% | 0.0% |

*Response to Question: Please indicate your level of agreement with each of these statements about periodicals and newsletters from PD&R: PD&R periodicals and newsletters are well written*

**Satisfaction and Agreement by Work Affiliation**

All satisfaction items for the PD&R Product Satisfaction Survey, across all three survey groups, were cross-tabulated with affiliation and are included in Appendix F. The results for the first two questions of the survey (quality and usefulness of PD&R research) were discussed earlier in this section.

Satisfaction and agreement levels varied widely by respondent affiliation. However, no strong general patterns emerged in these data. To test this notion, the eList data were subjected to a chi-square test of independence for each question. Of the 21 satisfaction, quality, and timeliness questions, only 6 showed significant differences in satisfaction by affiliation at the 0.05 level:

- Satisfaction with the usefulness of PD&R reports.
- Satisfaction with the organization of PD&R reports.
- Satisfaction with the clarity of information in PD&R reports.
- PD&R reports are well written.
- PD&R reports employ valid research methods.
- PD&R data sets are timely.

Even limiting the analysis to these questions, there were a limited number of conclusions to draw. Within these questions, researchers and federal government employees generally had higher levels of satisfaction and agreement. Housing advocates, trade employees, and faith-based organizations had lower levels of satisfaction.

## *Satisfaction by Gender*

All satisfaction items for the PD&R Product Satisfaction Survey, across all three survey groups, were cross-tabulated with gender in Appendix G. The results for the first two questions of the survey (quality and usefulness of PD&R research) are discussed earlier in this section. The remaining questions are discussed here.

**Satisfaction With PD&R Reports and Publications by Gender**

The results for the questions on satisfaction, quality items, and timeliness of reports, tabulated by gender, are contained in the first 10 pages of Appendix G. Some interesting patterns were revealed. In general, satisfaction and agreement levels were similar between genders for the website and eList survey. However, males had consistently higher satisfaction levels than females in these survey groups, typically by a few percentage points for most survey items. For the phone survey, the results were reversed, and the gap between males and females was larger. For example, 84 percent of female phone respondents were highly satisfied with the usefulness of PD&R reports compared with only 70 percent of male respondents. For the eList survey, a larger proportion of males were highly satisfied than females (74 percent and 67 percent, respectively). The website survey results were similar: 81 percent of males were highly satisfied, compared with 77 percent of females.

A chi-square test of independence was run for all publication questions cross-tabulated with gender for the eList survey. Based on the results, 4 of the 10 questions have significantly different responses by gender at the 0.05 level:

- Satisfaction with topics covered by PD&R reports (males were more satisfied).
- Satisfaction with the clarity of the information in PD&R reports (males were more satisfied).
- Satisfaction with the ease of finding PD&R reports on the website (males were more satisfied).
- Agreement that PD&R reports are well written (males were more in agreement).

## Satisfaction With PD&R Data Sets by Gender

All data set satisfaction items were cross-tabulated with gender and are included in Appendix G. The tables show little difference between males and females for either the website or eList surveys. For the phone survey, a larger difference existed between males and females, but it did not consistently sway in either direction.[19] In the phone survey, females were more satisfied than males in three out of five satisfaction questions. For the quality items, more female phone respondents agreed that the data sets were timely, whereas more males agreed that the data sets were credible.

However, some interesting patterns were revealed. In general, satisfaction and agreement levels were similar between genders for the website and eList survey. But males had consistently higher satisfaction levels than females for these survey groups, typically by a few percentage points for most survey items. For the phone survey, the results were reversed and the gap between males and females was larger. For example, 84 percent of female phone respondents were highly satisfied with the usefulness of PD&R reports, compared with only 70 percent of male respondents. For the eList survey, a larger proportion of males were highly satisfied than females (74 percent versus 67 percent). The website survey results were similar: 81 percent of males are highly satisfied compared to 77 percent of females.

A chi-square test of independence was run for all data set questions cross-tabulated with gender for the eList survey. Based on the results, only one of the seven questions had significantly different responses by gender (at the 0.05 level): satisfaction with the ease of finding data sets on the website. Sixty-nine percent of males were highly satisfied compared with 61 percent of females.

## Satisfaction With PD&R Periodicals by Gender

All periodical satisfaction items by gender are included in Appendix G. The tables show little difference between males and females for either the website or eList surveys. Percentages varied by only one to two points between the genders. The chi-square test of independence reinforced this finding; there were no statistically significant differences by gender for eList periodical questions.

However, for the phone survey data, a split existed between males and females for some questions, although it did not consistently sway in either direction. Females were more

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[19]The phone tables are based on only 15 responses, so the high variability may indicate the limited reliability of the data.

satisfied with the topics covered and the clarity of the information in PD&R periodicals. Males have higher agreement levels regarding periodical timeliness and writing.

## *Results and Demographics Excluding Federal Government Employees*

Federal government employees constituted nine percent of web respondents, six percent of eList respondents, and seven percent of phone respondents, a small - but important - constituency of PD&R users. Federal government employees may also represent a group that differs substantially from PD&R's typical users, who look for different elements in HUD's research and findings and have different expectations.

To examine how federal employees affect the survey results, some demographics and overall satisfaction questions were recalculated after excluding this group of respondents.

The demographics of the respondents, with the federal government employees excluded, are listed in Exhibit 52. The gender distribution of the respondents did not change once federal government employees were removed from the analysis. The largest change was in the phone survey, where males went from 60 percent of the entire phone sample to 57 percent when government employees were excluded, a change of only 3 percent. No other demographic variable showed a significant difference when federal employees were removed.

Overall satisfaction levels with the quality and usefulness of PD&R research, excluding federal government employees, are included in Exhibit 53. Satisfaction levels are nearly identical to those of the entire sample, indicating no major difference in satisfaction between federal government employees and nongovernment employees. The single largest difference was observed among website survey respondents regarding their satisfaction with the overall usefulness of PD&R research. Excluding federal employees, 66 percent of respondents were highly satisfied compared with 68 percent for the entire sample. However, even this minimal difference practically disappears when counting satisfaction as a rating of 3 or higher. The total difference dropped to 0.8 percent using this measure. Other than their work affiliation, federal government employees do not seem to represent a significantly different demographic from the average customer.

**Exhibit 52: Demographics for Survey Respondents, Excluding Federal Government Employees**

| | HUD USER Web Survey Respondents | eList Survey Respondents | HUD USER Phone Survey Respondents |
|---|---|---|---|
| **Frequency of ordering/downloading information from HUD USER** | | | |
| 2 or more times monthly | 13.4% | 11.4% | 7.9% |
| Once a month | 11.0% | 23.6% | 15.5% |
| 2–3 times annually | 19.7% | 41.2% | 29.3% |
| Only once | 15.7% | 8.9% | 29.5% |
| Other* | 40.2% | 14.9% | 17.8% |
| | | | |
| **How information from PD&R is used** | | | |
| For reference | 45.2% | 73.4% | 44.1% |
| For research | 44.7% | 60.3% | 58.6% |
| To provide data to others | 28.9% | 51.8% | 40.8% |
| To make decisions and/or set policy | 22.5% | 32.0% | 13.5% |
| For personal interest | 32.2% | 31.6% | 22.5% |
| To grow my business | 6.9% | 8.4% | 15.8% |
| Other | 6.4% | 2.6% | 9.6% |
| | | | |
| **Gender** | | | |
| Male | 34.7% | 44.2% | 56.8% |
| Female | 65.3% | 55.8% | 43.2% |
| | | | |
| **Likelihood of returning to HUD USER** | | | |
| Very likely | 59.5% | 55.6% | 69.6% |
| Probably | 22.0% | 29.7% | 19.9% |
| Not sure | 14.8% | 11.7% | 2.6% |
| Unlikely | 2.9% | 2.9% | 7.9% |
| Definitely not | 0.8% | 0.1% | 0.0% |

*"Other" includes respondents who never ordered or downloaded PD&R research but could still access much of PD&R's work through online periodicals such as Breakthroughs and online data systems such as the Income Limits Documentation System.

**Exhibit 53: Overall Satisfaction With the Quality and Usefulness of PD&R Research, Excluding Federal Government Employees**

| | Quality of PD&R Research | Usefulness of PD&R Research |
|---|---|---|
| **HUD USER Web Survey Respondents** | | |
| High satisfaction | 68.40% | 66.00% |
| Mid satisfaction | 20.50% | 21.90% |
| Low satisfaction | 11.00% | 12.10% |
| | | |
| **eList Survey Respondents** | | |
| High satisfaction | 75.40% | 69.00% |
| Mid satisfaction | 19.40% | 23.20% |
| Low satisfaction | 5.20% | 7.80% |
| | | |
| **HUD USER Phone Survey Respondents** | | |
| High satisfaction | 84.00% | 78.90% |
| Mid satisfaction | 12.00% | 17.00% |
| Low satisfaction | 4.10% | 4.10% |

## Demographics for Extremely Satisfied and Extremely Dissatisfied Respondents

To better understand the demographics of PD&R customers in general, the demographics of survey respondents who were extremely satisfied with PD&R products were compared with those of extremely dissatisfied survey respondents. Highly satisfied customers were those who rated their satisfaction level with the usefulness and quality of PD&R products as 5 and highly dissatisfied customers were those who gave a rating of 1. Because overall satisfaction was high, only a limited set of responses from highly dissatisfied customers was available for comparison. The website survey includes just 79 such responses for the quality of PD&R research and 70 responses for the usefulness of PD&R research. For the eList survey, the highly dissatisfied responses are even fewer, at 11 and 15, respectively. For the phone survey, only two respondents rated satisfaction as 1, so these data are not included in the tables.

Exhibit 54 compares the work affiliation of highly satisfied and dissatisfied respondents for all three surveys. No strong trends in affiliation distinguish extremely satisfied respondents. These factors seem to play little if any role in determining or signaling overall satisfaction. However, some trends were present in those with very low levels of satisfaction with the usefulness and quality of PD&R research. Because the number of responses was small, these trends may not be as strong as the table suggests. However, since the website survey has the largest numbers of dissatisfied respondents, it may offer the best data illustrating the effect demographics play on dissatisfaction. Based on the website survey, dissatisfied respondents were slightly more likely to be federal government employees or researchers.

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**Exhibit 54: Work Affiliation for Respondents With Very High or Very Low Satisfaction With the Quality and Usefulness of PD&R Research Products**

| | | Quality | | Usefulness | |
|---|---|---|---|---|---|
| | All Respondents* | Very High Satisfaction | Very Low Satisfaction | Very High Satisfaction | Very low Satisfaction |
| **HUD USER Website Respondents** | | | | | |
| Federal Government | 8.60% | 10.70% | 17.50% | 11.70% | 15.40% |
| State/Local Government | 16.40% | 16.30% | 10.50% | 14.70% | 3.90% |
| Researcher/Academic/Student | 9.70% | 11.50% | 12.30% | 10.10% | 15.40% |
| Consultant | 8.40% | 11.20% | 1.80% | 12.30% | 1.90% |
| Trade/Professional Organization | 4.10% | 2.90% | 3.50% | 3.40% | 1.90% |
| Builder/Developer/Architect | 3.80% | 4.30% | 3.50% | 3.70% | 3.90% |
| Housing Advocate | 6.90% | 5.60% | 10.50% | 6.10% | 5.80% |
| Faith-Based Organization | 3.50% | 2.70% | 5.30% | 3.10% | 3.90% |
| Real Estate/Mortgage Industry | 10.00% | 9.60% | 5.30% | 10.10% | 9.60% |
| Other | 26.90% | 23.20% | 29.80% | 22.70% | 36.50% |
| Non-Profit | 1.90% | 2.10% | 0.00% | 2.20% | 1.90% |
| **Total** | **100.00%** | **100.00%** | **100.00%** | **100.00%** | **100.00%** |
| | | | | | |
| **eList Survey Respondents** | | | | | |
| Federal Government | 5.90% | 7.30% | 0.00% | 7.80% | 0.00% |
| State/Local Government | 33.60% | 32.70% | 22.20% | 32.50% | 7.70% |
| Researcher/Academic/Student | 10.40% | 15.00% | 0.00% | 14.30% | 7.70% |
| Consultant | 8.70% | 8.30% | 11.10% | 8.20% | 7.70% |
| Trade/Professional Organization | 3.50% | 2.00% | 11.10% | 2.60% | 7.70% |
| Builder/Developer/Architect | 4.90% | 3.30% | 0.00% | 2.60% | 0.00% |
| Housing Advocate | 7.30% | 8.00% | 22.20% | 7.80% | 23.10% |
| Faith-Based Organization | 2.30% | 2.00% | 0.00% | 2.20% | 7.70% |
| Real Estate/Mortgage Industry | 9.90% | 8.30% | 11.10% | 9.50% | 15.40% |
| Other | 9.10% | 8.30% | 22.20% | 9.10% | 23.10% |
| Non-Profit | 4.60% | 4.70% | 0.00% | 3.50% | 0.00% |
| **Total** | **100.00%** | **100.00%** | **100.00%** | **100.00%** | **100.00%** |
| | | | | | |
| **Phone Survey Respondents** | | | | | |
| Federal Government | 7.00% | 13.80% | * | 14.90% | * |
| State/Local Government | 6.20% | 8.60% | * | 9.30% | * |
| Researcher/Academic/Student | 23.50% | 30.50% | * | 27.90% | * |
| Consultant | 12.80% | 6.20% | * | 13.10% | * |
| Trade/Professional Organization | 2.40% | 0.00% | * | 0.00% | * |
| Builder/Developer/Architect | 13.50% | 12.10% | * | 10.10% | * |
| Housing Advocate | 12.00% | 8.80% | * | 9.50% | * |
| Faith-Based Organization | 0.20% | 0.60% | * | 0.60% | * |
| Real Estate/Mortgage Industry | 7.00% | 5.40% | * | 5.90% | * |
| Other | 15.40% | 14.00% | * | 8.80% | * |
| Non-Profit | 0.00% | 0.00% | * | 0.00% | * |
| **Total** | **100.00%** | **100.00%** | **\*** | **100.00%** | **\*** |

*All respondents include everyone who has responded to the survey including those with very high or
*Note: There are too few dissatisfied phone respondents to produce a valid distribution of responses.*

Gender appeared to play no role in determining respondents' satisfaction with either the quality or usefulness of research from PD&R (Exhibit 55). The percentage distribution of respondents who were either highly satisfied or dissatisfied with the quality of PD&R publications remained the same. However, frequency of ordering/downloading PD&R research is likely to play a strong role in dissatisfaction (Exhibit 56). Highly dissatisfied users were much more likely to be less frequent customers of PD&R.

**Exhibit 55: Gender for Respondents With Very High or Very Low Satisfaction With the Quality and Usefulness of PD&R Research Products**

| | | Quality | | Usefulness | |
|---|---|---|---|---|---|
| | **All Respondents*** | **Very High Satisfaction** | **Very Low Satisfaction** | **Very High Satisfaction** | **Very Low Satisfaction** |
| **HUD USER Website Respondents** | | | | | |
| Male | 35.00% | 34.60% | 37.70% | 36.40% | 35.40% |
| Female | 65.00% | 65.40% | 62.30% | 63.60% | 64.60% |
| **Total** | **100.00%** | **100.00%** | **100.00%** | **100.00%** | **100.00%** |
| | | | | | |
| **eList Survey Respondents** | | | | | |
| Male | 43.90% | 41.80% | 30.00% | 38.50% | 39.80% |
| Female | 56.10% | 58.30% | 70.00% | 61.50% | 60.20% |
| **Total** | **100.00%** | **100.00%** | **100.00%** | **100.00%** | **100.00%** |
| | | | | | |
| **Phone Survey Respondents** | | | | | |
| Male | 59.80% | 57.60% | * | * | 53.40% |
| Female | 40.20% | 42.40% | * | * | 46.60% |
| **Total** | **100.00%** | **100.00%** | * | * | **100.00%** |

*All respondents include everyone who has responded to the survey including those with very high or very low satisfaction.

*Note: There are too few dissatisfied phone respondents to produce a valid distribution of responses.*

**Exhibit 56: Frequency of Ordering/Downloading for Respondents With Very High or Very Low Satisfaction With the Quality and Usefulness of PD&R Research Products**

| | | Quality | | Usefulness | |
|---|---|---|---|---|---|
| | **All Respondents*** | **Very High Satisfaction** | **Very Low Satisfaction** | **Very High Satisfaction** | **Very Low Satisfaction** |
| **HUD USER website respondents** | | | | | |
| 2 or more times monthly | 14.10% | 24.30% | 13.30% | 23.20% | 12.50% |
| Once a month | 11.70% | 16.50% | 10.00% | 16.00% | 5.40% |
| 2–3 times annually | 19.90% | 23.00% | 13.30% | 25.40% | 12.50% |
| Only once | 15.00% | 12.10% | 8.30% | 11.70% | 8.90% |
| Other | 39.40% | 24.10% | 55.00% | 23.70% | 60.70% |
| **Total** | **100.00%** | **100.00%** | **100.00%** | **100.00%** | **100.00%** |
| | | | | | |
| **eList survey respondents** | | | | | |
| 2 or more times monthly | 11.70% | 17.20% | 22.20% | 18.70% | 15.40% |
| Once a month | 24.00% | 29.30% | 22.20% | 29.70% | 23.10% |
| 2–3 times annually | 40.40% | 40.70% | 33.30% | 39.90% | 46.20% |
| Only once | 8.90% | 4.40% | 11.10% | 4.80% | 7.70% |
| Other | 15.10% | 8.40% | 33.30% | 7.00% | 7.70% |
| **Total** | **100.00%** | **100.00%** | **100.00%** | **100.00%** | **100.00%** |
| | | | | | |
| **Phone survey respondents** | | | | | |
| 2 or more times monthly | 10.80% | 17.10% | * | 21.60% | * |
| Once a month | 14.40% | 16.70% | * | 14.90% | * |
| 2–3 times annually | 30.80% | 36.90% | * | 37.40% | * |
| Only once | 27.40% | 14.40% | * | 21.90% | * |
| Other | 16.60% | 14.80% | * | 4.20% | * |
| **Total** | **100.00%** | **100.00%** | * | **100.00%** | * |

*All respondents include everyone who has responded to the survey including those with very high or very low satisfaction.
*Note: There are too few dissatisfied phone respondents to produce a valid distribution of responses.*

However, the way respondents use PD&R information does reveal some interesting patterns (Exhibit 57). Extremely satisfied website visitors were much more likely than average to use PD&R research for reference, for research, to provide data to others, or to make decisions. This effect holds for the eList and phone surveys as well, but the relationship is not as strong. Extremely dissatisfied website visitors were much less likely than average to use PD&R for any of the uses listed as response options in the survey, indicating that, on average, dissatisfied users use the information less, for all purposes.

**Exhibit 57: Information Use for Respondents With Very High or Very Low Satisfaction With the Quality and Usefulness of PD&R Research Products**

| | All Respondents* | Quality | | Usefulness | |
| --- | --- | --- | --- | --- | --- |
| | | Very High Satisfaction | Very Low Satisfaction | Very High Satisfaction | Very low Satisfaction |
| **HUD USER Website Respondents** | | | | | |
| For reference | 46.60% | 61.80% | 22.80% | 22.90% | 60.40% |
| For research | 45.60% | 58.00% | 27.90% | 28.60% | 57.30% |
| To provide data to others | 30.40% | 43.00% | 13.90% | 14.30% | 42.50% |
| To make decisions and/or set policy | 22.80% | 35.40% | 6.30% | 8.60% | 34.40% |
| For personal interest | 31.50% | 32.80% | 26.60% | 27.10% | 32.70% |
| To grow my business | 6.70% | 10.20% | 5.10% | 5.70% | 9.80% |
| Other | 6.30% | 5.30% | 11.40% | 18.60% | 5.90% |
| | | | | | |
| **eList Survey Respondents** | | | | | |
| For reference | 73.70% | 76.80% | 63.60% | 53.30% | 76.30% |
| For research | 59.80% | 63.60% | 63.60% | 46.70% | 68.00% |
| To provide data to others | 51.40% | 59.90% | 36.40% | 46.70% | 58.60% |
| To make decisions and/or set policy | 32.20% | 40.40% | 18.20% | 20.00% | 43.20% |
| For personal interest | 31.50% | 32.50% | 54.60% | 53.30% | 32.70% |
| To grow my business | 8.20% | 9.60% | 27.30% | 20.00% | 11.90% |
| Other | 2.50% | 1.70% | 0.00% | 0.00% | 1.80% |
| | | | | | |
| **Phone Survey Respondents** | | | | | |
| For reference | 41.10% | 41.90% | * | * | 42.10% |
| For research | 60.30% | 71.20% | * | * | 65.70% |
| To provide data to others | 42.50% | 52.30% | * | * | 49.60% |
| To make decisions and/or set policy | 12.50% | 15.90% | * | * | 14.00% |
| For personal interest | 22.10% | 15.40% | * | * | 19.20% |
| To grow my business | 14.70% | 9.20% | * | * | 13.10% |
| Other | 9.00% | 9.30% | * | * | 10.00% |

*All respondents include everyone who has responded to the survey including those with very high or very low satisfaction.
*Note: There are too few dissatisfied phone respondents to produce a valid distribution of responses.*

Topic areas of interest show a slight effect. Extremely satisfied customers were more likely than others to select all topic areas of interest, but especially affordable housing,

economic/housing reports, and housing finance topics (Exhibit 58). Highly dissatisfied customers were less likely to have a wide range of interests. They predominantly were interested in affordable housing topics.

**Exhibit 58: Topics Areas of Interest for Respondents With Very High or Very Low Satisfaction With the Quality and Usefulness of PD&R Research Products**

| | All Respondents * | Quality | | Usefulness | |
| --- | --- | --- | --- | --- | --- |
| | | Very High Satisfaction | Very Low Satisfaction | Very High Satisfaction | Very low Satisfaction |
| **HUD USER Website Respondents** | | | | | |
| Affordable housing | 66.80% | 79.10% | 41.80% | 76.40% | 45.70% |
| Economic & housing market reports | 29.50% | 43.00% | 10.10% | 41.00% | 10.00% |
| Building/construction technology and methods | 14.40% | 20.10% | 2.50% | 20.40% | 4.30% |
| Housing finance | 35.90% | 43.50% | 17.70% | 41.80% | 17.10% |
| Public/assisted housing research | 41.80% | 47.80% | 22.80% | 47.20% | 28.60% |
| Community development issues | 24.40% | 33.10% | 11.40% | 31.20% | 10.00% |
| GIS resources | 10.20% | 14.80% | 3.80% | 15.00% | 4.30% |
| Evaluation of government programs | 22.20% | 30.00% | 13.90% | 28.80% | 14.30% |
| Other | 13.20% | 10.70% | 19.00% | 11.80% | 21.40% |
| | | | | | |
| **eList Survey Respondents** | | | | | |
| Affordable housing | 77.40% | 79.50% | 81.80% | 76.30% | 80.00% |
| Economic & housing market reports | 50.00% | 57.60% | 27.30% | 61.90% | 20.00% |
| Building/construction technology and methods | 30.00% | 29.50% | 27.30% | 32.00% | 20.00% |
| Housing finance | 48.80% | 53.00% | 36.40% | 56.10% | 46.70% |
| Public/assisted housing research | 47.40% | 53.00% | 36.40% | 54.30% | 26.70% |
| Community development issues | 55.20% | 58.30% | 45.50% | 61.50% | 53.30% |
| GIS resources | 20.00% | 20.90% | 27.30% | 23.00% | 20.00% |
| Evaluation of government programs | 42.90% | 47.40% | 36.40% | 45.00% | 26.70% |
| Other | 9.10% | 8.30% | 0.00% | 7.90% | 6.70% |
| | | | | | |
| **Phone Survey Respondents** | | | | | |
| Affordable housing | 84.90% | 88.90% | * | 83.60% | * |
| Economic & housing market reports | 60.10% | 61.50% | * | 57.80% | * |
| Building/construction technology and methods | 55.20% | 55.90% | * | 51.70% | * |
| Housing finance | 52.00% | 59.70% | * | 62.20% | * |
| Public/assisted housing research | 58.80% | 64.60% | * | 54.80% | * |
| Community development issues | 71.50% | 79.80% | * | 77.60% | * |
| GIS resources | 39.90% | 43.00% | * | 44.70% | * |
| Evaluation of government programs | 48.90% | 55.60% | * | 60.90% | * |
| Other | 8.00% | 4.10% | * | 4.40% | * |

*All respondents include everyone who has respondend to the survey including those with very high or very low satisfaction.

*Note: There are too few dissatisfied phone respondents to produce a valid distribution of responses.*

## *Verbatim Comments From Survey Respondents*

All versions of the survey included a general comment section to capture verbatim feedback regarding PD&R research. All survey forms also included a specific question asking how PD&R can make its research products more useful. The following section provides a sample of comments from both very satisfied and dissatisfied respondents, across all three survey forms, for both questions. Because of the large number of comments, not all can be reprinted here. However, these represent typical comments for all respondents. Additional comments are provided in Appendix I. Some comments from respondents were clearly not applicable to PD&R products and were directed at HUD in general. These were removed from the report.

### Verbatim Comments From Respondents with Low Satisfaction

Respondents with low overall satisfaction (either with the quality or usefulness of PD&R research) may provide the most critical feedback for improving PD&R's offerings. This section highlights some of their commentary, categorized by type of comment. Please note that because overall satisfaction was very high, few respondents gave very low satisfaction ratings. Exhibits 59 to 63 present these comments. Overall, most comments focused on making the information easier to understand, posting updated information, and making the information more accessible.

### Exhibit 59: Selected Verbatim Suggestions To Make Products From PD&R More Useful and Interesting From Website Survey Respondents With Low Satisfaction

1. make it more interesting and add more info!
2. The FMRs should be published the way they used to be; by State; and by county; not by individual area. By having them published individually; it takes far too long to resarch the FMRs by State.
3. I cannot even download teh SAS data set for AHS 2007 after spending two hours.
4. When do PD&R people go out to talk to seniors avbout how they are treated in apartments?
5. There needs to be a link that has a list of available properties available once the vouchers have been approved
6. Out dated information..how can this help us?

### Exhibit 60: Verbatim Comments Regarding Research, Publications, and Data Sets From PD&R Website Survey Respondents With Low Satisfaction

1. information could be clearer
2. TIRED OF DATA; NEED HELP. THE REPORTS AREN'T ACCURATE ANYWAY. STOP GIVING DATA AND DO SOMETHING TO HELP WOMAN.
3. Yes..Please post updated information..this site doesn't do anyone any good unless updated information can be asseced

**Exhibit 61: Selected Verbatim Suggestions To Make Products From PD&R More Useful and Interesting From eList Survey Respondents With Low Satisfaction**

1. Hire field agents to go into all communities such as thoes where African American and Hispanic live.
2. start with plain english and a capable editor
3. You can put in plan English on the front page the research products.
4. I probably shouldn't have subscribed. I don't use the info in my work.
5. get some real data on real people living in poverty and work with them; not simple false statistics
6. Make them easier to locate and understand.

**Exhibit 62:  Verbatim Comments Regarding Research, Publications, and Data Sets From PD&R eList Survey Respondents With Low Satisfaction**

1. Housing Authorities do not publish Hud's policies that they must follow and therefore abuse thier power. Hud should over see Housing Authorities more often and speak to the residents for the first time. Looking at books doesn't let Hud how people are being treated. The books and files only tell Hud what the Housing Authority is doing to correct residents; however it doesn't mention the abuse residents go through...Speak to the residents face to face and not always on paper or internet.

**Exhibit 63:  Selected Verbatim Suggestions To Make Products From PD&R More Useful and Interesting From Phone Survey Respondents With Low Satisfaction**

1. Publication order was not what I expected. I was misled by the title. Make titles correspond better to the text.
2. Have the older publications bound   (ordered a repro copy of an old publication from HUD USER).

## Verbatim Comments From Highly Satisfied Respondents

Select and representative comments from respondents who rated PD&R very highly are included in this section (Exhibits 64 to 69). The number of comments reported for each exhibit is much larger, primarily due to the larger number of respondents reporting high satisfaction.

Most respondents reported being very happy with the research products from PD&R. Comments included "I am totally impressed with your output—it has given me a completely new opinion of HUD." and "Products are very useful as they are." However, some respondents provided specific examples of changes they would like implemented. A majority of the comments addressed the timeliness of the products. Specifically, the respondents said that the reports should cover more timely topics and the data sets need to be updated in a more timely manner. Most respondents wanted more and new research from PD&R. Some suggested using less technical jargon and to be more consistent when using technical terms. Regarding data sets, most comments addressed the need to have the data available in multiple

formats and to have it available at the local level. The need for GIS-friendly data was also mentioned. Respondents also mentioned the need to reference data sets consistently. For example, "Make sure that your references to a document are entitled the same as that document. In other words; don't refer to 'Annual Income Data Set' if the actual title is "'Adjusted Annual Income Limits for States.'"

Periodicals, especially Research*Work*s, received very positive feedback. However, several respondents mentioned that *Cityscape* and *U.S. Housing Market Conditions (USHMC)* should receive more timely releases. For example, a respondent mentioned that, "Cityscape—can be more useful if its timely. I never know when to expect it. ResearchWorks is wonderful—love receiving my copy each month to read and pass on. USHMC—more timely please! All 3 are well written." Some respondents who wanted to see more in-depth articles in the newsletters. Some mentioned that receiving print copies of *Breakthroughs* would increase its value.

Respondents also noted that data sets were hard to find, and they suggested having an index or dictionary of data.

**Exhibit 64: Selected Verbatim Suggestions To Make PD&R Products PD&R More Useful and Interesting From Highly Satisfied Website Survey Respondents**

1. Documents with income level guidelines would be better viewed if it's formatted in excel. It's somewhat confusing when looking at the word document of income levels.
2. Make sure the data sets are released in a more timely manner
3. Products are very useful as they are.
4. It seems like there is less new research being published. I hope there will be more new research this year.
5. Better access to restricted access data with less stringent reporting guidelines; while still maintaining the integrity of the data.
6. List ALL data available from HUD User online!
7. I work in Multifamily Housing; so more research in that area would be my self-serving desire. It doesn't mean you're doing anything wrong; it's just my area of interest.
8. This may not exactly be a PD&R issue--I don't know your structure; but a very useful data set would be tabulations of the ACS 3- or 5- year data that match the 2000 Census CHAS tabulations and summary files. We are preparing a consolidated
9. Analysis relating to real estate markets and related housing finance programs should segmented into relevant or comparable market regions
10. Need an inventory of topics (one-liners) that we can search thru.
11. Improve the print and paper quality. I like to keep your publications in my office for students to read - and the paper is sometimes too thin. Bring back the nicer covers - the last few years the covers have reflected the cost cutting.
12. Make it easier to understand what the different programs are and how to understand them. There are too many acronyms!
13. Release the data more timely.
14. more program evaluations
15. It would be nice to have the actual Federal Register published dates for certain data sets (& federal register page #) on your site with the data - so that we could easily look up and print the actual federal register notice
16. Make Housing Authority Information easier to find.
17. more data at the local level would be useful. For example; large cities or smsas.

18. Include variations for the southern hemisphere.
19. Sometimes it is difficult to determine which geocoded databases to use for different data sets
20. Make background data sets available for download
21. More data in SAS; more research
22. For local jurisdictions like a City; obtaining information for small geographies is extreemly useful. If data can be made available for smaller geographies; it will be very helpful.
23. Provide profiles of a sample of places that show innovative ways how data can be used to address neighborhood issues and problems.
24. help users to know how to sample towns and cities to get more information—models of low-cost survey instruments and techniques
25. Print ResearchWorks in full color—makes articles interesting with good pictures. Increase it to include more articles;
26. I would like to know how to receive reports on a city not listed. Explanation on how or why certain cities are chosen for research.
27. Online mortgage refinance calculator; predatory lending checklist
28. Publish more research—no of research reports has been dismal in last 2–3 yers
29. I want info on my community specifically more often; one a year would be excellent.
30. Make sure that your references to a document are entitled the same as that document. In other words; don't refer to 'Annual Income Data Set' if the actual title is "Adjusted Annual Income Limits for States".
31. Data sets in other formats (eg SAS)-more research
32. County-level analysis for public/assisted housing information
33. Most research is out-dated. Last few years not much of value has been released from HUD.

**Exhibit 65: Verbatim Comments Regarding Research, Publications, and Data Sets From Highly Satisfied Website Survey Respondents**

1. I enjoy receiving ResearchWorks every month. It is well written and well presented. Loved the new look. Keep up the good work. The website has improved considerably in the last 2–3 years. Finding publications is much easier.
2. Love the RBC database. Breakthroughs is well written with good photos. Do more articles on inclusionary zoning; green technology
3. I deal mainly in the CSP and Annual Planning Process which requires timely data. The old CHAS data is too dated. I need as much information by block group as possible for the many difficult data areas which are not generally updated at the block group level such as disabled; elderly; low income; moderate income; poverty level and all the iterations that are required by HUD that we have to put into Tables 1; 2; and 3 and the newer versions in CPMP. I would love to attend some type of overview
4. Everyone does a great job; to which my research would be more difficult. I occasionally find data in weird formats (Lotus?) that make it inaccessible. I would provide more timely data on individuals who receive housing assistance and the communitie job; to which my research would be more difficult. I occasionally find data in weird formats (Lotus?) that make it inaccessible. I would provide more timely data on individuals who receive housing assistance and the communities in which they live.
5. It can be difficult to find the newest releases of research reports. My experience with OLDER data sets has not been great—missing big chunks; need to have lengthy interactions with HUD staff to figure out what is wrong with SAS file flattener programs; etc (eg in AHS). Working with Census Bureau on AHS access is a nightmare!!!!
6. Our housing is looking into smoke free housing and I was able to get quite a bit of information on different housing authorities that have already done this.
7. Today; compliance at all levels of government is an important factor in designing affordable housing models. In most cases; compliance is tied to HUD income/rent limits. Having easy access to that information is very helpful.
8. USHMC and Cityscape are not available timely—hard to plan on giving reading assignments for these. Publications should be free for students.
9. Breakthroughs is well written - add more pictures. Would love to receive printed Breakthroughs - I believe other newsletters from PD&R are also printed. Please make print version available. Make Cityscape more timely—it is always late.
10. More data in SAS format would be useful.
11. the housing development timeline was very useful but it is no longer available. a service coordinator evaluation would be great.
12. Add the Federal Register published date for FMR data sets
13. Cityscape- can be more useful if its timely. I never know when to expect it. ResearchWorks is wonderful—love receiving my copy each month to read and pass on. USHMC-more timely please! All 3 are well written.
14. Make Breakthroughs a printed newsletter; send ResearchWorks every month instead of 10 times a year
15. Need update more county.
16. Have more data in SAS format. Cover data related topics in ResearchWorks. Make Researchworks multi-colored and nicer paper. Its well written though.
17. As previously stated; it is sometimes difficult to identify which GIS databases link to HUD data sets (i.e. whether to use the _80 or _81 files
18. Would help to receive more data in SAS format and more detailed. Cover other non-PDR

research in Researchworks
19. With significant changes in the housing market; more timely reaserch will be useful.
20. More research please. There has been very little from HUD in the last 2 years. No research leads to the housing mess we are in today. newsletters are good-keep them coming.
21. Could you allow users to sign up for update notifications when new data sets are available?
22. only issues I have is the vast economic status; reports are often out of date almost by the time they are published.
23. HUD is so; so; so important to the low- and very low-income senior community my organization serves. My only suggestion is putting the eligibility requirements and information about state/city offices easier to find.
24. ResearchWorks-cover non HUD research too. Add more stories to the newsletter. More research please!
25. Why is Native American or Native Hawaiian Housing not mentioned. Why are we still 'OTHER'?
26. Would like to get Breakthroughs in print. Mail relevant publications to those who sign up to receive them as reports are released.
27. Very happy with the new way of accessing income limits - much more user-friendly to search by town. I can now send my staff the link; rather than having to download and issue all income limits individually. Thank you!
28. USHMC -- good periodical. ResearchWorks-well written; cover more reports from outside PD&R. Like getting both printed copies.
29. Cityscape-not timely. Resesearchworks is good-like receiving it each month. USHMC-decent. Publish more reports - HUD has not been active in research lately

**Exhibit 66: Selected Verbatim Suggestions To Make Products From PD&R More Useful and Interesting From Highly Satisfied eList Survey Respondents**

1. Establish provision to access data at more precise geographic unit. Important to be mindful of confidentiality concerns but some data at too large level of aggregation for many analytical purposes.
2. It would be nice to receive the newsletter in HTML instead of text.
3. user-friendly; easier to read
4. More photos and floor plans to provide insight on what makes projects effective.
5. Provide more current research in the data sets
6. Conduct more research on section 8 and public housing funding formula. Provide clarification on how to apply the fair housing act.
7. sometimes the papers just do not really reflect the realities of what the writers present!!!!! The writers commit outright scholastic fraud under whatever banners they are getting paid to write under!!! It is the sort of the same with som
8. Greater inclution of world data and other country data
9. I teach housing policy at a University and am always on the lookout for new things for class.
10. I am totally impressed with your output -- it has given me a completely new opinion of HUD. However; my experience has mainly been limited to HUDUSER Regulatory Barriers Clearinghouse and a few publications made available through RBC.
11. More case studies of best practice
12. Offering RSS feed and or POD cast.
13. How about some new research?
14. Provide data in SPSS or Excell.
15. A perodic email highlighting an already produced product and giving us a link back to the catalog of products would be helpful. We get so much stuff by email that it is hard (we are a small; three person; staff) to keep up with what is available
16. The electronic distribution is excellent.
17. I think e-mail notification of completed research is very good.
18. Speak more on current and special projects.
19. keep all reports available in pdf format; as well; provide more effective search functions by having key subject search categories to guide clients
20. More data!
21. The research products you are providing now are very helpful and useful to me now.
22. It is probably a function of when you get the data but the reports/analysis seem dated. For example; the most recent Housing Market Conditions covered the 2nd Quarter 2009 but we are almost at the end of the 3rd Quarter.
23. We need more information about the subprime borrowers. We need a qualitative study about the process of their entering into the loans. Did they connect with each other socially--were they sought out? Or did borrowers seek out lenders?
24. Address issues relating to housing authority projects and exam tools for small towns to implement and plan for low income housing in towns that previously had no program.
25. Please advise us of the cost of living for our seniors and income limits put out by HUD asap. This is for affordable housing purposes and verifing income to do recertifications annually.
26. More examples from less populated; even rural; areas of the country (if possible).
27. Provide more analysis of affordable housing
28. Would like more of the older reports to be available on line at HUD user; also would like a more efficient search engine for HUD user.

29. Add more data to the quarterly housing survey on multifamily starts and sales.
30. There needs to be more if it!  My interest is particularly in the area of affordable housing and challenges to preserving it through competing regulatory interests including zoning; building code; site planning; environmental concerns such
31. Publish and email examples of exactly HOW the products have been useful. Maybe first person accounts of what someone actually did with the information. How is that for a challenge?
32. use less acronyms and be consistent with technical jargon.
33. It would be useful if there were a way to periodically update the format of the older data sets to match current available software.
34. Expand focus on affordable housing issues.
35. Maintain up-to-date research databases on public and assisted housing and make them available to the public.
36. Include more studies concerning Southwest Virginia housing issues. Virginia Tech should be able to collaborate with HUD concerning research.
37. Scan and make available pre-internet age reports.
38. Market Rents Limits
39. Provide that the research be more in-depth; actually citing HUD (and attaching a copy) and other regulations as they may affect a particular question.
40. I have never encountered any issues with researching and obtaining the data sets I have needed.
41. More focus on the management issues involved in senior housing.
42. By sending summaries of your documents that might be of interest to several types of your suscribers. Also by creating links among your readers.
43. Provide links to other research products/sources available from governmental agencies on the same or related topics.
44. Executive Reports or Summeries - the research is great; but we need to know the pragmatic options and components for better helping our housing Board members disect and comprehend the info better.
45. Maybe some webinars on key areas?
46. Research products require more detailed information before acceptance of findings. Such as opinions of effectiveness from state and local governments.

**Exhibit 67: Verbatim Comments Regarding Research, Publications, and Data Sets From Highly Satisfied eList Survey Respondents**

1. Need studies analyzing consequences of growing disparities in access to affordable housing for individual health; mental health; social well being; community participation.
2. I appreciate the rapid response when I email a question about the AHS to David Vandenbroucke. Also; the AHS codebook and FAQ document are very useful and "easy to read."
3. The data sets are not reader friendly. Improvement can be made to make comprehension easier.
4. Yes; provide data in SPSS or Excel
5. more guidance on the data sets would be very useful
6. Nothing specific than already mentioned—need more research from affordable housing perspective in an increasingly complex regulatory marketplace with competing public interests in energy conservation; environment; disasters; insurance; etc. HUD PD&R seems ideally situated to look at all of these factors comprehensively rather than with tunnel vision of special public or regulatory interest.
7. Perhaps linking federal (HUD) info with State (CA) info; when and where appropriate. Tracking projects or policies over time (longitudinal research and analysis) would be of great assistance in determining the long-range performance of various policies; programs; and expenditures being considered at the local; regional; or state-level.
8. I very much look forward to receiving the Research Works newsletter. I would like to see a print version of Breakthroughs newsletter as well.
9. The Research Works and Breakthroughs newletters are informative; cover a wide range of topics and provide an interesting read.
10. Provide more products in Spanish language.
11. I very much enjoy Cityscape.
12. If part of the purpose of the data is to promote affordable housing; best practices; etc we really need to break it out in a earier to read format so non-housing types (politicians) can quickly and easily grab the info to help our cause.
13. Some of the publications are dated by the time they are released—make sure they are available in a more timely manner. ResearchWorks is well written—like getting it in the mail each month. If possible make it a fortnightly and cover policy briefs in it.
14. All of the research is very useful. I enjoy reading your newsletters. It's great receiving ResearchWorks in the mail and Breakthroughs is very interesting and fun to read.
15. Difference between minorities and non minorities
16. Breakthroughs is interesting and informative.
17. I receive the print version of ResearchWorks and when I'm done reading it; I pass it around my office! It's a great resource—keep up the good work!
18. I don't usually have time to scrutinize the details so make the conclusion or abstract easy to locate.

**Exhibit 68: Selected Verbatim Suggestions To Make Products From PD&R More Useful and Interesting From Highly Satisfied Phone Survey Respondents**

1. Have a clearer index. I found the information overwhelming. All products should be available in digital format.
2. Prefer to receive information in electronic format and not paper.
3. Sometimes the language in the publications is too complicated. It would be nice to use simpler language.
4. HUD should be publishing a journal as I prefer to get journals and not the real data.

5. Provide more up to date research and data. By the time data is made available, it is not relevant any more.
6. Include more up-to-date information.
7. PD&R should provide more email updates on new releases.
8. The research should be more timely, include more recent data.
9. All research should be available for download much earlier.
10. HUD should include more case studies.
11. More up-to-date research and information on HUD policies.
12. Publications should use more graphics. It will make it easier to read – this applies more to USHMC as it will increase readability.
13. Expand the range of reports available and cover more topics. There should be more depth on HUD programs and topics.
14. Provide more specific information about smaller markets.

**Exhibit 69: Verbatim Comments Regarding Research, Publications, and Data Sets From Highly Satisfied Phone Survey Respondents**

Respondents who ordered PD&R reports
1. PD&R should provide better explanations of accessibility standards across US. More research should be conducted on this issue.
2. Keep up good work and keep things accurate. PD&R provides very important data.
3. Include more diagrams and charts in publications.
4. Very satisfied, do not do much with affordable or accessible housing, but liked the information and would use it again if needed.
5. The reports need to have better explanations of accessibility standards across US.

Respondents who ordered PD&R data sets
1. The information is great and data is very helpful. Just make sure that it is released in a more timely manner.
2. I appreciate the data and the formats.

Respondents who ordered PD&R periodicals and newsletters
1. I enjoy reading the Researchwork newsletter. Be more consistent and send the periodicals more timely.
2. I like the website, easy to find what we need or are looking for.
3. More environmental information would be appreciated.
4. More local research by city or community.

# Section 4: Characteristics That Drive Overall Satisfaction

As the results in Section 3 show, survey respondents are very satisfied with both the quality and usefulness of PD&R research. The previous sections looked at some of the factors that potentially affect user satisfaction, such as work affiliation and the reason for visiting the website.

To isolate and measure the effects these factors have on satisfaction, the survey data were evaluated using regression analysis. All factors that may drive satisfaction, limited by the survey data, were included in the analysis. Two multivariate logistic regression models were estimated, one measuring satisfaction with the quality of PD&R research and one measuring its usefulness.

The regression model was estimated using only the eList data. The phone survey, with 112 responses, is too limited and does not provide enough observations to produce reliable estimators for a logistic regression, so those data are not included here. The website survey data, although a large enough sample, are also not included in the regression analysis because it is not known whether all the respondents are "core" customers of PD&R. It is known that eList subscribers are interested in products from PD&R as they have subscribed to receive either updates about new products from PD&R or receive the electronic newsletters.

## *Dependent Variables*

Two regression models are estimated, using quality and usefulness of PD&R research as the dependent variables. The 5-point rating scale is transformed into two levels for the regression. Respondents were grouped into a "satisfied" category if they selected a rating of 4 or 5 and a "dissatisfied" category if they selected a rating of 1, 2, or 3 (Exhibit 70).

**Exhibit 70: Dependent Variables for Regression Analysis**

| Q1A. How satisfied are you with the overall quality of research products from PD&R? | |
|---|---|
| Low Satisfaction (1, 2 or 3) | 24.1% |
| High Satisfaction (4 or 5) | 75.9% |
| | |
| Q1B. How satisfied are you with the overall usefulness of research products from PD&R? | |
| Low Satisfaction (1, 2 or 3) | 29.3% |
| High Satisfaction (4 or 5) | 70.8% |

## *Explanatory Variables*

Exhibit 71 provides a listing of the explanatory variables included in the regressions. These variables include demographics and behavior-related variables (how often they access PD&R research materials, what was ordered/downloaded, and similar measures). These variables remained consistent across both regressions.

**Exhibit 71: List of Explanatory Variables**

| Variable | Explanation | Category |
|---|---|---|
| researcher | Includes academics and students | Affiliation, compared to government (federal/state/local) employees |
| consultant | | |
| trade | Includes trades, professional organization, advocates, faith-based organizations, and nonprofits | |
| hsgrelated | Includes builders, architects, real estate, mortgage-related affiliations | |
| otheraffil | Includes noncategorized "other" affiliations | |
| female | | Gender, compared to males |
| ordered2 | Order or download history includes: 1. publications and data sets, OR 2. publications and periodicals, OR 3. data sets and periodicals | Customer order mix (compared to only ordered one of publications/data sets/periodicals) |
| ordered3 | Order or download history includes: 1. publications, data sets, and periodicals. | |
| month | | How often do you order/download/read, compared to 2 or more times per month |
| fewtimesyear | | |
| onlyonce | | |
| otherfreq | | |
| reference | | How do you use information on website? |
| research | | |
| providedata | | |
| makedecision | | |
| personalint | | |
| growbiz | | |
| otheruse | | |

## Estimation Techniques

Given the categorical nature of the dependent variables (binomial), both regression models were estimated using multivariate logistic regression. This method also ensured that the regression model produced estimates of the probability of satisfaction for each observation.

## Regression Results: Quality of PD&R Research

Exhibit 72 presents the results from the regression (satisfaction with the quality of PD&R research) along with their significance (at the 0.05 level) and their relationship (positive/negative) on high satisfaction. Here, variables with positive effects are those that increased the odds of being highly satisfied with the quality of research, holding all else equal.

**Exhibit 72: Regression Results for Satisfaction With the Quality of PD&R Research**

| | Significant | Not Significant |
|---|---|---|
| Positive Effect (Increase Satisfaction) | ordered2 ordered3 | researcher consultant month reference providedata makedecision growbiz |
| Negative Effect (Decrease Satisfaction) | otheraffil onlyonce | trade hsgrelated female fewtimesyear otherfreq research personalint otheruse |

Only four regression coefficients show a significant relationship with satisfaction with the quality of research at the 0.05 level. These include an affiliation of "other" (negative effect), customers who ordered two or three types of PD&R research (both positive), and those who ordered research only once (negative effect).

Exhibit 73 shows the full regression results, including the coefficient estimates, odds ratio estimates, and significance tests for each coefficient. The odds ratio expresses how a unit increase in the explanatory variable will affect the likelihood of high satisfaction. For example, the odds ratio estimate for females is 0.82. Because the coefficient is less than one, females are 0.82 less likely to be highly satisfied than males, holding everything else constant. Since the regression coefficient does not show significance, this figure is not significantly different than 1.000.

**Exhibit 73: Full Regression Results for Satisfaction With the Quality of PD&R Research**

| Explanation | Variable | DF | Estimate | Odds Ratio Estimate | Standard Error | Chi-Square | Pr>ChiSq |
|---|---|---|---|---|---|---|---|
| | Intercept | 1 | 1.01 | | 0.37 | 7.60 | 0.01 |
| | researcher | 1 | 0.54 | 1.71 | 0.32 | 2.84 | 0.09 |
| Affiliation, compared | consultant | 1 | 0.04 | 1.04 | 0.31 | 0.02 | 0.89 |
| to government | trade | 1 | –0.32 | 0.73 | 0.22 | 2.11 | 0.15 |
| employees | hsgrelated | 1 | –0.24 | 0.78 | 0.25 | 0.95 | 0.33 |
| | otheraffil | 1 | –0.57 | 0.57 | 0.29 | 4.00 | 0.05 |
| Gender, compared to males | female | 1 | –0.20 | 0.82 | 0.16 | 1.50 | 0.22 |
| Customer order mix (compared to only ordered one of publications/data sets/periodicals) | ordered2 | 1 | 0.65 | 1.92 | 0.19 | 11.69 | 0.00 |
| | ordered3 | 1 | 0.90 | 2.47 | 0.22 | 16.26 | <.0001 |
| How often do you | month | 1 | 0.02 | 1.02 | 0.27 | 0.01 | 0.93 |
| order/download/read, | fewtimesyear | 1 | 0.00 | 1.00 | 0.26 | 0.00 | 0.99 |
| compared to 2 or more | onlyonce | 1 | –0.98 | 0.38 | 0.34 | 8.42 | 0.00 |
| times per month | otherfreq | 1 | –0.13 | 0.88 | 0.44 | 0.08 | 0.78 |
| | reference | 1 | 0.12 | 1.13 | 0.19 | 0.42 | 0.52 |
| | research | 1 | –0.17 | 0.85 | 0.17 | 0.94 | 0.33 |
| How do you use | providedata | 1 | 0.16 | 1.17 | 0.17 | 0.90 | 0.34 |
| information on | makedecision | 1 | 0.13 | 1.14 | 0.18 | 0.55 | 0.46 |
| website? | personalint | 1 | –0.11 | 0.89 | 0.17 | 0.45 | 0.50 |
| | growbiz | 1 | 0.13 | 1.14 | 0.30 | 0.18 | 0.67 |
| | otheruse | 1 | –0.53 | 0.59 | 0.52 | 1.02 | 0.31 |

## Regression Results: Usefulness of PD&R Research

Exhibit 74 presents the results from the regression (satisfaction with the usefulness of PD&R research) along with their significance (at the 0.05 level) and their relationship (positive/negative) on high satisfaction. Here, variables with positive effects are those that increased the odds of being highly satisfied with the usefulness of the research, holding all else equal.

**Exhibit 74: Regression Results for Satisfaction With the Usefulness of PD&R Research**

|  | Significant | Not Significant |
|---|---|---|
| Positive Effect (Increase Satisfaction) | ordered2<br>ordered3 | researcher<br>month<br>reference<br>providedata<br>makedecision<br>growbiz<br>otheruse |
| Negative Effect (Decrease Satisfaction) | hsgrelated<br>onlyonce | consultant<br>trade<br>otheraffil<br>female<br>fewtimesyear<br>otherfreq<br>research<br>personalint |

Only four regression coefficients show a significant relationship with satisfaction with the usefulness of research at the 0.05 level. These include housing-related affiliations (negative effect), customers who ordered two or three types of PD&R research (both positive), and those who ordered research only once (negative effect).

Exhibit 75 shows the full regression results, including the coefficient estimates, odds ratio estimates, and significance tests for each coefficient.

**Exhibit 75: Full Regression Results for Satisfaction With the Usefulness of PD&R Research**

| Explanation | Variable | DF | Estimate | Odds Ratio Estimate | Standard Error | Chi-Square | Pr>ChiSq |
|---|---|---|---|---|---|---|---|
| | Intercept | 1 | 0.82 | | 0.34 | 5.82 | 0.02 |
| | researcher | 1 | 0.46 | 1.58 | 0.28 | 2.63 | 0.10 |
| Affiliation, compared with government employees | consultant | 1 | –0.15 | 0.86 | 0.27 | 0.31 | 0.58 |
| | trade | 1 | –0.31 | 0.74 | 0.20 | 2.26 | 0.13 |
| | hsgrelated | 1 | –0.51 | 0.60 | 0.23 | 4.98 | 0.03 |
| | otheraffil | 1 | –0.46 | 0.63 | 0.27 | 2.89 | 0.09 |
| Gender, compared with males | female | 1 | –0.23 | 0.79 | 0.15 | 2.36 | 0.12 |
| Customer order mix (compared with only ordered one of publications/data sets/periodicals) | ordered2 | 1 | 0.58 | 1.79 | 0.18 | 10.41 | 0.00 |
| | ordered3 | 1 | 0.71 | 2.03 | 0.21 | 11.88 | 0.00 |
| How often do you order/download/read, compared with 2 or more times per month | month | 1 | 0.09 | 1.10 | 0.25 | 0.14 | 0.71 |
| | fewtimesyear | 1 | –0.08 | 0.92 | 0.23 | 0.12 | 0.73 |
| | onlyonce | 1 | –0.76 | 0.47 | 0.32 | 5.63 | 0.02 |
| | otherfreq | 1 | –0.44 | 0.64 | 0.39 | 1.27 | 0.26 |
| | reference | 1 | 0.18 | 1.20 | 0.18 | 1.01 | 0.31 |
| | research | 1 | –0.07 | 0.93 | 0.16 | 0.21 | 0.65 |
| | providedata | 1 | 0.07 | 1.07 | 0.15 | 0.21 | 0.65 |
| How do you use information on website? | makedecision | 1 | 0.02 | 1.02 | 0.16 | 0.02 | 0.89 |
| | personalint | 1 | –0.11 | 0.90 | 0.16 | 0.45 | 0.50 |
| | growbiz | 1 | 0.41 | 1.50 | 0.29 | 2.04 | 0.15 |
| | otheruse | 1 | 0.03 | 1.03 | 0.53 | 0.00 | 0.96 |

## *Summary of Findings*

Respondents ordering a larger variety of PD&R research (for example, reports and data sets as opposed to just data sets) were significantly more likely to be satisfied with both the quality and usefulness of PD&R research In both regression models, those ordering more often and ordering more variety of products were more likely to be highly satisfied. Affiliation, in general, does not seem to play a significant role in determining satisfaction for either the quality or usefulness of PD&R research. However, the housing-related affiliations (builders, architects, real estate, mortgage industry) do have significantly lower satisfaction with the usefulness of PD&R research when compared to the excluded control group (government employees). The other known factors from the models (gender and use of research) play no significant role in determining satisfaction with either the quality or usefulness of PD&R research.

# Section 5: Site Log Analysis

This section presents a detailed look at site log statistics derived from the HUD USER website. The goal is to better understand PD&R users and their needs and to supplement the information gleaned from the survey of website visitors, eList subscribers, and Clearinghouse customers.

The site log analysis is restricted to the same set of HUD USER directories as the survey.[20] In addition, the analysis is repeated over two time periods. The first coincides with the survey period of August 26 to October 25, 2009. The second uses a yearlong period of October 26, 2008, to October 25, 2009.

## General Visitor Statistics

Over the course of the entire year, the survey-specific webpages were visited 9,967 times per average weekday (Exhibit 76). This pattern is very similar to that of the survey period, which averaged 9,460 visitors per weekday. During both periods, the visits per weekend were much lower, at around 6,000 for both the full year and the survey period. The survey-specific section of the website is visited much more during the week than the weekends. On a day-to-day basis, Mondays are the busiest day and Saturday is the least busy.

**Exhibit 76: Website Statistics, Survey Period vs. Full Year**

|  | Survey Period | Whole Year |
|---|---|---|
| Average number of visits per day on weekdays | 9,460 | 9,967 |
| Average number of hits per day on weekdays | 83,762 | 100,862 |
| Average number of visits per weekend | 5,926 | 6,051 |
| Average number of hits per weekend | 56,791 | 63,972 |
| Most active day of the week | Monday | Tuesday |
| Least active day of the week | Saturday | Saturday |

## Most Frequently Downloaded Publications

The most frequently downloaded publications for both the survey period and the entire year are reported in Exhibits 77 and 78.[21] As publications are released throughout the year, we would expect that the most popular publications would show some change over time. Based on the data, this conclusion is true. However, many of the same publications appear in both lists, an indicator that the survey period visitors may be a good approximation of the full-year visitors.

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[20] This includes data sets, publications, periodicals, web store, and *Breakthroughs*. Visitors to all other sections of the HUD USER website are ignored.
[21] "Downloads" is a measure of the average number of complete downloads for each publication.

For the survey period, the three most frequently downloaded publications are the *Fair Housing Act Design Manual*, *A Study of Closing Costs for FHA Mortgages*, and *The Applicability of Housing First Models to Homeless Persons With Serious Mental Illness*. All these publications are also among the five most popular downloads for the entire year.

**Exhibit 77: Most Frequently Downloaded Publications During the Survey Period**

*Fair Housing Act Design Manual: A Manual To Assist Designers and Builders in Meeting the Accessibility Requirements of the Fair Housing Act*

*A Study of Closing Costs for FHA Mortgages*

*The Applicability of Housing First Models to Homeless Persons With Serious Mental Illness*

*Summary Report: Consumer Testing of the Good Faith Estimate Form (GFE)*

*Design Guide: Residential PEX Water Supply Plumbing Systems*

*A Study of the HUD Minimum Property Standards for One- and Two-Family Dwellings and Technical Suitability of Products Programs* (March 2003)

*Hybrid Wood and Steel Details: Builder's Guide*

*Fair Housing Act Design Manual: A Manual To Assist Designers and Builders in Meeting the Accessibility Requirements of the Fair Housing Act—Introduction*

*Section 202 Supportive Housing for the Elderly: Program Status and Performance Measurement*

*The Practice of Low Impact Development*

*Fair Housing Act Design Manual: Part II, Chapter 7—Usable Kitchens and Bathrooms*

*Usable Kitchens and Bathrooms: PART A: Usable Kitchens, PART B: Usable Bathrooms*

*Fair Housing Act Design Manual: Part II: Design Requirements of the Guidelines*

*2008 Report: The State of the Housing Counseling Industry*

*CDBG Formula Targeting to Community Development Need*

*Note: This includes only PD&R publications. Other publications from HUD, such as Programs of HUD, are not included in the list.*

*The publications are listed in descending order of downloads.*

**Exhibit 78: Top Downloaded Publications During the Full Year**

*Fair Housing Act Design Manual: A Manual To Assist Designers and Builders in Meeting the Accessibility Requirements of the Fair Housing Act*

*Design Guide: Residential PEX Water Supply Plumbing Systems*

*The Applicability of Housing First Models to Homeless Persons With Serious Mental Illness*

*2008 Report: The State of the Housing Counseling Industry*

*A Study of Closing Costs for FHA Mortgages*

*Hybrid Wood and Steel Details:  Builder's Guide*

*The Practice of Low Impact Development*

*A Study of the HUD Minimum Property Standards for One- and Two-Family Dwellings and Technical Suitability of Products Programs* (March 2003)

*Fair Housing Act Design Manual: Part II, Chapter 7—Usable Kitchens and Bathrooms*

*Section 202 Supportive Housing for the Elderly: Program Status and Performance Measurement*

*Note: This list includes only PD&R publications. Other publications from HUD, such as* Programs of HUD, *are not included in the list.*

*The publications are listed in descending order of downloads.*

## *Most Frequently Downloaded Periodicals*

The most frequently downloaded periodicals for the survey period are reported in Exhibit 79. The comparison with the entire year was not run because new issues are released often throughout the year. The large spikes in downloads around new releases negates a meaningful comparison between the two periods.

The most popular periodicals from the survey period were all released around the same time as the survey. They include *U.S. Housing Market Conditions,* 2nd Quarter 2009; *Cityscape,* volume 11, number 1; and *U.S. Housing Market Conditions,* 1st Quarter 2009. PD&R's other periodicals, Research*Works* and *Breakthroughs,* are available online in HTML format, significantly reducing item downloads.

**Exhibit 79: Most Frequently Downloaded Periodicals During the Survey Period**

*U.S. Housing Market Conditions,* 2nd Quarter 2009, Regional Activity

*U.S. Housing Market Conditions,* 2nd Quarter 2009

*Cityscape: A Journal of Policy Development and Research*: *Lessons for the United States From Asian Nations*. Volume 11, number 1 (2009)

*U.S. Housing Market Conditions,* 1st Quarter 2009

*Cityscape: A Journal of Policy Development and Research: Lessons for the United States From Asian Nations*. Volume 10, number 3 (2008)

*Cityscape, A Journal of Policy Development and Research: Studies in Assisted Housing.* Volume 8, number 2 (2005)

*U.S. Housing Market Conditions,* 1st Quarter 2009, Regional Activity

*Cityscape, A Journal of Policy Development and Research: Staff Studies in Housing and Community Development.* Volume 9, number 1 (2007)

*Note: The periodicals are listed in descending order of downloads.*

## Most Frequently Accessed Data Sets

Exhibits 80 to 83 report the most frequently downloaded data sets for both the survey period and the entire year. The results are presented in two ways. The first captures general popularity by comparing the number of page views within the entire data set directory. The second method counts downloads of specific items and compares across the overall data set section of the website. It should be noted here that income limits data are now available through an online system that does not involve downloads. Similarly, qualified census tracts data are accessed through an application where there are no downloads. Using page views, therefore, would be the more accurate measure.

Using the first methodology, the top data sets are Fair Market Rents and Income Limits, which were accessed far more often than any other data set during both the survey period and the full year (Exhibit 80). Other popular data sets for both periods were the American Housing Survey, Annual Adjustment Factors, and the Qualified Census Tracts data sets.

**Exhibit 80: Most Frequently Accessed PD&R Data Sets (Directory Level)**

| Survey Period | Full Year |
|---|---|
| Income Limits | Income Limits |
| Fair Market Rents | Fair Market Rents |
| American Housing Survey | American Housing Survey |
| Components of Inventory Change (CINCH) | GSE |
| Qualified Census Tracts | Housing Affordability Data System |
| GSE | Qualified Census Tracts |
| Annual Adjustment Factors | Components of Inventory Change (CINCH) |
| Low-Income Housing Tax Credit Database | USPS Vacancy Data |
| USPS Vacancy Data | Neighborhood Stabilization Data |
| GIS Research Maps | |

*Note: Ranking by descending number of page views.*

Using downloads of specific items, Income Limits and Fair Market Rents files remain the dominant downloads during the survey period (Exhibit 81). Exhibit 82 lists the most popular downloads of PD&R data during the full-year period. The download patterns show a high degree of uniformity across the two time periods.

**Exhibit 81: Most Frequently Downloaded PD&R Data Set Files for the Survey Period**

Income Limits FY 09: HUD Income Limits Briefing Material

Income Limits FY 09: Tables for Section 8 Programs (PDF)

Updating the Low-Income Housing Tax Credit (LIHTC) Database: Projects Placed in Service Through 2006

Fair Market Rents FY 2010: Schedule B, FY 2010 Proposed Fair Market Rents for Existing Housing

Income Limits FY 09: Income Limit Area Definitions (PDF)

Multifamily Tax Subsidy Income Limits FY 09: MTSP Income Limits Tables (PDF)

Codebook for the American Housing Survey, Public Use File: 1997 and later April 2009 Version 1.9

Fair Market Rents 2009 Schedule B

Fair Market Rents for the Section 8 Housing Assistance Payments Program

Guide to HUD USER Data Sets

Income Limits FY 09: Tables for 1999 and Estimated FY 2009 Decile Distributions by Area (PDF)

Income Limits FY 09: State Income Limits and Median Family Incomes

Income Limits FY 09: Transmittal Notice on Estimated Median Family Incomes for FY 2009

Residential Finance Survey: 2001

Income Limits FY 07: HUD Income Limits Briefing Material

Fair Market Rents FY 09: County Level Data Revised

*Note: Excludes data set systems where respondent does not download data files.*

*The data sets are listed in descending order of downloads.*

**Exhibit 82: Most Frequently Downloaded PD&R Data Set Files for the Full Year (Individual Items)**

Income Limits FY 09: HUD Income Limits Briefing Material

Income Limits FY 09: Tables for Section 8 Programs (PDF)

Fair Market Rents 2009, Schedule B

Multifamily Tax Subsidy Income Limits FY 09: MTSP Income Limits Tables (PDF)

Codebook for the American Housing Survey, Public Use File: 1997 and later April 2009 Version 1.9

Income Limits FY 08: HUD Income Limits Briefing Material

Updating the Low-Income Housing Tax Credit (LIHTC) Database: Projects Placed in Service Through 2006

Income Limits FY 09: Income Limit Area Definitions (PDF)

Income Limits FY 08: Tables for Section 8 Programs in (PDF)

Income Limits FY 09: Tables for 1999 and Estimated FY 2009 Decile Distributions by Area (PDF)

Fair Market Rents FY 2010: Schedule B - FY 2010 Proposed Fair Market Rents For Existing Housing

Guide to HUD USER Data Sets

Income Limits FY 07: HUD Income Limits Briefing Material

Income Limits FY 09: State Income Limits and Median Family Incomes

*Note: Excludes data set systems where respondent does not download data files.*

*The data sets are listed in descending order of downloads.*

## Top Search Phrases

Exhibit 83 compares the top search phrases for the survey period with those of the full year. A search phrase is a term entered into the website's search engine to locate information. The search phrase helps illustrate what visitors are looking for or expecting when coming to HUD USER. The results indicate that visitors are largely looking for information about income limits and fair market rents. However, the Neighborhood Stabilization Program, *Cityscape*, and the Fair Housing Act Design Manual are also very popular.

**Exhibit 83: Top Search Phrases Used by Visitors to Pages Included in the Survey**

| Survey Period | Full Year |
|---|---|
| hud income limits 2009 | hud income limits |
| fair market rent | fair market rent |
| hud income limits | neighborhood stabilization program |
| hud fair market rent | hud income limits 2009 |
| hud median income 2009 | 2009 income limits |
| neighborhood stabilization program | hud fair market rent |
| fair market rents | hud income guidelines |
| hud fmr | 2009 hud income limits |
| fair housing act design manual | fair market rents |
| area median income 2009 | income limits |
| cityscape | Cityscape |
| hud fair market rents | hud fmr |
| section 8 income limits | fair housing act design manual |
| 2009 hud income limits | hud 2009 income limits |
| hud income guidelines | hud median income 2009 |
| hud income guidelines 2009 | hud housing assistance |
| section 8 income guidelines | HUD Fair Market Rents |

## *Top Referring Sites*

Search engines such as Google, Yahoo, or Bing are commonly the top referring websites for HUD USER. But to better understand HUD USER's referring sites, Exhibit 84 presents the top referring sites, excluding search engines. These are websites that provide links, or otherwise facilitate the movement of their visitors, to HUD USER.

**Exhibit 84: Top Referring Sites of Visitors to Pages Included in the Survey**

| Survey period | Last Fiscal Year |
|---|---|
| www.hud.gov | www.hud.gov |
| www.freegasusa.org | www.housinglink.org |
| www.housinglink.org | www.census.gov |
| www.census.gov | www.freegasusa.org |
| aptfinder.org | aptfinder.org |
| www.nyc.gov | www.nyc.gov |
| en.wikipedia.org | en.wikipedia.org |
| www.singlemom.com | www.ahfc.state.ak.us |
| forum.doityourself.com | www.massresources.org |
| www.massresources.org | www.singlemom.com |
| www.toolbase.org | www.toolbase.org |
| www.socialserve.com | www.workworld.org |

# Section 6: HUD USER Inventory Reporting System (HIRS) Analysis

In addition to the downloadable research from the HUD USER website, PD&R operates a clearinghouse to distribute print-based publications, print-based periodicals, and CD-ROM data sets. The clearinghouse allows PD&R customers to order items through the website, email, phone, or fax for a nominal fee or, in some cases, for free. The clearinghouse also distributes research through a number of dissemination and marketing strategies such as research conferences, direct mail campaigns, and free publication offers. The clearinghouse also participates in bulk mailings of new periodicals to predetermined subscriber lists. The bulk mailing efforts are excluded from this analysis.

The HIRS database contains complete information on all transactions, including the ordering method, work affiliation, date of shipment, and the ordered items. Using this system, Sage focuses on two time periods, the survey period of August 18 to October 26, 2009, and a full year period of October 26, 2008, to October 25, 2009.

## *Most Frequently Ordered Publications*

During the course of the survey period, the most popular publication was the booklet *Guide to HUD USER Data Sets*, followed by the *Fair Housing Act Design Manual*, and *Accessory Dwelling Units: Case Study* (Exhibit 85). The most frequently ordered publication for the full year was the *2007 American Housing Survey Data Chart* (Exhibit 86). However, *Guide to HUD USER Data Sets* was the second most popular publication for the full year.

**Exhibit 85: Most Frequently Ordered Publications for the Survey Period**

*Guide to HUD USER Data Sets*

*Fair Housing Act Design Manual: A Manual To Assist Designers and Builders in Meeting the Accessibility Requirements of the Fair Housing Act*

*Accessory Dwelling Units: Case Study*

*Better Coordination of Transportation and Housing Programs To Promote Affordable Housing Near Transit*

*Impact Fees and Housing Affordability: A Guide for Practitioners*

*Study of Subdivision Requirements as a Regulatory Barrier*

*Permanent Foundations Guide for Manufactured Housing*

*Best Practices for Effecting the Rehabilitation of Affordable Housing, Volume 1: Framework and Findings*

*Best Practices for Effecting the Rehabilitation of Affordable Housing, Volume 2: Technical Analyses and Case Studies*

*2007 American Housing Survey Data Chart*

*Fair Housing Act Design Manual Revision Sheet*

*The Effects of Environmental Hazards and Regulation on Urban Redevelopment*

*New Markets: The Untapped Retail Buying Power of America's Inner Cities*

*Do We Know More Now? Trends In Public Knowledge, Support and Use of Fair Housing Law (February 2006)*

*American Housing Survey for the United States: 2007*

**Exhibit 86: Most Frequently Ordered Publications for the Full Year**

*2007 American Housing Survey Data Chart*

*Guide to HUD USER Data Sets*

*Fair Housing Act Design Manual: A Manual To Assist Designers and Builders in Meeting the Accessibility Requirements of the Fair Housing Act*

*Accessory Dwelling Units: Case Study*

*The State of the Housing Counseling Industry: 2008 Report*

*Impact Fees and Housing Affordability: A Guide for Practitioners*

*Study of Subdivision Requirements as a Regulatory Barrier*

*Better Coordination of Transportation and Housing Programs to Promote Affordable Housing Near Transit*

*Affordable Housing Needs 2005: Report to Congress*

*Insulating Concrete Forms: Comparative Thermal Performance*

*Revitalizing Foreclosed Properties With Land Banks*

*Best Practices for Effecting the Rehabilitation of Affordable Housing Volume 1: Framework and Findings*

*Manufactured Home Installation Training Manual*

*Structural Design Loads for One- and Two-Family Dwellings*

*Permanent Foundations Guide for Manufactured Housing*

## *Most Frequently Ordered Data Sets*

During the course of the survey period, the most popular data set was the American Housing Survey 1974–2004 on DVD (Exhibit 87), followed by the American Housing Survey 1985–89 CD and GIS Research Maps, Volume 3. Top orders for the full year show a high correlation between the two time periods (Exhibit 88). However, the GIS Research Maps were the most frequently ordered data sets for the full year.

**Exhibit 87: Most Frequently Ordered Data Sets for the Survey Period**

American Housing Survey (AHS) Metropolitan Microdata Files: 1974–1983 and 1984-2004 (DVD)

American Housing Survey National 1985–1989 (CD)

GIS Research Maps, Volume 3: Selected PD&R Data Sets With Landview

American Housing Survey National Data 1995–1996 Data, Reports, & Code Books: 1995 National, 1995 Metro, 1996 Metro

American Housing Survey National 1989–1993  *Revised 2/2006*(CD)

2007 GSE Single Family National and Multifamily Census Tract Files (2 CDs)

**Exhibit 88: Most Frequently Ordered Data Sets for the Full Year**

GIS Research Maps, Volume 3: Selected PD&R Data Sets With Landview

American Housing Survey (AHS) Metropolitan Microdata Files: 1974–1983 and 1984–2004 ( DVD)

2007 GSE Single Family National and Multifamily Census Tract Files (2 CDs)

2004 GSE Single Family National and Multifamily Census Tract Files (2 CDs)

2006 GSE Single Family National and Multifamily Census Tract Files (2 CDs)

American Housing Survey National 1985–1989 (CD)

American Housing Survey National 1989–1993, Revised 2/2006 (CD)

2005 GSE Single-Family National and Multifamily Census Tract Files (2 CDs)

GIS Research Maps, Volume 2: Selected Research Data Sets for 1998

American Housing Survey National Data 1995–1996 Data, Reports, & Code Books: 1995 National, 1995 Metro, 1996 Metro

## *Method of Ordering*

The web store accounted for approximately 79 percent of transactions for both the survey period and the full year (Exhibit 89). Toll-free phone orders were the second largest but represented only 7 percent of orders for the survey period and 8 percent for the full year. Direct mail, local phone, fax, bulk mailings, and other ordering methods were used far less often. The method of ordering is very similar for both the survey period and the full year.

**Exhibit 89: Method of Ordering Publications From HUD USER**

|  | **Survey Period** | **Full Year** |
|---|---|---|
| Web store | 79.80% | 79.80% |
| Telephone (toll-free) | 7.30% | 8.00% |
| Conference/workshop | 5.80% | 3.40% |
| Conference order form | 4.00% | 2.20% |
| Fax | 1.10% | 1.00% |
| Letter | 1.00% | 1.30% |
| HUD dissemination plan | 0.90% | 3.70% |
| Direct mail | 0.00% | 0.00% |
| RBC mailing request | 0.00% | 0.10% |
| Telephone – (local) | 0.00% | 0.40% |
| **Total** | **100.00%** | **100.00%** |

## Customer Work Affiliations

The HIRS data were analyzed for the customers' work affiliation, ranked by the number of orders (Exhibit 90). The HIRS transactions reflect a customer base with varied work affiliations. For most orders, the work affiliation is listed simply as "individual/consumer." Students and architecture firms are prominent work affiliations. The remaining 10 percent of orders were split up across more than 30 different affiliations. It should be noted that the affiliations are as reported by the customers. The work affiliation "university (student)" includes those customers who identify themselves as students. This affiliation does not include professors, and it is not clear whether research associates or fellows are included here.

**Exhibit 90: Affiliation of Those Ordering Publications for the Survey Period**

|  | Survey Period | Full Year |
|---|---|---|
| Individual/consumer | 77.90% | 78.30% |
| University (student)* | 8.80% | 8.00% |
| Architecture/engineering firm | 3.30% | 2.70% |
| Housing authority | 1.80% | 1.90% |
| Planning firm | 1.80% | 1.70% |
| HUD staff (Field/Reg/HQ) | 0.60% | 1.30% |
| Inspection firm | 0.60% | 1.30% |
| Research institute | 0.60% | 1.00% |
| University (Nonspecific) | 0.60% | 0.50% |
| Others | 3.90% | 3.40% |
| **Total** | **100.00%** | **100.00%** |

*These include customers who identify themselves as students, not professors.*

# Section 7: Comparison with 2005 Report

In 2005 PD&R conducted a survey to assess satisfaction with the HUD USER website.[22] The section compares the results from the current survey with comparable data from the 2005 report. The web survey and eList survey respondents from this study are compared below with the web and eList respondents from the 2005 report.

## *Demographics*

A comparison of the gender of survey respondents in 2009 and 2005 shows no difference (Exhibit 91). In both survey periods, 44 percent of the eList respondents and 35 percent of the website survey respondents were males.

**Exhibit 91: Survey Respondents by Gender, 2005 and 2009**

| | 2005 HUD USER Website Respondents | 2005 HUD USER eList Respondents | | 2009 HUD USER Website Respondents | 2009 eList Respondents |
|---|---|---|---|---|---|
| ■ Female | 64% | 56% | | 65% | 56% |
| □ Male | 36% | 44% | | 35% | 44% |
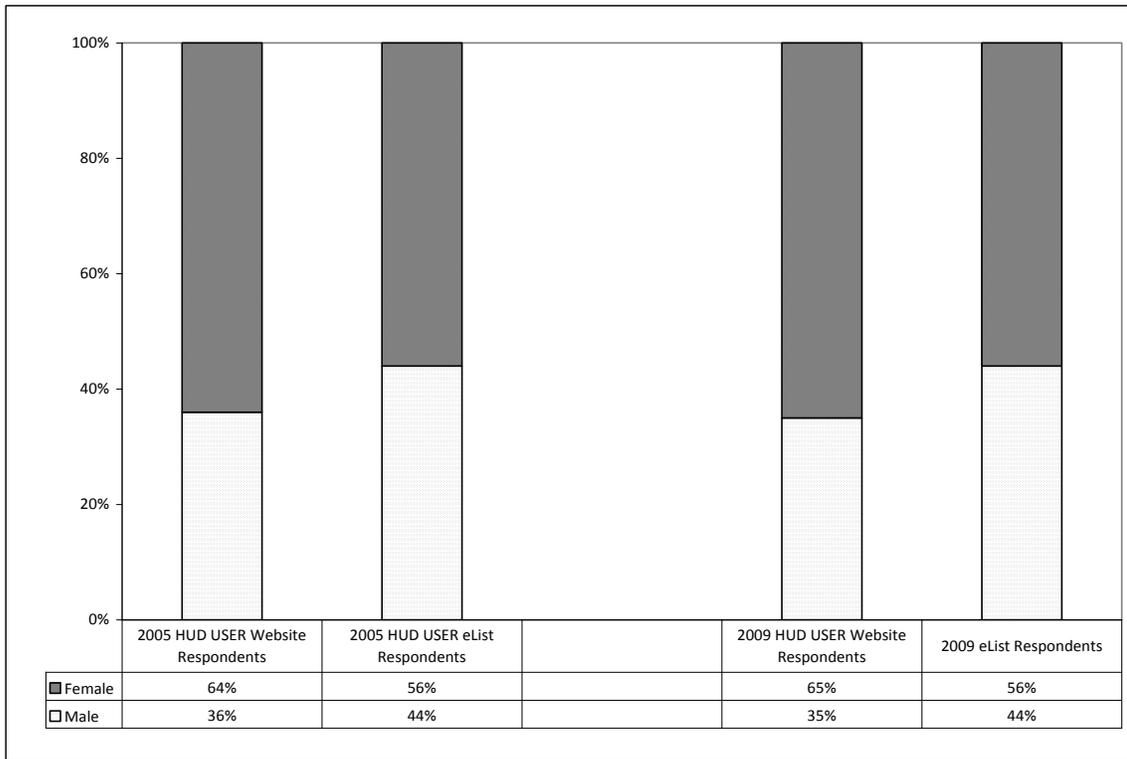
Exhibit 92 compares the work affiliations of both sets of survey respondents during the two time periods. No significant difference exists between the work affiliations.

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[22] U.S. Department of Housing and Urban Development: *Assessment of the Office of Policy Development and Research Website, March 2005*

**Exhibit 92: Affiliation of Survey Respondents, 2005 and 2009**

| | Website Survey Respondents | | eList Survey Respondents | |
|---|---|---|---|---|
| | **2009** | **2005** | **2009** | **2005** |
| Researcher/Academic | 9.7% | 13.0% | 10.4% | 10.8% |
| Consultant | 8.4% | 8.2% | 8.7% | 8.5% |
| Fed/State/Local Govt. | 25.0% | 15.3% | 39.5% | 40.5% |
| Trade/Professional Org. | 4.1% | 6.7% | 3.5% | 4.2% |
| Faith Based Org | 3.5% | 1.9% | 2.3% | 3.1% |
| Housing Practitioner | 0.0% | 8.0% | 0.0% | 11.0% |
| Housing Advocate | 6.9% | 4.8% | 7.3% | 7.7% |
| Builder/Developer | 3.8% | 6.0% | 4.9% | 4.8% |
| Mortgage / Finance | 10.0% | 1.5% | 9.9% | 1.3% |
| Other | 26.9% | 34.4% | 9.1% | 7.1% |
| Non-Profit | 1.9% | 0.0% | 4.6% | 0.0% |

*Response to Question: For statistical purposes only, what is your main work affiliation?*

Exhibit 93 compares the use of information from PD&R. For both the survey periods, 73 percent of the eList respondents reported using information from PD&R for reference. However, for web survey respondents, a significantly higher percentage (60 percent) of the respondents in the 2005 report cited using the information for research than they did during the current survey period (46 percent). Similarly, the percentage of visitors who used the information to grow their businesses was much higher for both groups of survey respondents in 2005.

**Exhibit 93: Use of Information From PD&R, 2005 and 2009**

| | Website Survey Respondents | | eList Survey Respondents | |
|---|---|---|---|---|
| | **2009** | **2005** | **2009** | **2005** |
| Reference | 46.6% | 50.7% | 73.7% | 72.8% |
| Research | 45.6% | 60.0% | 59.8% | 74.5% |
| Personal Interest | 31.5% | 35.8% | 31.5% | 21.7% |
| Provide Data | 30.4% | 36.4% | 51.4% | 56.0% |
| Make Decisions | 22.8% | 27.5% | 32.2% | 35.4% |
| Grow Business | 6.7% | 13.0% | 8.2% | 12.4% |
| Section 8 / Assisted Living* | 0.0% | 0.8% | 0.0% | 0.1% |
| Other | 6.3% | 4.0% | 2.5% | 3.7% |

* In 2005, Section 8 / Assisted Living was cited very frequently as one of the other use of information from PD&R. This was not listed as a use in the 2009 survey.

The website statistics for the two survey periods were also compared. As expected, the average number of visitors per day has increased since 2005 (Exhibit 94). In addition, the average time visitors spend on each page was also higher in 2009. However, the 2005 survey included visitors to all pages of the website whereas this survey included only those visiting specific pages, so this comparison may not be a valid.

**Exhibit 94: Website Statistics for the Survey Period, 2005 and 2009**

| | 2005 Report[*] | 2009 Report[**] |
|---|---|---|
| Average visitors per day | 6,800 | 8,516 |
| Average time spent (seconds) | 413 | 586 |
| Average page views per visitor | 4.25 | 4.86 |

[*] Includes visitors to all pages of the website.
[**] Includes visitors to only the publications, data sets, periodicals, and newsletters sections of the website.

Exhibit 95 compares the method of ordering for the two survey periods as well as for the entire year. There is a significant change in the method of placing orders. A much larger percentage of customers place their orders through the web store than in 2005, with an even larger decrease in orders by telephone.

**Exhibit 95: Method of Ordering Publications From HUD USER, 2005 and 2009**

|  | Survey Period | | Full Year | |
|---|---|---|---|---|
|  | **2009** | **2005** | **2009** | **2005** |
| Web Store | 79.8% | 51.0% | 79.8% | 60.0% |
| Telephone - 800 | 7.3% | 42.0% | 8.0% | 29.0% |
| Direct Mail | 0.0% | 4.0% | 0.0% | 7.0% |
| Telephone - Local | 0.0% | 1.0% | 0.4% | 2.0% |
| Others | 12.8% | 2.0% | 11.8% | 2.0% |

*Note: The 2009 inventory system does not include direct mail as a separate method of placing orders. All orders fulfilled by direct mail in 2009 are included under Others.*

# Section 8: Recommendations

This section offers recommendations to increase customer satisfaction with PD&R products.

Overall, survey respondents were very satisfied with PD&R products. Eighty-nine percent of the website survey respondents, 95 percent of the eList survey respondents, and 96 percent of the phone survey respondents are satisfied with the quality of research products from PD&R. In addition, 89 percent of the web survey respondents, 93 percent of the eList survey respondents, and 96 percent of the phone survey respondents reported being satisfied with the usefulness of research products from PD&R. A small percentage of the respondents, however, expressed some dissatisfaction with the timeliness of products.

Based on the survey results, the following are suggestions for improving PD&R research products to meet customers' expectations and increase their satisfaction.

## *Publications and Reports*

### *Expand Research Topic Areas*

Customers frequently commented that current PD&R publications focused on a very limited topic area that needed to be expanded. Suggested areas of interest included the consequences of growing disparities in access to affordable housing, foreclosure, energy conservation, the environment, and disasters. Additional topics included differences between minorities and non-minorities, manufactured housing, transit-oriented development, and affirmative action with a focus on the disabled.

### *Timeliness of Reports*

A slightly smaller percentage of respondents agreed that the reports did not cover timely topics. PD&R should release reports more quickly so that the topic covered remains current.

### *Less Urban Focus*

To quote one of the respondents, "There is an urban bias for much of the information, and the numbers do not reflect reality at the community level." PD&R reports need to focus more on rural areas. Much of what is currently provided in reports is specific to metropolitan areas. Customer satisfaction will increase if reports about rural issues, programs, and successes are released.

### *Additional Case Studies*

PD&R should include case studies on various topics such as how HUD financing was used to develop and build workforce housing or low income housing, the use of American Community Survey data to analyze local housing markets, and comparisons of housing approaches in other countries.

### *Improve Abstracts*

One of the reasons cited for lower satisfaction with reports was that the summaries were very misleading compared with the actual reports. In addition, the abstracts would be more useful if key findings were clearly highlighted.

### *Less Technical Language*

Less "HUD jargon" and more plain English should be used in the reports. Some customers found that PD&R reports were too technical, decreasing their usefulness. More graphics and illustrations would also be useful.

### *Reports in Other Languages*

Making PD&R reports available in other languages, such as, Spanish, would increase the audience for reports from PD&R.

## Data Sets

### *Timeliness of Data Sets*

Lack of timeliness of data sets was the largest source of dissatisfaction. Survey respondents said that sometimes certain data (for example, mortgage finance data) are outdated at the time of release. Some respondents were also dissatisfied with the lack of a fixed time for annual updates of data such as the Income Limits and Fair Market Rents data sets. If PD&R can ensure the more regular and timely release of the data, its customers would be more satisfied.

### *More Frequent Data Updates*

Respondents commented that some data sets are badly in need of updates. For example, the Picture of Subsidized Housing data set had not been updated in 9 years. Other outdated data sets mentioned by survey respondents included vacancy indicators from the U.S. Postal Service, Comprehensive Housing Affordability Strategy data, and Low-Income Housing Tax Credit data.

### *Availability in Different Formats*

PD&R should try to make all data sets available in multiple formats. For example, making data available in SAS, Minitab, SPSS, and Excel formats would increase their usefulness to most customers. Data on income limits, fair market rents, and HOME incomes would prove particularly useful to customers if they were offered in a choice of formats.

### *Added GIS Capability and GIS Friendly Data sets*

As GIS use increases, PD&R should ensure that all data sets include geocoding. The shape files and GIS databases should be documented and described to the users. PD&R needs to create a GIS platform that integrates all the geospatial data released by PD&R. The data representation should also include user-friendly thematic maps

and trends. The system should act as a one-stop data clearinghouse that allows users to explore housing data and trends.

### More Detailed Data

Data should be made available at the lowest possible geographic level. Some data are available only at the national level. As much as possible, data can be provided at the Zip code level would increase their usefulness.

### Improve Ease of Finding Data Sets

Among customers who expressed low satisfaction with data sets, ease of finding the data was a common concern. One way to make searching for data easier would be to add a data dictionary that would list the data available. Another possibility would be to organize the data by topic area, for example, adding an affordable housing section to the website with fair market rents as well as income limits for HOPE and non-HOPE properties.

### Improve Formats of Older Data Sets

Some customers stated that older data sets were not available or were available only in formats that are incompatible with current standards or difficult to use. Some data sets are missing large amounts of information. Addressing these issues would increase these customers' satisfaction with PD&R's data sets.

### Add Glossary of Data Terminology

Customers were sometimes confused by the technical terms used in the data. Creating a page for each data set that lists the variables and their definitions would be useful.

### New Data Sets

Customers expressed a desire for data sets covering additional topics, in addition to more timely data from PD&R. Data on Public Housing Authorities and modified units compliant with the Uniform Federal Accessibility Standards and the Fair Housing Act are examples.

## Periodicals

### Timeliness

Although customers were happy overall with the periodicals and newsletters from PD&R, several expressed dissatisfaction with timeliness of *Cityscape* and *U.S. Housing Market Conditions*. One customer indicated that he draws on *Cityscape* for reading assignments and finds it hard to plan lessons because its publication schedule is erratic.

### *Longer Articles in ResearchWorks*

Although most customers were very highly satisfied with Research*Works*, some expressed the desire to read longer articles in the newsletter. Most liked the newsletter's writing but wanted more detailed articles.

### *More Non-PD&R Research Included in Newsletters*

Respondents felt that PD&R newsletters would be more interesting if they included summaries of complementary non-PD&R research and access to other relevant research.

### *Brochure of PD&R Products*

Some respondents, particularly housing practitioners, were unaware of PD&R's publication and data set selections. They received the newsletter from PD&R and were not aware of all the products. To increase the awareness of PD&R products, a handbook or brochure of PD&R publications and data sets should be published and be made available online. This will assist PD&R in marketing its products and make them available to a wider audience.

## Other Recommendations

Affiliation was found to be statistically significant in driving satisfaction with PD&R research products. Specifically, builders, architect, and real estate agents were found to have lower levels of satisfaction. This group represents a significant section of PD&R customers. It is recommended that there be a follow-up study to identify topics of interest for this group. A more in-depth analysis of their concerns and interests is needed to meet the needs of this group of customers.

Another recommendation to increase customer satisfaction is to put a calendar on the website showing anticipated release dates of data sets, publications, and major research areas. The new forum included on the HUD USER website can serve as a place to announce upcoming research from PD&R to keep customers informed.

# Appendix A: Website Survey Questionnaire

HUD USER needs your feedback. Please help us improve the research products offered by HUD's Office of Policy Development and Research (PD&R) by completing our short customer satisfaction questionnaire. Your responses will help us better target our products and services to meet your needs.

The survey will take, at most, two minutes of your time. Your responses will be kept strictly confidential and presented in aggregate only.

**First, we would like your overall impression of _ALL_ PD&R products.**

1a. How satisfied are you with the overall quality of research products from PD&R?

| Not at all satisfied | | | | Extremely satisfied | Don't know |
|:---:|:---:|:---:|:---:|:---:|:---:|
| 1 | 2 | 3 | 4 | 5 | |
| O | O | O | O | O | O |

1b. How satisfied are you with the overall usefulness of research products from PD&R?

| Not at all satisfied | | | | Extremely satisfied | Don't know |
|:---:|:---:|:---:|:---:|:---:|:---:|
| 1 | 2 | 3 | 4 | 5 | |
| O | O | O | O | O | O |

1c. How can we make research products from PD&R more useful to you?

| |
|---|
| |

**Thank you for your feedback about PD&R products generally. Now we would like your opinion on SPECIFIC kinds of products.**

*First, please tell us about publications and reports from PD&R.*

2a. Have you read, downloaded, or ordered **reports from PD&R**?
   O Yes [show 2b and 2c]
   O No [2b and 2c will be either grayed out or not shown based on browser type]

2b. Please indicate your level of **satisfaction** with each of these statements about **PD&R reports**:

| | Not at All Satisfied 1 | 2 | 3 | 4 | Extremely Satisfied 5 | Don't know N/A |
|---|:---:|:---:|:---:|:---:|:---:|:---:|
| Quality of PD&R reports | O | O | O | O | O | O |
| Level of detail in PD&R reports | O | O | O | O | O | O |
| Topics covered by PD&R reports | O | O | O | O | O | O |

| | Not at All Satisfied 1 | 2 | 3 | 4 | Extremely Satisfied 5 | Don't know N/A |
|---|---|---|---|---|---|---|
| Usefulness of PD&R reports | O | O | O | O | O | O |
| Organization of PD&R reports | O | O | O | O | O | O |
| Clarity of the information | O | O | O | O | O | O |
| Ease of finding PD&R reports on the website | O | O | O | O | O | O |

2c. Please indicate your level of **agreement** with each of these statements about **PD&R reports**:

| | Strongly Disagree 1 | 2 | 3 | 4 | Strongly Agree 5 | Don't know N/A |
|---|---|---|---|---|---|---|
| PD&R reports cover timely topics | O | O | O | O | O | O |
| The reports from PD&R are well written | O | O | O | O | O | O |
| PD&R reports employ valid research methods | O | O | O | O | O | O |

*Next, tell us about data sets from PD&R.*

3a. Have you used, downloaded, or ordered **data sets from PD&R**?
      O Yes [show 3b and 3c]
      O No [3b and 3c will be either grayed out or not shown based on browser type]

3b. Please indicate your level of **satisfaction** with each of these statements about **PD&R data sets**:

| | Not at All Satisfied 1 | 2 | 3 | 4 | Extremely Satisfied 5 | Don't know N/A |
|---|---|---|---|---|---|---|
| Quality of PD&R data sets | O | O | O | O | O | O |
| Usefulness of PD&R data sets | O | O | O | O | O | O |
| Ease of finding data sets on the web site | O | O | O | O | O | O |
| Available data set formats | O | O | O | O | O | O |
| Accuracy of data | O | O | O | O | O | O |

3c. Please indicate your level of **agreement** with each of these statements about **PD&R data sets**:

| | **Strongly Disagree** | | | | **Strongly Agree** | **Don't know N/A** |
|---|---|---|---|---|---|---|
| | **1** | **2** | **3** | **4** | **5** | |
| The data sets are timely | O | O | O | O | O | O |
| Data from PD&R is credible | O | O | O | O | O | O |

Finally, please tell us about periodicals and newsletters from PD&R.

4a. Have you read, downloaded, or ordered **Research***Works*, *U.S. Housing Market Conditions*, *Cityscape*, or *Breakthroughs* **from PD&R**?
        O Yes [show 4b and 4c]
        O No [4b and 4c will be either grayed out or not shown based on browser type]

4b. Please indicate your level of **satisfaction** with each of these statements about *periodicals and newsletters from PD&R*:

| | **Not at All Satisfied** | | | | **Extremely Satisfied** | **Don't know N/A** |
|---|---|---|---|---|---|---|
| | **1** | **2** | **3** | **4** | **5** | |
| Topics covered by PD&R periodicals and newsletters | O | O | O | O | O | O |
| Clarity of the information | O | O | O | O | O | O |

4c. Please indicate your level of **agreement** with each of these statements about *periodicals and newsletters from PD&R*:

| | **Strongly Disagree** | | | | **Strongly Agree** | **Don't know N/A** |
|---|---|---|---|---|---|---|
| | **1** | **2** | **3** | **4** | **5** | |
| PD&R periodicals and newsletters are timely | O | O | O | O | O | O |
| PD&R periodicals and newsletters are well written | O | O | O | O | O | O |

## Finally, please tell us about yourself.

5. Which of the following research topic areas interest you? (check all that apply)
        ☐ Affordable housing
        ☐ Economic & housing market reports
        ☐ Building/Construction technology and methods
        ☐ Housing finance
        ☐ Public/Assisted housing research

☐ Community development issues
☐ GIS resources
☐ Evaluation of government programs
☐ Other                     Please Specify _____

6. How often do you order/download publications, periodicals or data sets from HUD USER?
      ○ 2 or more times per month
      ○ Once a month
      ○ 2-3 times a year
      ○ Only once
      ○ Never
      ○ Other                  Please Specify _____

7. Typically, how do you use the information on the HUD USER Website (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 _____

8. What other websites do you normally use to get information in your field?

9. For statistical purposes only, what is your work affiliation?
      ○ Federal Government
      ○ State/Local Government
      ○ Researcher/Academic/Student
      ○ Consultant
      ○ Trade/Professional Organizations
      ○ Builder/Developer/Architect
      ○ Housing Advocate
      ○ Faith-Based Organization
      ○ Real Estate/Mortgage Industry
      ○ Other                 Please Specify _____

10. For statistical use only, what is your gender?
      ○ Male
      ○ Female
11. When looking for housing-related research in the future, how likely are you to return to HUD USER?
      ○ Very Likely
      ○ Probably
      ○ Not sure
      ○ Unlikely
      ○ Definitely not

12. Would you like to provide feedback about specific reports, datasets, newsletters or other PD&R products? Or want to share any thoughts on how we can improve? Please do so in the space below.

# Appendix B: eList Survey Questionnaire

Thank you for subscribing to the eList services offered by HUD's Office of Policy Development and Research (PD&R).

Please help us improve the research products offered by HUD's Office of Policy Development and Research (PD&R) by completing our short customer satisfaction questionnaire. Your responses will help us better target our products and services to meet your needs.

The survey will take, at most, two minutes of your time.

Your responses will be kept strictly confidential and presented in aggregate only.

**First, we would like your overall impression of _ALL_ PD&R products.**

1a. How satisfied are you with the overall quality research products from PD&R?

|  | Not at all satisfied | | | | Extremely satisfied | Don't know |
|---|---|---|---|---|---|---|
|  | 1 | 2 | 3 | 4 | 5 |  |
|  | O | O | O | O | O | O |

1b. How satisfied are you with the overall usefulness of research products from PD&R?

|  | Not at all satisfied | | | | Extremely satisfied | Don't know |
|---|---|---|---|---|---|---|
|  | 1 | 2 | 3 | 4 | 5 |  |
|  | O | O | O | O | O | O |

1c. How can we make research products from PD&R more useful to you?

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**Next, please give us your feedback for _SPECIFIC_ PD&R products.**

*The following questions relate to publications and reports from PD&R.*

2a. Have you read, downloaded, or ordered **reports from PD&R**?
　　　O Yes [show 2b and 2c]
　　　O No [2b and 2c will be either grayed out or not shown based on browser type]

2b. Please indicate your level of **satisfaction** with each of these statements about **PD&R reports**:

|  | Not at All Satisfied | | | | Extremely Satisfied | Don't know N/A |
|---|---|---|---|---|---|---|
|  | 1 | 2 | 3 | 4 | 5 |  |
| Quality of PD&R reports | O | O | O | O | O | O |
| Level of detail in PD&R reports | O | O | O | O | O | O |

| | Strongly Disagree 1 | 2 | 3 | 4 | Strongly Agree 5 | Don't know N/A |
|---|---|---|---|---|---|---|
| Topics covered by PD&R reports | ○ | ○ | ○ | ○ | ○ | ○ |
| Usefulness of PD&R reports | ○ | ○ | ○ | ○ | ○ | ○ |
| Organization of PD&R reports | ○ | ○ | ○ | ○ | ○ | ○ |
| Clarity of the information | ○ | ○ | ○ | ○ | ○ | ○ |
| Ease of finding PD&R reports on the website | ○ | ○ | ○ | ○ | ○ | ○ |

2c. Please indicate your level of **agreement** with each of these statements about **PD&R reports**:

| | Strongly Disagree 1 | 2 | 3 | 4 | Strongly Agree 5 | Don't know N/A |
|---|---|---|---|---|---|---|
| PD&R reports covers timely topics | ○ | ○ | ○ | ○ | ○ | ○ |
| The reports from PD&R are well written | ○ | ○ | ○ | ○ | ○ | ○ |
| PD&R reports employ valid research methods | ○ | ○ | ○ | ○ | ○ | ○ |

*The following questions relate to data sets from PD&R.*

3a. Have you used, downloaded, or ordered **data sets from PD&R**?
　　○ Yes [show 3b and 3c]
　　○ No [3b and 3c will be either grayed out or not shown based on browser type]

3b. Please indicate your level of **satisfaction** with each of these statements about **PD&R data sets**:

| | Not at All Satisfied 1 | 2 | 3 | 4 | Extremely Satisfied 5 | Don't know N/A |
|---|---|---|---|---|---|---|
| Quality of PD&R data sets | ○ | ○ | ○ | ○ | ○ | ○ |
| Usefulness of PD&R data sets | ○ | ○ | ○ | ○ | ○ | ○ |
| Ease of finding data sets on the website | ○ | ○ | ○ | ○ | ○ | ○ |
| Available data set formats | ○ | ○ | ○ | ○ | ○ | ○ |
| Accuracy of data | ○ | ○ | ○ | ○ | ○ | ○ |

3c. Please indicate your level of **agreement** with each of these statements about **PD&R data sets**:

| | Strongly Disagree 1 | 2 | 3 | 4 | Strongly Agree 5 | Don't know N/A |
|---|---|---|---|---|---|---|
| The data sets are timely | O | O | O | O | O | O |
| Data from PD&R is credible | O | O | O | O | O | O |

*The following questions relate to periodicals and newsletters from PD&R.*

4a. Have you read, downloaded, or ordered **Research**Works, *U.S. Housing Market Conditions*, *Cityscape*, or *Breakthroughs* **from PD&R**?
        O Yes [show 4b and 4c a]
        O No [4b and 4c will be either grayed out or not shown based on browser type]

4b. Please indicate your level of **satisfaction** with each of these statements about *periodicals and newsletters from PD&R*:

| | Not at All Satisfied 1 | 2 | 3 | 4 | Extremely Satisfied 5 | Don't know N/A |
|---|---|---|---|---|---|---|
| Topics covered by PD&R periodicals and newsletters | O | O | O | O | O | O |
| Clarity of the information | O | O | O | O | O | O |

4c. Please indicate your level of **agreement** with each of these statements about *periodicals and newsletters from PD&R*:

| | Strongly Disagree 1 | 2 | 3 | 4 | Strongly Agree 5 | Don't know N/A |
|---|---|---|---|---|---|---|
| PD&R periodicals and newsletters are timely | O | O | O | O | O | O |
| PD&R periodicals and newsletters are well written | O | O | O | O | O | O |

**Finally, please tell us about yourself.**

5. Which of the following research topic areas interest you?  (check all that apply)
        ☐ Affordable housing
        ☐ Economic & housing market reports
        ☐ Building/Construction technology and methods
        ☐ Housing finance
        ☐ Public/Assisted housing research
        ☐ Community development issues
        ☐ GIS resources
        ☐ Evaluation of government programs

☐ Other          Please Specify _____

6. How often do you order/download publications, periodicals or data sets from HUD USER?
     ○ 2 or more times per month
     ○ Once a month
     ○ 2-3 times a year
     ○ Only once
     ○ Never
     ○ Other          Please Specify _____


7. Typically, how do you use the information on the HUD USER Website (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 _____

8. What other websites do you normally use to get information in your field?

9. For statistical purposes only, what is your work affiliation?
     ○ Federal Government
     ○ State/Local Government
     ○ Researcher/Academic/Student
     ○ Consultant
     ○ Trade/Professional Organizations
     ○ Builder/Developer/Architect
     ○ Housing Advocate
     ○ Faith-Based Organization
     ○ Real Estate/Mortgage Industry
     ○ Other          Please Specify _____


10. For statistical use only, what is your gender?
     ○ Male
     ○ Female

11. When looking for housing-related research in the future, how likely are you to turn to HUD USER?
     ○ Very Likely
     ○ Probably
     ○ Not sure
     ○ Unlikely
     ○ Definitely not

12. Would you like to provide feedback about specific reports, datasets, newsletters or other PD&R products? Or want to share any thoughts on how we can improve? Please do so in the space below.

# Appendix C: Phone Survey Questionnaire

**Phone Survey For Non-HUD USER-Based Sample**

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*To be entered into the survey system by the interviewer:*

Customer Phone Number:_____

Type of product ordered
      ○ Publications
      ○ Periodicals
      ○ Data sets

Interviewer will select gender and type of order placed:
      ○ Male
      ○ Female

---

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Hello, my name is_____. I am calling on behalf of the Office of Policy Development and Research of the US Department of Housing and Urban Development. Could I please talk to ___[*name of the person placing order*]____

Our records show you have ordered [reports/data sets/periodicals] from us previously. I am conducting a brief survey about research products from PD&R. The survey will take approximately 5 minutes. Do you have a few minutes to talk?

***If yes:*** *Thank you for agreeing to participate. Please answer the questions to the best of your comfort level. The results will be reported for the group of respondents as a whole.*

***If no:*** *Is there a more convenient time when I can call back?*

Do you remember receiving publications and reports from HUD USER and PD&R?
[Order information will be available to the interviewer in case the respondent asks what they had ordered.]

      ○ Yes [continue to Section I]
      ○ No [continue to Section II]
      ○ Ordered for someone else [*continue to Section III*]

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# SECTION I

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**I would like to start by asking about your overall impression of _ALL_ PD&R products.**

1. On a scale of 1 to 5, where 1 is "Not at all satisfied" and 5 is "Extremely Satisfied", how would you rate your overall satisfaction with the quality of research products from PD&R

| | | | | | |
|---|---|---|---|---|---|
| Not at all satisfied | | | | Extremely satisfied | Don't know |
| 1 | 2 | 3 | 4 | 5 | |
| O | O | O | O | O | O |

1b. Again, using the same scale of 1 to 5, please tell me how satisfied are you with the overall usefulness of research products from PD&R?

| | | | | | |
|---|---|---|---|---|---|
| Not at all satisfied | | | | Extremely satisfied | Don't know |
| 1 | 2 | 3 | 4 | 5 | |
| O | O | O | O | O | O |

1c. How can we make research products from PD&R more useful to you?

|  |
|---|
|  |

---

*Depending on the type of order the respondent has placed, only questions relevant to type of product ordered will be asked.*

*Section A: For individuals ordering reports*
*Section B: For individuals ordering data sets*
*Section C: For individuals ordering periodicals*

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## SECTION A
### Questions for those individuals who have ordered reports/publications

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*Now talking specifically about the research publications and reports from HUD USER,*

2a. On a scale of 1 to 5, where 1 is "Not at all satisfied" and 5 is "Extremely Satisfied", please indicate your level of **satisfaction** with each of these statements about **PD&R reports**.

| | Not at All Satisfied | | | | Extremely Satisfied | Don't know N/A |
|---|---|---|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 | |
| Quality of PD&R reports | O | O | O | O | O | O |

| | | | | | |
|---|---|---|---|---|---|
| Level of detail in PD&R reports | O | O | O | O | O | O |
| Topics covered by PD&R reports | O | O | O | O | O | O |
| Usefulness of PD&R reports | O | O | O | O | O | O |
| Organization of PD&R reports | O | O | O | O | O | O |
| Clarity of the information | O | O | O | O | O | O |
| Ease of finding PD&R reports on the website | O | O | O | O | O | O |

2b. On a scale of 1 to 5, where 1 is "Strongly Disagree" and 5 is "Strongly Agree" please indicate your level of **agreement** with each of these statements about **PD&R reports**:

| | **Strongly Disagree** **1** | **2** | **3** | **4** | **Strongly Agree** **5** | **Don't know N/A** |
|---|---|---|---|---|---|---|
| PD&R reports cover timely topics | O | O | O | O | O | O |
| The reports from PD&R are well written | O | O | O | O | O | O |
| PD&R reports employ valid research methods | O | O | O | O | O | O |

3. Which of the following research topic areas interest you? (please say yes to all that apply)
   ☐ Affordable housing
   ☐ Economic & housing market reports
   ☐ Building/Construction technology and methods
   ☐ Housing finance
   ☐ Public/Assisted housing research
   ☐ Community development issues
   ☐ GIS resources
   ☐ Evaluation of government programs
   ☐ Other                Please Specify _____

4. How often do you order/download publications, periodicals or data sets from HUD USER?
   O 2 or more times per month
   O Once a month
   O 2-3 times a year
   O Only once
   O Never
   O Other                Please Specify _____

5. Typically, how do you use the information on the HUD USER Web site *(interviewer will enter the information in a text box if it does not fit into any of these categories)*

☐ 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 _____

6. What other websites do you normally use to get information in your field?

|                                                                  |
|------------------------------------------------------------------|
|                                                                  |

7. For statistical purposes only, what is your work affiliation?
○ Federal Government
○ State/Local Government
○ Researcher/Academic/Student
○ Consultant
○ Trade/Professional Organizations
○ Builder/Developer/Architect
○ Housing Advocate
○ Faith-Based Organization
○ Real Estate/Mortgage Industry
○ Other                          Please Specify _____

8. When looking for housing-related research in the future, how likely are you to seek out HUD USER?
○ Very Likely
○ Probably
○ Not sure
○ Unlikely
○ Definitely not

9. Please provide us with any additional comments or suggestions you may have about research, publications, and data sets from PD&R.

*Thank you again for your participation.*

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## SECTION B
### Question for those individuals who have ordered data sets

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*Now talking specifically about the data sets from HUD USER,*

2a. On a scale of 1 to 5, where 1 is "Not at all satisfied" and 5 is "Extremely Satisfied," please indicate your level of **satisfaction** with each of these statements about **PD&R data sets**:

| | Not at All Satisfied 1 | 2 | 3 | 4 | Extremely Satisfied 5 | Don't know N/A |
|---|---|---|---|---|---|---|
| Quality of PD&R data sets | ○ | ○ | ○ | ○ | ○ | ○ |
| Usefulness of PD&R data sets | ○ | ○ | ○ | ○ | ○ | ○ |
| Ease of finding data sets on the website | ○ | ○ | ○ | ○ | ○ | ○ |
| Available data set formats | ○ | ○ | ○ | ○ | ○ | ○ |
| Accuracy of data | ○ | ○ | ○ | ○ | ○ | ○ |

2b. On a scale of 1 to 5, where 1 is "Not al all satisfied" and 5 is "Extremely Satisfied," please indicate your level of **satisfaction** with each of these statements about **PD&R data sets**:

| | Strongly Disagree 1 | 2 | 3 | 4 | Strongly Agree 5 | Don't know N/A |
|---|---|---|---|---|---|---|
| The data sets are timely | ○ | ○ | ○ | ○ | ○ | ○ |
| Data from PD&R is credible | ○ | ○ | ○ | ○ | ○ | ○ |

3. Which of the following research topic areas interest you?  (please say yes to all that apply)
  ☐ Affordable housing
  ☐ Economic & housing market reports
  ☐ Building/Construction technology and methods
  ☐ Housing finance
  ☐ Public/Assisted housing research
  ☐ Community development issues
  ☐ GIS resources
  ☐ Evaluation of government programs
  ☐ Other                    Please Specify _____

4. How often do you order/download publications, periodicals or data sets from HUD USER?
  ○ 2-3 times a month
  ○ Once a month
  ○ 2-3 times a year
  ○ Only once
  ○ Never
  ○ Other                    Please Specify _____

5. Typically, how do you use the information on the HUD USER Web site *(interviewer will enter the information in a text box if it does not fit into any of these categories)*

        ☐ 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 _____

6. What other websites do you normally use to get information in your field?

7. For statistical purposes only, what is your work affiliation?
        ○ Federal Government
        ○ State/Local Government
        ○ Researcher/Academic/Student
        ○ Consultant
        ○ Trade/Professional Organizations
        ○ Builder/Developer/Architect
        ○ Housing Advocate
        ○ Faith-Based Organization
        ○ Real Estate/Mortgage Industry
        ○ Other        Please Specify _____

8. When looking for housing-related research in the future, how likely are you to seek out HUD USER?
        ○ Very Likely
        ○ Probably
        ○ Not sure
        ○ Unlikely
        ○ Definitely not

9. Please provide us with any additional comments or suggestions you may have about research, publications, and data sets from PD&R.

*Thank you again for your participation.*

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## SECTION C
### Question for those individuals who have ordered periodicals

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*Now talking specifically about the periodicals and newsletters such as USHMC, ResearchWorks, Breakhroughs, and Cityscape from HUD USER.*

2a. On a scale of 1 to 5, where 1 is "Not at all satisfied" and 5 is "Extremely Satisfied," please indicate your level of **satisfaction** with each of these statements about **these periodicals and newsletters from PD&R**:

| | Not at All Satisfied 1 | 2 | 3 | 4 | Extremely Satisfied 5 | Don't know N/A |
|---|---|---|---|---|---|---|
| Topics covered by PD&R periodicals and newsletters | O | O | O | O | O | O |
| Clarity of the information | O | O | O | O | O | O |

2b. On a scale of 1 to 5, where 1 is "Not at all satisfied" and 5 is "Extremely Satisfied," please indicate your level of **satisfaction** with each of these statements about **PD&R periodicals and newsletters from PD&R:**

| | Strongly Disagree 1 | 2 | 3 | 4 | Strongly Agree 5 | Don't know N/A |
|---|---|---|---|---|---|---|
| PD&R periodicals and newsletters are timely | O | O | O | O | O | O |
| PD&R periodicals and newsletters are well written | O | O | O | O | O | O |

3. Which of the following research topic areas interest you? (please say yes to all that apply)
- ☐ Affordable housing
- ☐ Economic & housing market reports
- ☐ Building/Construction technology and methods
- ☐ Housing finance
- ☐ Public/Assisted housing research
- ☐ Community development issues
- ☐ GIS resources
- ☐ Evaluation of government programs
- ☐ Other          Please Specify _____

4. How often do you order/download publications, periodicals or data sets from HUD USER?
- O 2-3 times a month
- O Once a month
- O 2-3 times a year
- O Only once
- O Never
- O Other          Please Specify _____

5. Typically, how do you use the information on the HUD USER Web site *(interviewer will enter the information in a text box if it does not fit into any of these categories)*

- ☐ 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  _____

6. What other websites do you normally use to get information in your field?

| |
|---|
| |

7. For statistical purposes only, what is your work affiliation?
- ○ Federal Government
- ○ State/Local Government
- ○ Researcher/Academic/Student
- ○ Consultant
- ○ Trade/Professional Organizations
- ○ Builder/Developer/Architect
- ○ Housing Advocate
- ○ Faith-Based Organization
- ○ Real Estate/Mortgage Industry
- ○ Other                  Please Specify _____

8. When looking for housing-related research in the future, how likely are you to seek out HUD USER?
- ○ Very Likely
- ○ Probably
- ○ Not sure
- ○ Unlikely
- ○ Definitely not

9. Please provide us with any additional comments or suggestions you may have about research, publications, and data sets from PD&R.

*Thank you again for your participation.*

■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■

## SECTION II

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The Office of Policy Development and Research (known as PD&R) functions as the U.S. Department of Housing and Urban Development's source for current information on housing, research on priority housing needs, and policy analysis for housing and community development issues. PD&R operates a website, huduser.org, to serve as a central information source for researchers, academics, policymakers, and the American public. You had placed an order for [Give name of publication/data set/periodical ordered] from PD&R last year.

      Do you remember placing the order now?
- ○ Yes [Continue to Section I]
- ○ No [Continue to Q2]
- ○ Not sure
- ○ Ordered for someone else [continue to Section III]

*If you don't mind, I'd like to ask you a couple of questions for statistical purposes only. Would that be fine with you?*

2.  ○ Yes [continue to question 3]
     ○ No -- *thank them for their time.*

3. For statistical purposes only, what is your work affiliation?
     ○ Federal Government
     ○ State/Local Government
     ○ Researcher/Academic/Student
     ○ Consultant
     ○ Trade/Professional Organizations
     ○ Builder/Developer/Architect
     ○ Housing Advocate
     ○ Faith-Based Organization
     ○ Real Estate/Mortgage Industry
     ○ Other                              Please Specify _____

3. What types of research products do you typically use for housing related information?
     ☐ Publications, such as research reports, academic journals, or government reports
     ☐ Data sets
     ☐ Periodicals, such as research-based newsletters
     ☐ Other                 Please Specify _____
     ☐ None of the above

4. Which of the following research topic areas interest you?
     ☐ Affordable housing
     ☐ Economic & housing market reports
     ☐ Building/Construction technology and methods
     ☐ Housing finance
     ☐ Public/Assisted housing research
     ☐ Community development issues
     ☐ GIS resources
     ☐ Evaluation of government programs
     ☐ Other                              Please Specify _____

5. What other websites do you normally use to get information in your field?

     ┌──────────────────────────────────┐
     │                                  │
     └──────────────────────────────────┘


*Thank you again for your participation.*

▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪

## SECTION III

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1. For statistical purposes only, what is your work affiliation?
     ○ Federal Government
     ○ State/Local Government
     ○ Researcher/Academic/Student

- ⭘ Consultant
- ⭘ Trade/Professional Organizations
- ⭘ Builder/Developer/Architect
- ⭘ Housing Advocate
- ⭘ Faith-Based Organization
- ⭘ Real Estate/Mortgage Industry
- ⭘ Other                                    Please Specify _____

2. The Office of Policy Development and Research (known as PD&R) functions as the U.S. Department of Housing and Urban Development's source for current information on housing, research on priority housing needs, and policy analysis for housing and community development issues. PD&R operates a website, huduser.org, to serve as a central information source for researchers, academics, policymakers, and the American public.

Does this sound like a resource that would be of interest to you?

- ⭘ Yes
- ⭘ No
- ⭘ Not sure

*Thank you again for your participation.*

■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■

# Appendix D: Comparison of Survey Respondents and Non-Respondents

**Exhibit D-1: Comparison of Website Statistics**

|  | **Survey Period (August 18, 2009 - October 25, 2009)** | **Entire Year (October 26, 2008 - October 25, 2009** |
|---|---|---|
| Average Number of Visits per Day on Weekdays | 9,460 | 9,967 |
| Average Number of Hits per Day on Weekdays | 83,762 | 100,862 |
| Average Number of Visits per Weekend | 5,926 | 6,051 |
| Average Number of Hits per Weekend | 56,791 | 63,972 |
| Most Active Day of the Week | Monday | Tuesday |
| Least Active Day of the Week | Saturday | Saturday |
| Average Visitor Stay Length (in minutes)* | 9.15 | 6.35 |
| Average Data Transferred Per Visitor (in KB)* | 855.1 | 855.4 |

*Note: Average visitor stay length is the average time in minutes a visitor spends on the website. Average data transferred per visitor is measured in KB.*

**Exhibit D-2: Visits by Hour of Day of Visitors During Entire Year**
(October 26, 2008 to October 25, 2009)
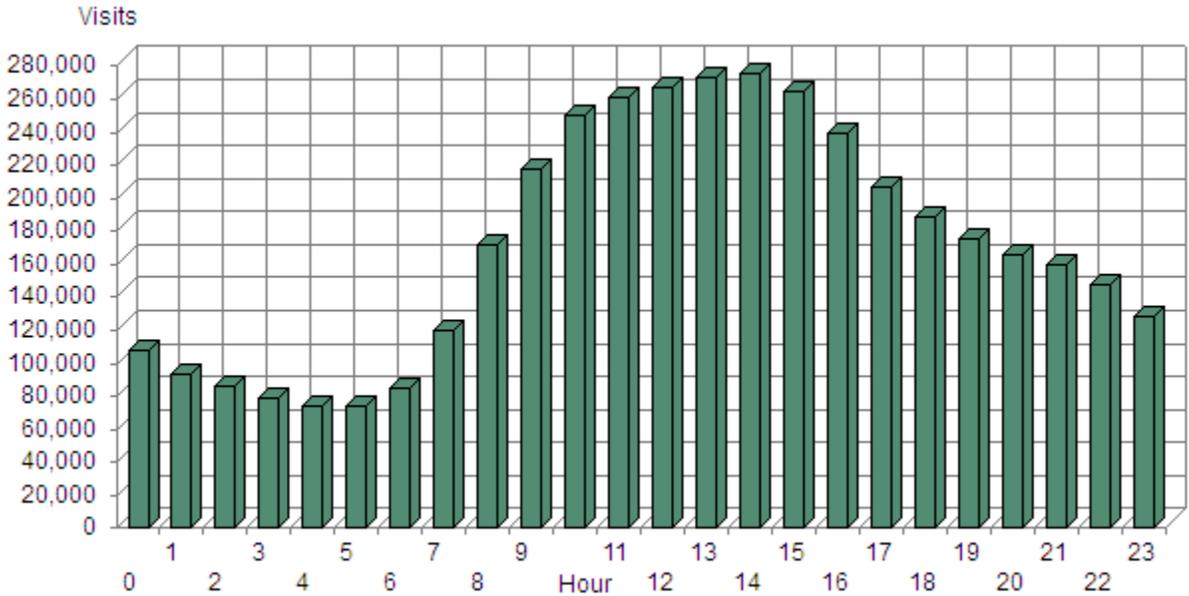


**Exhibit D-3: Visits by Hour of Day of Visitors During Survey Period**
(August 18, 2009 to October 25, 2009)
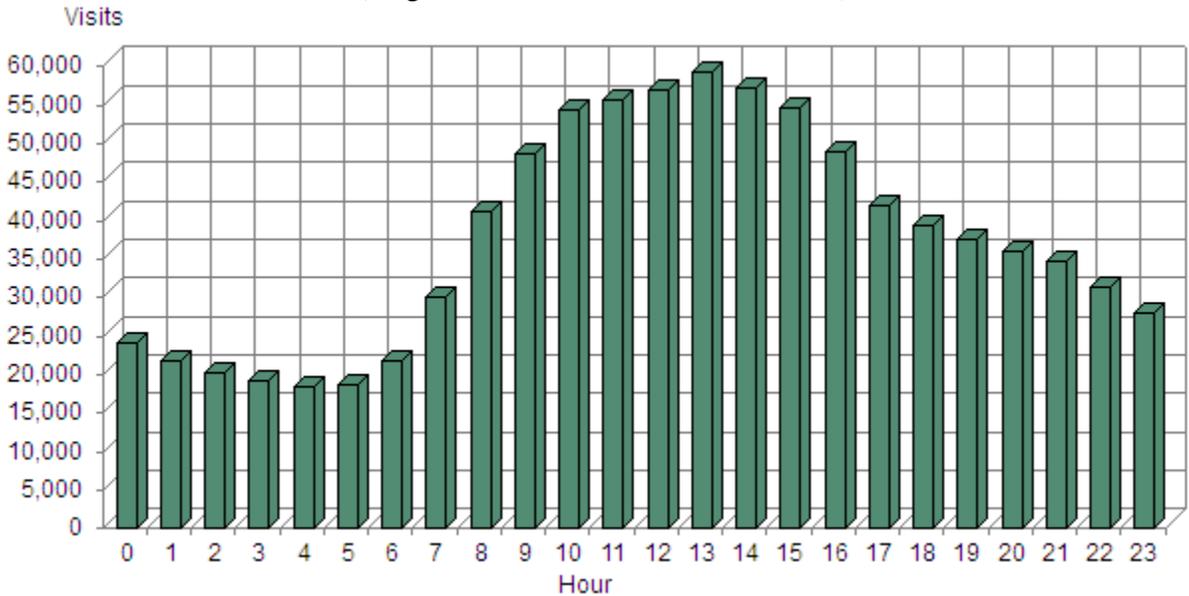
# Appendix E: Other Affiliations of Web and eList Survey Respondents

**Exhibit E-1: Other Affiliations of Web and eList Survey Respondents**

|  | Web Survey Respondents | | eList Survey Respondents | |
|---|---|---|---|---|
| Accountant | | 0.0% | 1 | 0.8% |
| Administrative/Clerical | 8 | 2.0% | | 0.0% |
| Affordable Housing Manager | 2 | 0.5% | 11 | 8.8% |
| Area Office on Aging | | 0.0% | 1 | 0.8% |
| Author/Editor/Media | 7 | 1.7% | 8 | 6.4% |
| Care Provider | 5 | 1.2% | | 0.0% |
| Catastrophic Injury - Worker's Compensation and Medicare | 1 | 0.2% | | 0.0% |
| Collection Agency | 1 | 0.2% | | 0.0% |
| Community Development Financial Institution | | 0.0% | 3 | 2.4% |
| Congressional Budget Office | 1 | 0.2% | 1 | 0.8% |
| Consumer | 7 | 1.7% | | 0.0% |
| Correctional Facility | 2 | 0.5% | | 0.0% |
| Disabled | 36 | 9.0% | 2 | 1.6% |
| Employer | 1 | 0.2% | | 0.0% |
| Food Industry | 7 | 1.7% | | 0.0% |
| Foundation | | 0.0% | 1 | 0.8% |
| Group/Community Home | 1 | 0.2% | | 0.0% |
| Health/Medical Professional | 10 | 2.5% | 2 | 1.6% |
| Home buyer | 4 | 1.0% | | 0.0% |
| Homemaker | 26 | 6.5% | | 0.0% |
| Housing Authority | 7 | 1.7% | 1 | 0.8% |
| Housing Choice Voucher Recipient | 1 | 0.2% | | 0.0% |
| Information Technology | 5 | 1.2% | 1 | 0.8% |
| Innovator | 1 | 0.2% | | 0.0% |
| Landlord | 5 | 1.2% | 5 | 4.0% |
| Lawyer/Legal Services | 5 | 1.2% | 7 | 5.6% |
| Low income renter | 1 | 0.2% | | 0.0% |
| Management | 2 | 0.5% | 14 | 11.2% |
| Manufacturing | 2 | 0.5% | 4 | 3.2% |
| Marketing/Sales | 5 | 1.2% | | 0.0% |
| Mechanic/Service Industry | 8 | 2.0% | | 0.0% |
| Mozambican Housing Professional | | 0.0% | 1 | 0.8% |

| | | | | |
|---|---|---|---|---|
| Multifamily Housing | 3 | 0.7% | 3 | 2.4% |
| Occupancy Specialist | | 0.0% | 1 | 0.8% |
| Planning Agency | | 0.0% | 1 | 0.8% |
| Planning Organization | | 0.0% | 1 | 0.8% |
| Policy and Project Worker | | 0.0% | 1 | 0.8% |
| Public Housing | 1 | 0.2% | 6 | 4.8% |
| Public Housing Agency | 12 | 3.0% | | 0.0% |
| Radon Mitigating | | 0.0% | 1 | 0.8% |
| Rail Road | 1 | 0.2% | | 0.0% |
| Renewable Energy | 1 | 0.2% | | 0.0% |
| Renter | 8 | 2.0% | 1 | 0.8% |
| Retail | 6 | 1.5% | | 0.0% |
| Retired | 26 | 6.5% | 4 | 3.2% |
| Rural Preservation Corp | | 0.0% | 1 | 0.8% |
| Sales/Marketing | 2 | 0.5% | | 0.0% |
| School Bus Driver | 2 | 0.5% | | 0.0% |
| Section 8 Voucher Holder | 2 | 0.5% | | 0.0% |
| Security | 2 | 0.5% | | 0.0% |
| Seeking Affordable Housing/Homeless | 24 | 6.0% | | 0.0% |
| Self Interest | 29 | 7.2% | 2 | 1.6% |
| Senior Housing | 1 | 0.2% | | 0.0% |
| Service Industry | 1 | 0.2% | | 0.0% |
| Shelter | 1 | 0.2% | | 0.0% |
| Social Services | 7 | 1.7% | 20 | 16.0% |
| Special Education Aide | 1 | 0.2% | | 0.0% |
| Transitional Housing facility | 1 | 0.2% | | 0.0% |
| Tribal Government | 5 | 1.2% | 2 | 1.6% |
| Unemployed | 18 | 4.5% | | 0.0% |
| Unknown | 85 | 21.1% | 15 | 12.0% |
| Utility | | 0.0% | 1 | 0.8% |
| Vendor | 1 | 0.2% | 1 | 0.8% |
| Veteran | 1 | 0.2% | 1 | 0.8% |
| | | | | |
| Total Others | 402 | | 125 | |

# Appendix F: Results by Affiliation

**Exhibit F-1: Satisfaction with the Quality of PD&R Reports**

| | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 79.7% | 18.8% | 1.5% |
| State/Local Government | 85.0% | 12.1% | 2.9% |
| Researcher/Academic/Student | 82.1% | 11.9% | 6.0% |
| Consultant | 90.9% | 6.5% | 2.6% |
| Trade/Professional Organization | 84.2% | 15.8% | 0.0% |
| Builder/Developer/Architect | 82.6% | 17.4% | 0.0% |
| Housing Advocate | 86.0% | 12.0% | 2.0% |
| Faith-Based Organization | 94.7% | 5.3% | 0.0% |
| Real Estate/Mortgage Industry | 87.3% | 9.5% | 3.2% |
| Other | 71.0% | 20.0% | 9.0% |
| Nonprofit | 86.7% | 13.3% | 0.0% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 94.6% | 5.5% | 0.0% |
| State/Local Government | 85.9% | 12.6% | 1.5% |
| Researcher/Academic/Student | 89.8% | 8.5% | 1.7% |
| Consultant | 84.0% | 15.0% | 1.0% |
| Trade/Professional Organization | 80.6% | 11.1% | 8.3% |
| Builder/Developer/Architect | 86.1% | 14.0% | 0.0% |
| Housing Advocate | 74.3% | 18.9% | 6.8% |
| Faith-Based Organization | 84.2% | 15.8% | 0.0% |
| Real Estate/Mortgage Industry | 83.1% | 14.5% | 2.4% |
| Other | 81.3% | 12.5% | 6.3% |
| Nonprofit | 83.3% | 16.7% | 0.0% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 100.0% | 0.0% | 0.0% |
| State/Local Government | 75.0% | 25.0% | 0.0% |
| Researcher/Academic/Student | 100.0% | 0.0% | 0.0% |
| Consultant | 75.0% | 25.0% | 0.0% |
| Trade/Professional Organization | 100.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 88.9% | 11.1% | 0.0% |
| Housing Advocate | 100.0% | 0.0% | 0.0% |
| Faith-Based Organization | 0.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 100.0% | 0.0% | 0.0% |
| Other | 50.0% | 50.0% | 0.0% |
| Nonprofit | 0.0% | 0.0% | 0.0% |

**Exhibit F-2 Satisfaction with the Level of Detail in PD&R Reports**

| | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 81.2% | 17.4% | 1.5% |
| State/Local Government | 81.3% | 14.4% | 4.3% |
| Researcher/Academic/Student | 80.6% | 10.5% | 9.0% |
| Consultant | 85.9% | 11.5% | 2.6% |
| Trade/Professional Organization | 72.2% | 22.2% | 5.6% |
| Builder/Developer/Architect | 72.7% | 27.3% | 0.0% |
| Housing Advocate | 78.0% | 16.0% | 6.0% |
| Faith-Based Organization | 100.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 84.4% | 10.9% | 4.7% |
| Other | 69.4% | 21.4% | 9.2% |
| Nonprofit | 80.0% | 6.7% | 13.3% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 87.3% | 12.7% | 0.0% |
| State/Local Government | 81.5% | 16.4% | 2.1% |
| Researcher/Academic/Student | 81.2% | 17.1% | 1.7% |
| Consultant | 77.8% | 18.2% | 4.0% |
| Trade/Professional Organization | 58.3% | 30.6% | 11.1% |
| Builder/Developer/Architect | 81.4% | 16.3% | 2.3% |
| Housing Advocate | 69.3% | 21.3% | 9.3% |
| Faith-Based Organization | 73.7% | 21.1% | 5.3% |
| Real Estate/Mortgage Industry | 75.9% | 20.5% | 3.6% |
| Other | 79.5% | 16.7% | 3.9% |
| Nonprofit | 83.3% | 14.8% | 1.9% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 100.0% | 0.0% | 0.0% |
| State/Local Government | 100.0% | 0.0% | 0.0% |
| Researcher/Academic/Student | 72.7% | 27.3% | 0.0% |
| Consultant | 71.4% | 28.6% | 0.0% |
| Trade/Professional Organization | 100.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 88.9% | 0.0% | 11.1% |
| Housing Advocate | 100.0% | 0.0% | 0.0% |
| Faith-Based Organization | 0.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 50.0% | 50.0% | 0.0% |
| Other | 71.4% | 28.6% | 0.0% |
| Nonprofit | 0.0% | 0.0% | 0.0% |

## Exhibit F-3: Satisfaction with the Topics Covered by PD&R Reports

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 72.9% | 24.3% | 2.9% |
| State/Local Government | 79.1% | 16.6% | 4.3% |
| Researcher/Academic/Student | 81.5% | 10.8% | 7.7% |
| Consultant | 75.3% | 19.5% | 5.2% |
| Trade/Professional Organization | 83.3% | 16.7% | 0.0% |
| Builder/Developer/Architect | 73.9% | 26.1% | 0.0% |
| Housing Advocate | 68.0% | 26.0% | 6.0% |
| Faith-Based Organization | 100.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 79.4% | 12.7% | 7.9% |
| Other | 63.9% | 23.7% | 12.4% |
| Nonprofit | 93.3% | 6.7% | 0.0% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 73.6% | 24.5% | 1.9% |
| State/Local Government | 71.1% | 23.8% | 5.1% |
| Researcher/Academic/Student | 68.4% | 24.8% | 6.8% |
| Consultant | 75.8% | 18.2% | 6.1% |
| Trade/Professional Organization | 52.8% | 33.3% | 13.9% |
| Builder/Developer/Architect | 70.5% | 25.0% | 4.6% |
| Housing Advocate | 66.2% | 23.0% | 10.8% |
| Faith-Based Organization | 73.7% | 21.1% | 5.3% |
| Real Estate/Mortgage Industry | 66.7% | 28.4% | 4.9% |
| Other | 67.5% | 18.8% | 13.8% |
| Nonprofit | 64.2% | 34.0% | 1.9% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 100.0% | 0.0% | 0.0% |
| State/Local Government | 100.0% | 0.0% | 0.0% |
| Researcher/Academic/Student | 58.3% | 33.3% | 8.3% |
| Consultant | 87.5% | 0.0% | 12.5% |
| Trade/Professional Organization | 100.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 100.0% | 0.0% | 0.0% |
| Housing Advocate | 57.1% | 28.6% | 14.3% |
| Faith-Based Organization | 0.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 100.0% | 0.0% | 0.0% |
| Other | 66.7% | 33.3% | 0.0% |
| Nonprofit | | | |

**Exhibit F-4: Satisfaction with the Usefulness of PD&R Reports, by Affiliation**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 78.6% | 15.7% | 5.7% |
| State/Local Government | 79.7% | 15.9% | 4.4% |
| Researcher/Academic/Student | 84.9% | 7.6% | 7.6% |
| Consultant | 83.1% | 13.0% | 3.9% |
| Trade/Professional Organization | 84.2% | 5.3% | 10.5% |
| Builder/Developer/Architect | 78.3% | 21.7% | 0.0% |
| Housing Advocate | 77.1% | 14.6% | 8.3% |
| Faith-Based Organization | 94.7% | 5.3% | 0.0% |
| Real Estate/Mortgage Industry | 78.1% | 12.5% | 9.4% |
| Other | 68.7% | 20.2% | 11.1% |
| Nonprofit | 85.7% | 14.3% | 0.0% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 83.3% | 13.0% | 3.7% |
| State/Local Government | 70.5% | 22.6% | 6.9% |
| Researcher/Academic/Student | 78.8% | 16.1% | 5.1% |
| Consultant | 70.4% | 23.5% | 6.1% |
| Trade/Professional Organization | 58.3% | 30.6% | 11.1% |
| Builder/Developer/Architect | 65.1% | 32.6% | 2.3% |
| Housing Advocate | 60.0% | 25.3% | 14.7% |
| Faith-Based Organization | 68.4% | 26.3% | 5.3% |
| Real Estate/Mortgage Industry | 66.3% | 27.7% | 6.0% |
| Other | 68.8% | 16.3% | 15.0% |
| Nonprofit | 63.5% | 32.7% | 3.9% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 100.0% | 0.0% | 0.0% |
| State/Local Government | 75.0% | 25.0% | 0.0% |
| Researcher/Academic/Student | 83.3% | 16.7% | 0.0% |
| Consultant | 87.5% | 0.0% | 12.5% |
| Trade/Professional Organization | 100.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 77.8% | 22.2% | 0.0% |
| Housing Advocate | 85.7% | 14.3% | 0.0% |
| Faith-Based Organization | 0.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 50.0% | 50.0% | 0.0% |
| Other | 28.6% | 57.1% | 14.3% |
| Nonprofit | | | |

**Exhibit F-5: Satisfaction with the Organization of PD&R Reports**

| | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 74.3% | 21.4% | 4.3% |
| State/Local Government | 76.3% | 17.0% | 6.7% |
| Researcher/Academic/Student | 78.5% | 13.9% | 7.7% |
| Consultant | 77.0% | 14.9% | 8.1% |
| Trade/Professional Organization | 77.8% | 22.2% | 0.0% |
| Builder/Developer/Architect | 72.7% | 18.2% | 9.1% |
| Housing Advocate | 81.3% | 16.7% | 2.1% |
| Faith-Based Organization | 77.8% | 5.6% | 16.7% |
| Real Estate/Mortgage Industry | 75.8% | 12.9% | 11.3% |
| Other | 64.7% | 24.2% | 11.1% |
| Nonprofit | 86.7% | 13.3% | 0.0% |
| . | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 88.9% | 11.1% | 0.0% |
| State/Local Government | 79.2% | 16.9% | 3.9% |
| Researcher/Academic/Student | 88.5% | 10.6% | 0.9% |
| Consultant | 73.0% | 23.0% | 4.0% |
| Trade/Professional Organization | 69.4% | 25.0% | 5.6% |
| Builder/Developer/Architect | 77.3% | 20.5% | 2.3% |
| Housing Advocate | 68.9% | 20.3% | 10.8% |
| Faith-Based Organization | 72.2% | 27.8% | 0.0% |
| Real Estate/Mortgage Industry | 69.1% | 24.7% | 6.2% |
| Other | 74.1% | 22.2% | 3.7% |
| Nonprofit | 75.0% | 23.1% | 1.9% |
| **Phone Survey Respondents** | | | |
| Federal Government | 100.0% | 0.0% | 0.0% |
| State/Local Government | 100.0% | 0.0% | 0.0% |
| Researcher/Academic/Student | 90.9% | 0.0% | 9.1% |
| Consultant | 42.9% | 57.1% | 0.0% |
| Trade/Professional Organization | 0.0% | 100.0% | 0.0% |
| Builder/Developer/Architect | 88.9% | 0.0% | 11.1% |
| Housing Advocate | 71.4% | 28.6% | 0.0% |
| Faith-Based Organization | 0.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 100.0% | 0.0% | 0.0% |
| Other | 57.1% | 42.9% | 0.0% |
| Nonprofit | | | |

**Exhibit F-6: Satisfaction with the Clarity of Information with PD&R Reports**

| | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 75.7% | 18.6% | 5.7% |
| State/Local Government | 76.3% | 17.3% | 6.5% |
| Researcher/Academic/Student | 79.4% | 13.2% | 7.4% |
| Consultant | 81.0% | 12.7% | 6.3% |
| Trade/Professional Organization | 63.2% | 26.3% | 10.5% |
| Builder/Developer/Architect | 66.7% | 23.8% | 9.5% |
| Housing Advocate | 73.5% | 18.4% | 8.2% |
| Faith-Based Organization | 68.4% | 15.8% | 15.8% |
| Real Estate/Mortgage Industry | 75.8% | 17.7% | 6.5% |
| Other | 63.4% | 23.8% | 12.9% |
| Nonprofit | 86.7% | 13.3% | 0.0% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 80.0% | 20.0% | 0.0% |
| State/Local Government | 78.4% | 15.9% | 5.7% |
| Researcher/Academic/Student | 89.7% | 9.4% | 0.9% |
| Consultant | 83.2% | 14.7% | 2.1% |
| Trade/Professional Organization | 69.4% | 22.2% | 8.3% |
| Builder/Developer/Architect | 79.6% | 20.5% | 0.0% |
| Housing Advocate | 72.0% | 16.0% | 12.0% |
| Faith-Based Organization | 66.7% | 27.8% | 5.6% |
| Real Estate/Mortgage Industry | 70.2% | 22.6% | 7.1% |
| Other | 78.5% | 16.5% | 5.1% |
| Nonprofit | 69.8% | 26.4% | 3.8% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 50.0% | 50.0% | 0.0% |
| State/Local Government | 75.0% | 25.0% | 0.0% |
| Researcher/Academic/Student | 100.0% | 0.0% | 0.0% |
| Consultant | 85.7% | 14.3% | 0.0% |
| Trade/Professional Organization | 0.0% | 100.0% | 0.0% |
| Builder/Developer/Architect | 88.9% | 0.0% | 11.1% |
| Housing Advocate | 85.7% | 14.3% | 0.0% |
| Faith-Based Organization | 0.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 50.0% | 50.0% | 0.0% |
| Other | 57.1% | 28.6% | 14.3% |
| Nonprofit | | | |

**Exhibit F-7: Satisfaction with the Ease of Finding PD&R Reports on the Website**

| | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 58.8% | 20.6% | 20.6% |
| State/Local Government | 56.2% | 27.7% | 16.1% |
| Researcher/Academic/Student | 64.2% | 16.4% | 19.4% |
| Consultant | 59.0% | 24.4% | 16.7% |
| Trade/Professional Organization | 76.5% | 17.7% | 5.9% |
| Builder/Developer/Architect | 73.9% | 13.0% | 13.0% |
| Housing Advocate | 55.1% | 28.6% | 16.3% |
| Faith-Based Organization | 57.9% | 26.3% | 15.8% |
| Real Estate/Mortgage Industry | 56.3% | 21.9% | 21.9% |
| Other | 57.0% | 21.0% | 22.0% |
| Nonprofit | 80.0% | 13.3% | 6.7% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 66.7% | 25.9% | 7.4% |
| State/Local Government | 63.0% | 26.0% | 11.1% |
| Researcher/Academic/Student | 62.2% | 27.9% | 9.9% |
| Consultant | 67.4% | 23.9% | 8.7% |
| Trade/Professional Organization | 57.1% | 28.6% | 14.3% |
| Builder/Developer/Architect | 43.6% | 30.8% | 25.6% |
| Housing Advocate | 60.3% | 23.3% | 16.4% |
| Faith-Based Organization | 47.4% | 42.1% | 10.5% |
| Real Estate/Mortgage Industry | 55.7% | 29.1% | 15.2% |
| Other | 58.8% | 30.0% | 11.3% |
| Nonprofit | 46.9% | 28.6% | 24.5% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 50.0% | 0.0% | 50.0% |
| State/Local Government | 66.7% | 33.3% | 0.0% |
| Researcher/Academic/Student | 54.6% | 45.5% | 0.0% |
| Consultant | 80.0% | 20.0% | 0.0% |
| Trade/Professional Organization | 0.0% | 100.0% | 0.0% |
| Builder/Developer/Architect | 83.3% | 0.0% | 16.7% |
| Housing Advocate | 50.0% | 33.3% | 16.7% |
| Faith-Based Organization | 0.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 50.0% | 50.0% | 0.0% |
| Other | 33.3% | 16.7% | 50.0% |
| Nonprofit | | | |

**Exhibit F-8: Timeliness of Topics Covered in PD&R Reports, by Affiliation**

|  | High Agreement | Mid Agreement | Low Agreement |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 79.4% | 14.7% | 5.9% |
| State/Local Government | 80.9% | 14.7% | 4.4% |
| Researcher/Academic/Student | 81.0% | 9.5% | 9.5% |
| Consultant | 68.4% | 25.0% | 6.6% |
| Trade/Professional Organization | 73.7% | 26.3% | 0.0% |
| Builder/Developer/Architect | 87.0% | 8.7% | 4.4% |
| Housing Advocate | 72.9% | 20.8% | 6.3% |
| Faith-Based Organization | 94.4% | 5.6% | 0.0% |
| Real Estate/Mortgage Industry | 70.2% | 17.5% | 12.3% |
| Other | 66.3% | 25.3% | 8.4% |
| Nonprofit | 93.3% | 0.0% | 6.7% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 84.3% | 11.8% | 3.9% |
| State/Local Government | 72.9% | 22.9% | 4.2% |
| Researcher/Academic/Student | 76.1% | 18.8% | 5.1% |
| Consultant | 74.5% | 19.4% | 6.1% |
| Trade/Professional Organization | 52.8% | 25.0% | 22.2% |
| Builder/Developer/Architect | 75.0% | 25.0% | 0.0% |
| Housing Advocate | 67.1% | 20.6% | 12.3% |
| Faith-Based Organization | 68.4% | 31.6% | 0.0% |
| Real Estate/Mortgage Industry | 72.6% | 15.5% | 11.9% |
| Other | 62.8% | 25.6% | 11.5% |
| Nonprofit | 79.3% | 17.0% | 3.8% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 50.0% | 50.0% | 0.0% |
| State/Local Government | 100.0% | 0.0% | 0.0% |
| Researcher/Academic/Student | 72.7% | 27.3% | 0.0% |
| Consultant | 77.8% | 11.1% | 11.1% |
| Trade/Professional Organization | 100.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 62.5% | 12.5% | 25.0% |
| Housing Advocate | 57.1% | 28.6% | 14.3% |
| Faith-Based Organization | 0.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 0.0% | 100.0% | 0.0% |
| Other | 50.0% | 50.0% | 0.0% |
| Nonprofit | | | |

**Exhibit F-9: PD&R Reports Are Well Written**

| | High Agreement | Mid Agreement | Low Agreement |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 82.1% | 13.4% | 4.5% |
| State/Local Government | 83.8% | 13.2% | 2.9% |
| Researcher/Academic/Student | 86.4% | 7.6% | 6.1% |
| Consultant | 88.5% | 7.7% | 3.9% |
| Trade/Professional Organization | 83.3% | 16.7% | 0.0% |
| Builder/Developer/Architect | 73.9% | 21.7% | 4.4% |
| Housing Advocate | 81.3% | 14.6% | 4.2% |
| Faith-Based Organization | 84.2% | 15.8% | 0.0% |
| Real Estate/Mortgage Industry | 78.7% | 16.4% | 4.9% |
| Other | 68.8% | 19.4% | 11.8% |
| Nonprofit | 85.7% | 14.3% | 0.0% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 92.7% | 7.3% | 0.0% |
| State/Local Government | 83.0% | 14.6% | 2.4% |
| Researcher/Academic/Student | 88.1% | 11.0% | 0.9% |
| Consultant | 77.3% | 22.7% | 0.0% |
| Trade/Professional Organization | 75.0% | 11.1% | 13.9% |
| Builder/Developer/Architect | 86.4% | 13.6% | 0.0% |
| Housing Advocate | 79.5% | 15.1% | 5.5% |
| Faith-Based Organization | 63.2% | 31.6% | 5.3% |
| Real Estate/Mortgage Industry | 72.9% | 22.4% | 4.7% |
| Other | 78.5% | 15.2% | 6.3% |
| Nonprofit | 79.6% | 18.5% | 1.9% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 100.0% | 0.0% | 0.0% |
| State/Local Government | 75.0% | 25.0% | 0.0% |
| Researcher/Academic/Student | 100.0% | 0.0% | 0.0% |
| Consultant | 66.7% | 33.3% | 0.0% |
| Trade/Professional Organization | 100.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 87.5% | 12.5% | 0.0% |
| Housing Advocate | 100.0% | 0.0% | 0.0% |
| Faith-Based Organization | 0.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 50.0% | 0.0% | 50.0% |
| Other | 75.0% | 25.0% | 0.0% |
| Nonprofit | | | |

**Exhibit F-10: PD&R Reports Employ Valid Research Methods**

| | High Agreement | Mid Agreement | Low Agreement |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 83.3% | 15.0% | 1.7% |
| State/Local Government | 82.7% | 15.0% | 2.4% |
| Researcher/Academic/Student | 85.7% | 4.8% | 9.5% |
| Consultant | 91.2% | 4.4% | 4.4% |
| Trade/Professional Organization | 77.8% | 22.2% | 0.0% |
| Builder/Developer/Architect | 80.0% | 20.0% | 0.0% |
| Housing Advocate | 81.4% | 11.6% | 7.0% |
| Faith-Based Organization | 93.3% | 6.7% | 0.0% |
| Real Estate/Mortgage Industry | 77.4% | 17.0% | 5.7% |
| Other | 72.7% | 15.9% | 11.4% |
| Nonprofit | 93.3% | 6.7% | 0.0% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 93.9% | 6.1% | 0.0% |
| State/Local Government | 82.0% | 16.7% | 1.4% |
| Researcher/Academic/Student | 89.3% | 9.8% | 0.9% |
| Consultant | 82.0% | 15.7% | 2.3% |
| Trade/Professional Organization | 73.5% | 14.7% | 11.8% |
| Builder/Developer/Architect | 81.8% | 15.2% | 3.0% |
| Housing Advocate | 82.3% | 9.7% | 8.1% |
| Faith-Based Organization | 70.6% | 29.4% | 0.0% |
| Real Estate/Mortgage Industry | 78.1% | 16.4% | 5.5% |
| Other | 70.2% | 22.4% | 7.5% |
| Nonprofit | 83.7% | 14.0% | 2.3% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 100%. | 0.0% | 0.0% |
| State/Local Government | 100.0% | 0.0% | 0.0% |
| Researcher/Academic/Student | 90.0% | 10.0% | 0.0% |
| Consultant | 87.5% | 12.5% | 0.0% |
| Trade/Professional Organization | 100.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 100.0% | 0.0% | 0.0% |
| Housing Advocate | 100.0% | 0.0% | 0.0% |
| Faith-Based Organization | 0.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 0.0% | 50.0% | 50.0% |
| Other | 71.4% | 28.6% | 0.0% |
| Nonprofit | | | |

## Exhibit F-11: Satisfaction with the Quality of PD&R Data Sets

| | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 83.9% | 12.5% | 3.6% |
| State/Local Government | 88.2% | 10.8% | 1.0% |
| Researcher/Academic/Student | 81.3% | 10.4% | 8.3% |
| Consultant | 83.6% | 9.8% | 6.6% |
| Trade/Professional Organization | 70.0% | 20.0% | 10.0% |
| Builder/Developer/Architect | 85.0% | 10.0% | 5.0% |
| Housing Advocate | 80.0% | 3.3% | 16.7% |
| Faith-Based Organization | 100.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 86.4% | 11.4% | 2.3% |
| Other | 80.0% | 12.7% | 7.3% |
| Nonprofit | 100.0% | 0.0% | 0.0% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 86.8% | 10.5% | 2.6% |
| State/Local Government | 84.5% | 13.6% | 1.9% |
| Researcher/Academic/Student | 84.1% | 14.3% | 1.6% |
| Consultant | 86.7% | 11.7% | 1.7% |
| Trade/Professional Organization | 69.2% | 23.1% | 7.7% |
| Builder/Developer/Architect | 78.3% | 21.7% | 0.0% |
| Housing Advocate | 77.5% | 12.5% | 10.0% |
| Faith-Based Organization | 85.7% | 14.3% | 0.0% |
| Real Estate/Mortgage Industry | 81.8% | 18.2% | 0.0% |
| Other | 83.0% | 7.6% | 9.4% |
| Nonprofit | 88.0% | 12.0% | 0.0% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 0.0% | 0.0% | 0.0% |
| State/Local Government | 100.0% | 0.0% | 0.0% |
| Researcher/Academic/Student | 88.9% | 11.1% | 0.0% |
| Consultant | 100.0% | 0.0% | 0.0% |
| Trade/Professional Organization | 0.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 100.0% | 0.0% | 0.0% |
| Housing Advocate | 0.0% | 0.0% | 0.0% |
| Faith-Based Organization | 100.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% |
| Nonprofit | | | |

**Exhibit F-12: Satisfaction with the Usefulness of PD&R Data Sets**

| | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 85.5% | 12.7% | 1.8% |
| State/Local Government | 88.2% | 10.8% | 1.0% |
| Researcher/Academic/Student | 81.3% | 8.3% | 10.4% |
| Consultant | 83.6% | 14.8% | 1.6% |
| Trade/Professional Organization | 70.0% | 30.0% | 0.0% |
| Builder/Developer/Architect | 90.0% | 10.0% | 0.0% |
| Housing Advocate | 73.3% | 13.3% | 13.3% |
| Faith-Based Organization | 100.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 87.2% | 8.5% | 4.3% |
| Other | 75.9% | 16.7% | 7.4% |
| Nonprofit | 93.8% | 6.3% | 0.0% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 86.5% | 8.1% | 5.4% |
| State/Local Government | 79.8% | 16.4% | 3.9% |
| Researcher/Academic/Student | 82.5% | 14.3% | 3.2% |
| Consultant | 88.3% | 10.0% | 1.7% |
| Trade/Professional Organization | 61.5% | 38.5% | 0.0% |
| Builder/Developer/Architect | 73.9% | 26.1% | 0.0% |
| Housing Advocate | 65.0% | 22.5% | 12.5% |
| Faith-Based Organization | 86.7% | 6.7% | 6.7% |
| Real Estate/Mortgage Industry | 77.8% | 22.2% | 0.0% |
| Other | 84.6% | 7.7% | 7.7% |
| Nonprofit | 88.0% | 12.0% | 0.0% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 0.0% | 0.0% | 0.0% |
| State/Local Government | 100.0% | 0.0% | 0.0% |
| Researcher/Academic/Student | 88.9% | 11.1% | 0.0% |
| Consultant | 100.0% | 0.0% | 0.0% |
| Trade/Professional Organization | 0.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 100.0% | 0.0% | 0.0% |
| Housing Advocate | 0.0% | 0.0% | 0.0% |
| Faith-Based Organization | 100.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% |
| Nonprofit | | | |

**Exhibit F-13: Satisfaction with the Ease of Finding Data Sets on the Website**

| | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 71.4% | 16.1% | 12.5% |
| State/Local Government | 69.6% | 19.6% | 10.8% |
| Researcher/Academic/Student | 62.5% | 18.8% | 18.8% |
| Consultant | 63.9% | 19.7% | 16.4% |
| Trade/Professional Organization | 70.0% | 20.0% | 10.0% |
| Builder/Developer/Architect | 70.0% | 20.0% | 10.0% |
| Housing Advocate | 69.0% | 6.9% | 24.1% |
| Faith-Based Organization | 70.6% | 11.8% | 17.7% |
| Real Estate/Mortgage Industry | 60.9% | 23.9% | 15.2% |
| Other | 62.5% | 21.4% | 16.1% |
| Nonprofit | 81.3% | 6.3% | 12.5% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 83.3% | 8.3% | 8.3% |
| State/Local Government | 61.2% | 25.7% | 13.1% |
| Researcher/Academic/Student | 73.0% | 23.8% | 3.2% |
| Consultant | 60.3% | 31.0% | 8.6% |
| Trade/Professional Organization | 64.3% | 28.6% | 7.1% |
| Builder/Developer/Architect | 69.6% | 13.0% | 17.4% |
| Housing Advocate | 67.5% | 12.5% | 20.0% |
| Faith-Based Organization | 53.3% | 33.3% | 13.3% |
| Real Estate/Mortgage Industry | 43.2% | 38.6% | 18.2% |
| Other | 66.0% | 24.5% | 9.4% |
| Nonprofit | 76.0% | 12.0% | 12.0% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 0.0% | 0.0% | 0.0% |
| State/Local Government | 0.0% | 100.0% | 0.0% |
| Researcher/Academic/Student | 88.9% | 11.1% | 0.0% |
| Consultant | 100.0% | 0.0% | 0.0% |
| Trade/Professional Organization | 0.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 100.0% | 0.0% | 0.0% |
| Housing Advocate | 0.0% | 0.0% | 0.0% |
| Faith-Based Organization | 100.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% |
| Nonprofit | | | |

**Exhibit F-14: Satisfaction with the Available Data Set Formats**

| | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 75.9% | 14.8% | 9.3% |
| State/Local Government | 77.5% | 17.7% | 4.9% |
| Researcher/Academic/Student | 71.7% | 15.2% | 13.0% |
| Consultant | 62.7% | 17.0% | 20.3% |
| Trade/Professional Organization | 70.0% | 20.0% | 10.0% |
| Builder/Developer/Architect | 85.0% | 15.0% | 0.0% |
| Housing Advocate | 64.3% | 21.4% | 14.3% |
| Faith-Based Organization | 88.2% | 11.8% | 0.0% |
| Real Estate/Mortgage Industry | 76.9% | 18.0% | 5.1% |
| Other | 78.4% | 15.7% | 5.9% |
| Nonprofit | 92.9% | 0.0% | 7.1% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 81.1% | 13.5% | 5.4% |
| State/Local Government | 72.5% | 18.5% | 9.0% |
| Researcher/Academic/Student | 74.2% | 19.4% | 6.5% |
| Consultant | 61.7% | 33.3% | 5.0% |
| Trade/Professional Organization | 71.4% | 21.4% | 7.1% |
| Builder/Developer/Architect | 78.3% | 13.0% | 8.7% |
| Housing Advocate | 60.5% | 15.8% | 23.7% |
| Faith-Based Organization | 64.3% | 35.7% | 0.0% |
| Real Estate/Mortgage Industry | 63.6% | 29.6% | 6.8% |
| Other | 69.2% | 23.1% | 7.7% |
| Nonprofit | 72.0% | 20.0% | 8.0% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 0.0% | 0.0% | 0.0% |
| State/Local Government | 100.0% | 0.0% | 0.0% |
| Researcher/Academic/Student | 75.0% | 25.0% | 0.0% |
| Consultant | 100.0% | 0.0% | 0.0% |
| Trade/Professional Organization | 0.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 100.0% | 0.0% | 0.0% |
| Housing Advocate | 0.0% | 0.0% | 0.0% |
| Faith-Based Organization | 100.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% |
| Nonprofit | | | |

**Exhibit F-15: Satisfaction with the Accuracy of Data in PD&R Data Sets, by Affiliation**

| | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 80.0% | 18.0% | 2.0% |
| State/Local Government | 88.2% | 10.8% | 1.1% |
| Researcher/Academic/Student | 83.3% | 7.1% | 9.5% |
| Consultant | 84.9% | 11.3% | 3.8% |
| Trade/Professional Organization | 77.8% | 22.2% | 0.0% |
| Builder/Developer/Architect | 88.9% | 5.6% | 5.6% |
| Housing Advocate | 70.8% | 20.8% | 8.3% |
| Faith-Based Organization | 91.7% | 8.3% | 0.0% |
| Real Estate/Mortgage Industry | 94.1% | 2.9% | 2.9% |
| Other | 81.3% | 12.5% | 6.3% |
| Nonprofit | 100.0% | 0.0% | 0.0% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 100.0% | 0.0% | 0.0% |
| State/Local Government | 81.9% | 15.3% | 2.8% |
| Researcher/Academic/Student | 78.2% | 20.0% | 1.8% |
| Consultant | 76.9% | 19.2% | 3.9% |
| Trade/Professional Organization | 83.3% | 8.3% | 8.3% |
| Builder/Developer/Architect | 84.2% | 15.8% | 0.0% |
| Housing Advocate | 79.4% | 8.8% | 11.8% |
| Faith-Based Organization | 81.8% | 18.2% | 0.0% |
| Real Estate/Mortgage Industry | 79.0% | 18.4% | 2.6% |
| Other | 77.8% | 13.3% | 8.9% |
| Nonprofit | 90.0% | 5.0% | 5.0% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 0.0% | 0.0% | 0.0% |
| State/Local Government | 100.0% | 0.0% | 0.0% |
| Researcher/Academic/Student | 100.0% | 0.0% | 0.0% |
| Consultant | 100.0% | 0.0% | 0.0% |
| Trade/Professional Organization | 0.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 100.0% | 0.0% | 0.0% |
| Housing Advocate | 0.0% | 0.0% | 0.0% |
| Faith-Based Organization | 100.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% |
| Nonprofit | | | |

**Exhibit F-16 Agreement that PD&R Data Sets are Timely, by Affiliation**

| | High Agreement | Mid Agreement | Low Agreement |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 71.7% | 20.8% | 7.6% |
| State/Local Government | 77.2% | 19.8% | 3.0% |
| Researcher/Academic/Student | 71.1% | 15.6% | 13.3% |
| Consultant | 75.0% | 16.7% | 8.3% |
| Trade/Professional Organization | 70.0% | 10.0% | 20.0% |
| Builder/Developer/Architect | 85.0% | 10.0% | 5.0% |
| Housing Advocate | 57.1% | 28.6% | 14.3% |
| Faith-Based Organization | 93.3% | 6.7% | 0.0% |
| Real Estate/Mortgage Industry | 81.8% | 6.8% | 11.4% |
| Other | 74.5% | 19.6% | 5.9% |
| Nonprofit | 92.9% | 0.0% | 7.1% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 75.0% | 22.2% | 2.8% |
| State/Local Government | 72.1% | 19.9% | 8.0% |
| Researcher/Academic/Student | 67.8% | 13.6% | 18.6% |
| Consultant | 66.7% | 31.6% | 1.8% |
| Trade/Professional Organization | 61.5% | 15.4% | 23.1% |
| Builder/Developer/Architect | 60.0% | 40.0% | 0.0% |
| Housing Advocate | 67.6% | 13.5% | 18.9% |
| Faith-Based Organization | 64.3% | 28.6% | 7.1% |
| Real Estate/Mortgage Industry | 71.8% | 20.5% | 7.7% |
| Other | 77.1% | 12.5% | 10.4% |
| Nonprofit | 87.5% | 12.5% | 0.0% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 0.0% | 0.0% | 0.0% |
| State/Local Government | 100.0% | 0.0% | 0.0% |
| Researcher/Academic/Student | 75.0% | 12.5% | 12.5% |
| Consultant | 100.0% | 0.0% | 0.0% |
| Trade/Professional Organization | 0.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 100.0% | 0.0% | 0.0% |
| Housing Advocate | 0.0% | 0.0% | 0.0% |
| Faith-Based Organization | 100.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% |
| Nonprofit | | | |

**Exhibit F-17: Agreement that PD&R Data Sets are Credible, by Affiliation**

| | High Agreement | Mid Agreement | Low Agreement |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 84.9% | 11.3% | 3.8% |
| State/Local Government | 89.9% | 9.1% | 1.0% |
| Researcher/Academic/Student | 93.2% | 2.3% | 4.6% |
| Consultant | 91.4% | 5.2% | 3.5% |
| Trade/Professional Organization | 100.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 94.7% | 0.0% | 5.3% |
| Housing Advocate | 76.9% | 11.5% | 11.5% |
| Faith-Based Organization | 87.5% | 12.5% | 0.0% |
| Real Estate/Mortgage Industry | 89.7% | 7.7% | 2.6% |
| Other | 79.6% | 16.3% | 4.1% |
| Nonprofit | 92.3% | 7.7% | 0.0% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 88.9% | 11.1% | 0.0% |
| State/Local Government | 83.9% | 13.5% | 2.6% |
| Researcher/Academic/Student | 85.0% | 13.3% | 1.7% |
| Consultant | 87.5% | 12.5% | 0.0% |
| Trade/Professional Organization | 78.6% | 14.3% | 7.1% |
| Builder/Developer/Architect | 77.3% | 22.7% | 0.0% |
| Housing Advocate | 83.3% | 13.9% | 2.8% |
| Faith-Based Organization | 84.6% | 15.4% | 0.0% |
| Real Estate/Mortgage Industry | 82.9% | 14.6% | 2.4% |
| Other | 81.8% | 11.4% | 6.8% |
| Nonprofit | 87.0% | 13.0% | 0.0% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 0.0% | 0.0% | 0.0% |
| State/Local Government | 100.0% | 0.0% | 0.0% |
| Researcher/Academic/Student | 77.8% | 11.1% | 11.1% |
| Consultant | 100.0% | 0.0% | 0.0% |
| Trade/Professional Organization | 0.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 100.0% | 0.0% | 0.0% |
| Housing Advocate | 0.0% | 0.0% | 0.0% |
| Faith-Based Organization | 100.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% |
| Nonprofit | | | |

**Exhibit F-18: Satisfaction with the Topics Covered by PD&R Periodicals, by Affiliation**

| | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 92.9% | 7.1% | 0.0% |
| State/Local Government | 88.7% | 9.9% | 1.4% |
| Researcher/Academic/Student | 80.0% | 8.9% | 11.1% |
| Consultant | 79.6% | 16.3% | 4.1% |
| Trade/Professional Organization | 100.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 84.6% | 15.4% | 0.0% |
| Housing Advocate | 93.1% | 0.0% | 6.9% |
| Faith-Based Organization | 100.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 81.0% | 14.3% | 4.8% |
| Other | 71.4% | 22.9% | 5.7% |
| Nonprofit | 83.3% | 16.7% | 0.0% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 89.7% | 10.3% | 0.0% |
| State/Local Government | 74.8% | 20.8% | 4.4% |
| Researcher/Academic/Student | 86.0% | 9.4% | 4.7% |
| Consultant | 75.3% | 2208.5% | 2.6% |
| Trade/Professional Organization | 78.6% | 7.1% | 14.3% |
| Builder/Developer/Architect | 80.8% | 19.2% | 0.0% |
| Housing Advocate | 77.4% | 17.7% | 4.8% |
| Faith-Based Organization | 84.6% | 15.4% | 0.0% |
| Real Estate/Mortgage Industry | 73.8% | 24.6% | 1.6% |
| Other | 71.2% | 21.2% | 7.7% |
| Nonprofit | 85.7% | 8.6% | 5.7% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 100.0% | 0.0% | 0.0% |
| State/Local Government | 100.0% | 0.0% | 0.0% |
| Researcher/Academic/Student | 83.3% | 16.7% | 0.0% |
| Consultant | 100.0% | 0.0% | 0.0% |
| Trade/Professional Organization | 0.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 100.0% | 0.0% | 0.0% |
| Housing Advocate | 50.0% | 50.0% | 0.0% |
| Faith-Based Organization | 0.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 50.0% | 50.0% | 0.0% |
| Other | 100.0% | 0.0% | 0.0% |
| Nonprofit | | | |

**Exhibit F-19: Satisfaction with the Clarity of Information in PD&R Periodicals, by Affiliation**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 93.0% | 7.0% | 0.0% |
| State/Local Government | 85.7% | 12.9% | 1.4% |
| Researcher/Academic/Student | 78.1% | 9.8% | 12.2% |
| Consultant | 87.5% | 10.4% | 2.1% |
| Trade/Professional Organization | 100.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 90.9% | 9.1% | 0.0% |
| Housing Advocate | 81.5% | 14.8% | 3.7% |
| Faith-Based Organization | 100.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 81.0% | 19.1% | 0.0% |
| Other | 76.5% | 17.7% | 5.9% |
| Nonprofit | 100.0% | 0.0% | 0.0% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 87.5% | 12.5% | 0.0% |
| State/Local Government | 80.6% | 15.8% | 3.6% |
| Researcher/Academic/Student | 90.7% | 6.5% | 2.8% |
| Consultant | 79.7% | 18.9% | 1.4% |
| Trade/Professional Organization | 73.3% | 20.0% | 6.7% |
| Builder/Developer/Architect | 87.5% | 12.5% | 0.0% |
| Housing Advocate | 84.1% | 11.1% | 4.8% |
| Faith-Based Organization | 71.4% | 28.6% | 0.0% |
| Real Estate/Mortgage Industry | 82.8% | 12.5% | 4.7% |
| Other | 75.0% | 18.8% | 6.3% |
| Nonprofit | 80.0% | 20.0% | 0.0% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 100.0% | 0.0% | 0.0% |
| State/Local Government | 100.0% | 0.0% | 0.0% |
| Researcher/Academic/Student | 66.7% | 33.3% | 0.0% |
| Consultant | 100.0% | 0.0% | 0.0% |
| Trade/Professional Organization | 0.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 100.0% | 0.0% | 0.0% |
| Housing Advocate | 100.0% | 0.0% | 0.0% |
| Faith-Based Organization | 0.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 75.0% | 25.0% | 0.0% |
| Other | 80.0% | 20.0% | 0.0% |
| Nonprofit | | | |

**Exhibit F-20: Timeliness of PD&R Periodicals, by Affiliation**

|  | High Agreement | Mid Agreement | Low Agreement |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 88.6% | 9.1% | 2.3% |
| State/Local Government | 81.9% | 16.7% | 1.4% |
| Researcher/Academic/Student | 76.2% | 11.9% | 11.9% |
| Consultant | 74.0% | 20.0% | 6.0% |
| Trade/Professional Organization | 60.0% | 40.0% | 0.0% |
| Builder/Developer/Architect | 91.7% | 8.3% | 0.0% |
| Housing Advocate | 80.0% | 13.3% | 6.7% |
| Faith-Based Organization | 85.7% | 14.3% | 0.0% |
| Real Estate/Mortgage Industry | 77.3% | 18.2% | 4.6% |
| Other | 68.6% | 28.6% | 2.9% |
| Nonprofit | 100.0% | 0.0% | 0.0% |
| | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 90.2% | 9.8% | 0.0% |
| State/Local Government | 72.0% | 22.6% | 5.5% |
| Researcher/Academic/Student | 83.3% | 11.1% | 5.6% |
| Consultant | 78.8% | 15.0% | 6.3% |
| Trade/Professional Organization | 64.5% | 19.4% | 16.1% |
| Builder/Developer/Architect | 65.4% | 30.8% | 3.9% |
| Housing Advocate | 68.3% | 21.7% | 10.0% |
| Faith-Based Organization | 69.2% | 30.8% | 0.0% |
| Real Estate/Mortgage Industry | 76.6% | 18.8% | 4.7% |
| Other | 70.6% | 23.5% | 5.9% |
| Nonprofit | 86.5% | 8.1% | 5.4% |
| | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 100.0% | 0.0% | 0.0% |
| State/Local Government | 0.0% | 100.0% | 0.0% |
| Researcher/Academic/Student | 100.0% | 0.0% | 0.0% |
| Consultant | 100.0% | 0.0% | 0.0% |
| Trade/Professional Organization | 0.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 100.0% | 0.0% | 0.0% |
| Housing Advocate | 100.0% | 0.0% | 0.0% |
| Faith-Based Organization | 0.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 100.0% | 0.0% | 0.0% |
| Other | 75.0% | 0.0% | 25.0% |
| Nonprofit | | | |

**Exhibit F-21: PD&R Periodicals are Well Written, by Affiliation**

|  | High Agreement | Mid Agreement | Low Agreement |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Federal Government | 88.4% | 11.6% | 0.0% |
| State/Local Government | 91.7% | 6.9% | 1.4% |
| Researcher/Academic/Student | 83.3% | 4.8% | 11.9% |
| Consultant | 87.8% | 10.2% | 2.0% |
| Trade/Professional Organization | 77.8% | 11.1% | 11.1% |
| Builder/Developer/Architect | 100.0% | 0.0% | 0.0% |
| Housing Advocate | 84.6% | 7.7% | 7.7% |
| Faith-Based Organization | 100.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 81.8% | 13.6% | 4.6% |
| Other | 79.4% | 17.7% | 2.9% |
| Nonprofit | 83.3% | 16.7% | 0.0% |
|  | | | |
| **eList Survey Respondents** | | | |
| Federal Government | 92.5% | 7.5% | 0.0% |
| State/Local Government | 85.5% | 12.2% | 2.4% |
| Researcher/Academic/Student | 90.7% | 8.3% | 0.9% |
| Consultant | 79.5% | 20.5% | 0.0% |
| Trade/Professional Organization | 80.0% | 10.0% | 10.0% |
| Builder/Developer/Architect | 88.5% | 7.7% | 3.9% |
| Housing Advocate | 82.3% | 14.5% | 3.2% |
| Faith-Based Organization | 69.2% | 30.8% | 0.0% |
| Real Estate/Mortgage Industry | 85.5% | 12.9% | 1.6% |
| Other | 83.7% | 12.2% | 4.1% |
| Nonprofit | 86.1% | 11.1% | 2.8% |
|  | | | |
| **Phone Survey Respondents** | | | |
| Federal Government | 100.0% | 0.0% | 0.0% |
| State/Local Government | 100.0% | 0.0% | 0.0% |
| Researcher/Academic/Student | 100.0% | 0.0% | 0.0% |
| Consultant | 100.0% | 0.0% | 0.0% |
| Trade/Professional Organization | 0.0% | 0.0% | 0.0% |
| Builder/Developer/Architect | 100.0% | 0.0% | 0.0% |
| Housing Advocate | 100.0% | 0.0% | 0.0% |
| Faith-Based Organization | 0.0% | 0.0% | 0.0% |
| Real Estate/Mortgage Industry | 100.0% | 0.0% | 0.0% |
| Other | 80.0% | 20.0% | 0.0% |
| Nonprofit | | | |

**Exhibit F-22: Significance Tests of Satisfaction with PD&R Research by Affiliation**

| | eList Chi-Square Test Statistic | eList Chi-Square P Value |
|---|---|---|
| Satisfaction with the Quality of PD&R Reports, by Affiliation | 17.75 | 0.06 |
| Satisfaction with the Level of Detail in PD&R Reports, by Affiliation | 15.73 | 0.11 |
| Satisfaction with the Topics Covered by PD&R Reports, by Affiliation | 15.73 | 0.11 |
| Satisfaction with the Usefulness of PD&R Reports, by Affiliation | 23.68 | 0.01 |
| Satisfaction with the Organization of PD&R Reports, by Affiliation | 19.28 | 0.04 |
| Satisfaction with the Clarity of Information with PD&R Reports, by Affiliation | 22.13 | 0.01 |
| Satisfaction with the Ease of Finding PD&R Reports on the Website, by Affiliation | 15.02 | 0.13 |
| Agreement that PD&R Reports Cover Timely Topics, by Affiliation | 14.74 | 0.14 |
| Agreement that PD&R Reports Are Well Written, by Affiliation | 24.08 | 0.01 |
| Agreement that PD&R Reports Employ Valid Research Methods, by Affiliation | 23.51 | 0.01 |
| Satisfaction with the Quality of PD&R Data Sets, by Affiliation | 16.58 | 0.08 |
| Satisfaction with the Usefulness of PD&R Data Sets, by Affiliation | 15.11 | 0.13 |
| Satisfaction with the Ease of Finding Data Sets on the Website, by Affiliation | 13.81 | 0.18 |
| Satisfaction with the Available Data Set Formats, by Affiliation | 11.06 | 0.35 |
| Satisfaction with the Accuracy of Data in PD&R Data Sets, by Affiliation, by Affiliation | 13.20 | 0.21 |
| Agreement that PD&R Data Sets are Timely, by Affiliation | 22.18 | 0.01 |
| Agreement that PD&R Data Sets are Credible, by Affiliation | 6.74 | 0.75 |
| Satisfaction with the Topics Covered by PD&R Periodicals and Newsletters, by Affiliation | 16.18 | 0.09 |
| Satisfaction with the Clarity of Information in PD&R Periodicals and Newsletters, by Affiliation | 11.06 | 0.35 |
| Agreement that PD&R Periodicals and Newsletters are Timely, by Affiliation | 11.02 | 0.36 |
| Agreement that PD&R Periodicals and Newsletters are Well Written, by Affiliation | 13.06 | 0.22 |

*Note: A chi-square test of independence was used to test if there was a significant difference in satisfaction across affiliation.*

# Appendix G: Results by Gender

**Exhibit G-1: Satisfaction with the Quality of PD&R Reports**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 84.7% | 12.4% | 2.9% |
| Female | 81.7% | 13.7% | 4.6% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 87.3% | 11.0% | 1.8% |
| Female | 83.4% | 14.2% | 2.4% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | 81.3% | 18.8% | 0.0% |
| Female | 94.7% | 5.3% | 0.0% |

**Exhibit G-2: Satisfaction with the Level of Detail of PD&R Reports**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 82.6% | 12.8% | 4.6% |
| Female | 77.8% | 16.1% | 6.1% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 80.5% | 17.7% | 1.8% |
| Female | 78.3% | 17.4% | 4.3% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | 80.0% | 16.7% | 3.3% |
| Female | 84.2% | 15.8% | 0.0% |

**Exhibit G-3: Satisfaction with the Topics Covered by PD&R Reports**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 75.9% | 18.3% | 5.8% |
| Female | 75.3% | 18.3% | 6.4% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 73.7% | 20.4% | 5.9% |
| Female | 66.2% | 27.0% | 6.9% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | 73.3% | 20.0% | 6.7% |
| Female | 83.3% | 11.1% | 5.6% |

**Exhibit G-4: Satisfaction with the Usefulness of PD&R Reports**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 81.2% | 11.1% | 7.8% |
| Female | 77.0% | 16.8% | 6.2% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 73.8% | 19.7% | 6.6% |
| Female | 67.4% | 24.6% | 8.0% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | 69.7% | 27.3% | 3.0% |
| Female | 84.2% | 10.5% | 5.3% |

**Exhibit G-5: Satisfaction with the Organization of PD&R Reports**

| | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 78.7% | 14.6% | 6.7% |
| Female | 72.4% | 19.2% | 8.4% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 81.1% | 16.2% | 2.7% |
| Female | 75.3% | 20.2% | 4.5% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | 67.7% | 25.8% | 6.5% |
| Female | 89.5% | 10.5% | 0.0% |

**Exhibit G-6: Satisfaction with the Clarity of Information in PD&R Reports**

| | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 78.1% | 16.5% | 5.4% |
| Female | 70.6% | 18.5% | 10.9% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 83.7% | 14.0% | 2.3% |
| Female | 74.5% | 19.4% | 6.1% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | 78.1% | 15.6% | 6.3% |
| Female | 84.2% | 15.8% | 0.0% |

**Exhibit G-7: Satisfaction with the Ease of Finding PD&R Reports on the Website**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 64.9% | 20.3% | 14.9% |
| Female | 55.8% | 23.4% | 20.8% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 65.8% | 24.3% | 10.0% |
| Female | 56.2% | 29.3% | 14.5% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | 57.7% | 23.1% | 19.2% |
| Female | 56.3% | 37.5% | 6.3% |

**Exhibit G-8: PD&R Reports Cover Timely Topics**

|  | High Agreement | Mid Agreement | Low Agreement |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 78.5% | 14.5% | 7.0% |
| Female | 73.5% | 19.3% | 7.2% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 75.8% | 18.3% | 5.9% |
| Female | 70.4% | 22.7% | 6.9% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | 60.6% | 30.3% | 9.1% |
| Female | 73.7% | 21.1% | 5.3% |

**Exhibit G-9: PD&R Reports are Well Written**

|  | High Agreement | Mid Agreement | Low Agreement |
|---|---|---|---|
| **HUD USER Website Respondents** |  |  |  |
| Male | 86.1% | 9.0% | 4.9% |
| Female | 77.1% | 17.3% | 5.6% |
|  |  |  |  |
| **eList Survey Respondents** |  |  |  |
| Male | 85.8% | 12.2% | 2.0% |
| Female | 78.6% | 18.1% | 3.3% |
|  |  |  |  |
| **Phone Survey Respondents** |  |  |  |
| Male | 78.8% | 18.2% | 3.0% |
| Female | 94.7% | 5.3% | 0.0% |

**Exhibit G-10: PD&R Reports Employ Valid Research Methods**

|  | High Agreement | Mid Agreement | Low Agreement |
|---|---|---|---|
| **HUD USER Website Respondents** |  |  |  |
| Male | 83.3% | 10.5% | 6.1% |
| Female | 80.4% | 14.4% | 5.3% |
|  |  |  |  |
| **eList Survey Respondents** |  |  |  |
| Male | 84.5% | 13.2% | 2.3% |
| Female | 80.7% | 15.9% | 3.4% |
|  |  |  |  |
| **Phone Survey Respondents** |  |  |  |
| Male | 92.6% | 3.7% | 3.7% |
| Female | 79.0% | 21.1% | 0.0% |

**Exhibit G-11: Satisfaction with the Quality of PD&R Data Sets**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 83.3% | 10.7% | 6.0% |
| Female | 84.9% | 10.2% | 4.9% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 82.2% | 14.3% | 3.5% |
| Female | 86.6% | 11.2% | 2.2% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | 88.9% | 11.1% | 0.0% |
| Female | 100.0% | 0.0% | 0.0% |


**Exhibit G-12: Satisfaction with the Usefulness of PD&R Data Sets**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 84.5% | 11.3% | 4.2% |
| Female | 83.2% | 12.6% | 4.2% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 80.9% | 14.8% | 4.3% |
| Female | 82.0% | 15.2% | 2.9% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | 100.0% | 0.0% | 0.0% |
| Female | 80.0% | 20.0% | 0.0% |

**Exhibit G-13: Satisfaction with the Ease of Finding PD&R Data Sets on the Website**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 70.4% | 14.8% | 14.8% |
| Female | 64.8% | 19.5% | 15.7% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 69.2% | 22.9% | 7.9% |
| Female | 61.1% | 25.0% | 13.9% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | 77.8% | 22.2% | 0.0% |
| Female | 100.0% | 0.0% | 0.0% |

**Exhibit G-14: Satisfaction with the Available Data Set Formats**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 73.3% | 16.4% | 10.3% |
| Female | 75.2% | 15.6% | 9.3% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 72.4% | 20.4% | 7.2% |
| Female | 70.1% | 21.2% | 8.7% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | 77.8% | 22.2% | 0.0% |
| Female | 100.0% | 0.0% | 0.0% |

**Exhibit G-15: Satisfaction with the Accuracy of PD&R Data Sets**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 81.6% | 13.6% | 4.8% |
| Female | 86.0% | 9.9% | 4.1% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 80.9% | 12.4% | 6.7% |
| Female | 84.0% | 14.9% | 1.2% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | 100.0% | 0.0% | 0.0% |
| Female | 100.0% | 0.0% | 0.0% |

**Exhibit G-16: Timeliness of PD&R Data Sets**

|  | High Agreement | Mid Agreement | Low Agreement |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 75.8% | 16.4% | 7.9% |
| Female | 75.3% | 16.2% | 8.5% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 72.5% | 18.4% | 9.0% |
| Female | 71.7% | 19.9% | 8.4% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | 77.8% | 11.1% | 11.1% |
| Female | 100.0% | 0.0% | 0.0% |

**Exhibit G-17: Credibility of PD&R Data Sets**

|  | High Agreement | Mid Agreement | Low Agreement |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 88.1% | 8.2% | 3.8% |
| Female | 87.4% | 8.8% | 3.8% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 83.4% | 13.7% | 2.9% |
| Female | 86.9% | 11.8% | 1.4% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | 88.9% | 0.0% | 11.1% |
| Female | 80.0% | 20.0% | 0.0% |


**Exhibit G-18: Satisfaction with the Topics Covered by PD&R Periodicals**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 87.9% | 7.9% | 4.3% |
| Female | 82.2% | 13.9% | 3.9% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 78.5% | 18.3% | 3.2% |
| Female | 79.5% | 15.5% | 5.0% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | | | |
| Female | 72.7% | 27.3% | 0.0% |
| | 92.3% | 7.7% | 0.0% |

**Exhibit G-19: Satisfaction with the Clarity of Information in PD&R Periodicals**

|  | High Satisfaction | Mid Satisfaction | Low Satisfaction |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 86.3% | 11.5% | 2.2% |
| Female | 84.4% | 11.6% | 4.1% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 82.7% | 14.4% | 2.9% |
| Female | 83.3% | 13.5% | 3.3% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | 80.0% | 20.0% | 0.0% |
| Female | 84.6% | 15.4% | 0.0% |

**Exhibit G-20: PD&R Periodicals are Timely**

|  | High Agreement | Mid Agreement | Low Agreement |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 77.8% | 18.1% | 4.2% |
| Female | 79.9% | 15.6% | 4.5% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 76.6% | 19.4% | 4.0% |
| Female | 75.7% | 17.7% | 6.6% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | | | |
| Female | 100.0% | 0.0% | 0.0% |
| | 83.3% | 8.3% | 8.3% |

**Exhibit G-21: PD&R Periodicals are Well Written**

|  | High Agreement | Mid Agreement | Low Agreement |
|---|---|---|---|
| **HUD USER Website Respondents** | | | |
| Male | 87.9% | 8.6% | 3.6% |
| Female | 85.6% | 10.3% | 4.0% |
| | | | |
| **eList Survey Respondents** | | | |
| Male | 87.3% | 11.0% | 1.7% |
| Female | 84.7% | 12.9% | 2.5% |
| | | | |
| **Phone Survey Respondents** | | | |
| Male | 100.0% | 0.0% | 0.0% |
| Female | 92.3% | 7.7% | 0.0% |

**Exhibit G-22: Significance Tests of Satisfaction with PD&R Research by Gender**

| | eList Chi-Square Test Statistic | eList Chi-Square P Value |
|---|---|---|
| Satisfaction with the Quality of PD&R Reports, by Gender | 2.83 | 0.24 |
| Satisfaction with the Level of Detail in PD&R Reports, by Gender | 4.78 | 0.09 |
| Satisfaction with the Topics Covered by PD&R Reports, by Gender | 6.66 | 0.04 |
| Satisfaction with the Usefulness of PD&R Reports, by Gender | 4.70 | 0.10 |
| Satisfaction with the Organization of PD&R Reports, by Gender | 5.21 | 0.07 |
| Satisfaction with the Clarity of Information with PD&R Reports, by Gender | 14.50 | 0.00 |
| Satisfaction with the Ease of Finding PD&R Reports on the Website, by Gender | 9.48 | 0.01 |
| Agreement that PD&R Reports Cover Timely Topics, by Gender | 3.61 | 0.16 |
| Agreement that PD&R Reports Are Well Written, by Gender | 8.58 | 0.01 |
| Agreement that PD&R Reports Employ Valid Research Methods, by Gender | 2.39 | 0.30 |
| Satisfaction with the Quality of PD&R Data Sets, by Gender | 2.24 | 0.33 |
| Satisfaction with the Usefulness of PD&R Data Sets, by Gender | 0.87 | 0.65 |
| Satisfaction with the Ease of Finding Data Sets on the Website, by Gender | 6.20 | 0.05 |
| Satisfaction with the Available Data Set Formats, by Gender | 0.53 | 0.77 |
| Satisfaction with the Accuracy of Data in PD&R Data Sets, by Affiliation, by Gender | * | * |
| Agreement that PD&R Data Sets are Timely, by Gender | 0.21 | 0.90 |
| Agreement that PD&R Data Sets are Credible, by Gender | * | * |
| Satisfaction with the Topics Covered by PD&R Periodicals and Newsletters, by Gender | 2.21 | 0.33 |
| Satisfaction with the Clarity of Information in PD&R Periodicals and Newsletters, by Gender | 0.20 | 0.91 |
| Agreement that PD&R Periodicals and Newsletters are Timely, by Gender | 2.73 | 0.26 |
| Agreement that PD&R Periodicals and Newsletters are Well Written, by Gender | 1.15 | 0.56 |

*Note: A chi-square test of independence was used to test if there was a significant difference in satisfaction across gender.*
*\*There are too few dissatisfied respondents to produce a valid distribution of responses.*

# Appendix H: List of Other Websites Used by Survey Respondents to Get Information

## Web Survey Respondents

1.   A variety of government web sites that deal with housing; finance; and community development. Also regularly check state and local housing agency and department websites.

2.   A variety of HUD websites and State of CA website and google on topic

3.   AARP

4.   AHMA

5.   AL.gov

6.   American Apartment Owner Association

7.   American Community Survey

8.   American Factfinder

9.   APA

10.   Baltimore county housing

11.   BEA

12.   Brookings

13.   Bureau of Labor Statistics

14.   Bureau of Economic Analysis

15.   Bureau of Justice Statistics

16.   Canada Mortgage and Housing Corporation

17.   Center for Neighborhood Technology

18.   Center for Responsible Lending

19.   Center for Transit-oriented Development

20.   Charleston County Grants Administration

21.   Claritas

22. Construction Data websites

23. Corporation for Supportive Housing

24. CPD

25. csh.org

26. DemographicsNOW; Inc

27. Denver Business Journal

28. Department of Commerce

29. Department of Energy

30. Department of Health and Human Services

31. Department of Justice

32. Department of Labor

33. Digest of Education Statistics

34. disability.gov

35. Economy.com

36. ESRI

37. Factfinder

38. FDIC

39. Federal Reserve Bank

40. Fedstats.gov

41. FFIEC

42. FHFB

43. FHLBB

44. FHWA and FTA

45. food stamps.org

46. GAO

47. Hanley-Wood

48. harvard housing studies

49. housingpolicy.org

50. hud.gov

51. Human Rights Watch

52. ICMA

53. International Code Council

54. IRS

55. Joint Center on Housing Studies

56. Journal of Housing

57. journals and databases

58. Knowledgeplex

59. LEXIS

60. Library of Congress

61. LISC

62. Massachusetts State Data Center

63. Minnesota Housing Finance Agency

64. Naco.org

65. NAHB

66. National Association of Home Builders

67. National Fair Housing Alliance

68. National Housing Finance

69. National Institute of Health

70. National Low Income Housing Coalition

71. NeighborWorks

72. NLIHC

73. Novogradac Affordable Housing center

74. Novogradic.com

75. Ohio Department of Development

76. OMB

77. Penn CML

78. PHADA

79. Planetizen

80. Policy Link

81. PolicyMap

82. REAL ESTATE WEB SITES

83. Realtor.com

84. REIS

85. SAMHSA

86. social security.org

87. Socindex

88. Southern Poverty Law Center

89. State & County GIS Sites

90. State websites

91. Statistics Canada.

92. U.S. Census Bureau

93. ULI

94. Urban Institute

95. usa.gov

96. USDA

97.  vhda.com

98.  www.ncsha.org

## eList Respondents

1.  Alliance for Healthy Homes

2.  Assn. of U.S. Counties

3.  Bureau of Labor Statistics Census Bureau

4.  Corporation for Economic Development

5.  aarp.com

6.  AASC

7.  AASHA

8.  Abt Associates

9.  ACS

10. ada.gov

11. AEI

12. Affordable Housing Finance

13. AHAR

14. AHMA

15. AHRQ

16. AIA

17. AIVC.org

18. American Factfinder

19. American Planning Association

20. Any government website and newspaper sites

21. APA VAZO

22. Appraisal Sites

23. Architect magazine Eco Newsletter

24. Automated Builder Manufactured Housing Merchandiser

25. BEA

26. BLS

27. Brookings

28. Calfornia HCD

29. Canada Mortgage and Housing Corporation/Research

30. Case Shiller

31. CBPP

32. CDC

33. CHAPA

34. Claritas

35. CNU

36. Conference of U.S. Mayors

37. Corporation for Supportive Housing

38. CSG

39. Ctr on Budget & Policy Priorities

40. Cyburbia

41. dataplace.org

42. Deloitte

43. Department of Labor

44. DHCR

45. Disability.gov

46. EIA

47. EPA

48. ESRI

49. Fannie Mae

50. Federal Register

51. Federal Reserve

52. FEMA

53. FFIEC

54. ffiec.gov

55. FHA

56. FNMA

57. Freddie Mac

58. GAO

59. Georgia HAP Administrators

60. governing.com

61. grants.gov

62. HAC

63. Harvard's Joint Center for Housing Studies

64. HBR

65. HMDA

66. Housing Affairs

67. Housing Policy Debate (on-line periodical)

68. Housing Works

69. housingalliancepa.org

70. housingpolicy.org

71. icc.com

72. ICPSR

73. International Sites

74. Joint Center

75. Joint Center for Housing Studies

76. Lincoln Institute

77. Local governments and nonprofit agencies.

78. MBA

79. nahma.org

80. NAHRO

81. namckay.com

82. NAR

83. National Alliance to End Homelessness

84. National Housing Law Project

85. National Housing Trust

86. National Low-Income Coalition

87. NBER

88. NCDA

89. nchh.org

90. NCSL

91. Neighborworks City Government

92. New Orleans Data Center

93. New York State DHCR

94. NIH

95. NORC

96. Novogradac.com

97. NYAHSA

98. NYC DCP

99. Ongov

100. Oregon Department of Land Conservation and Development website

101. Other tribal sites

102. PHA websites

103. Planetizen

104. Policymap

105. Radian

106. RealtyTrac

107. RHIIP

108. RITA

109. Shelterforce

110. SONYMA

111. State and academic demography agencies

112. State Department

113. State Housing organizations

114. TDHCA

115. Texas Homeless Network

116. THDA.org

117. Treasury

118. U. S. National League of Cities

119. ULI

120. UN-Habitat

121. Urban Affairs

122. US Census

123.  USDA

124.  Wilder Foundation

125.  World Bank

## Phone Survey Respondents

### *Respondents who ordered PD&R reports*

1. American Institute of Architects

2. BLS

3. Building code forums

4. Building standard organizations websites

5. Census.gov

6. Center on budget and policy

7. child trends

8. costar.com

9. Department of Energy

10. Department of Justice

11. EDIS

12. epa.gov

13. Fair Housing and Accessibility

14. Federal Reserve Board

15. FHEO

16. FHWA

17. Green billing website

18. housingpolicy.org

19. knowledgeplex

20. Local websites

21. National Association of Homebuilders

22. National Consortium of Housing Research Center

23. National Low Income Housing Commission

24. National Trust for Historic Preservation

25. New York Housing

26. noaa.gov

27. NYC.gov

28. PATH

29. planning.org (APA)

30. Policy Map

31. prb

32. realtor.com

33. realtytrak.com

34. Robert Wood Johnson

35. Smartgrowthonline

36. Suppliers of solar thermal equipment

37. ULI

### Respondents who ordered PD&R data sets

1. Academic websites

2. BEA

3. BLS

4. Census Bureau

5. Congressional Information service

6. Department of Education

7. Department of Health and Human Services

8. Department of Transportations

9. EPA

10. Federal Reserve Board

11. FEMA

12. FFIEC

13. hud.gov

14. Joint Center for Economic and Political Studies

15. Lexis-Nexis

16. NCUA

17. New Jersey State Government

### *Respondents who ordered PD&R periodicals and newsletters*

1. American Community Survey

2. American Fact Finder

3. APA

4. BLS

5. Brookings Institute

6. Census

7. Community research websites

8. Construction websites

9. Department of Labor

10. Department of Transportation

11. Environmental websites

12. EPA

13. Government Websites

14. melissadata.com

15. National Low Income Housing Coalition

16. National Housing Law Project

17. National Law Center

18. Planetizen

19. Planners network

20. ULI

21. Urban planning websites

# Appendix I: Verbatim Comments Regarding Research, Publications, And Data Sets

## PD&R Web Site Survey Respondents

1. I feel confident in letting people know about your service/help because HUD is looking for safety in our communities. HUD cares simply by making sure of the intentions in every family and of course the type of neigborhood. Honestly we really need that type of help to better our childrens future. Thank you HUD!

2. Publication HUD-1741-H is WONDERFUL and should be provided to all real estate offices on a regular basis (or at the least the real estate schools. Timely information and presented in a non-threatening manner. Some of the best info on Homeownership 41-H is WONDERFUL and should be provided to all real estate offices on a regular basis (or at the least the real estate schools. Timely information and presented in a non-threatening manner. Some of the best info on Homeownership I've ever seen :)

3. Cityscape- can be more useful if its timely. I never know when to expect it. ResearchWorks is wonderful - love receiving my copy each month to read and pass on. USHMC-more timely please! All 3 are well written.

4. I receive Breakthroughs regularly. Few months back signed up to receive ResearchWorks at the APA conference -- love the printed version. Keep it coming! Can you send printed copies of Breakthroughs also? Would love to read and pass on with my comments. Right now need to print it and I seem to have less of an inclination to go pick up from printer and then write on it. Would be easier to share if I received print versions from you.

5. Create a census which incorporates housing starts; by the type of stucture and unit sizes; the number achieved and outstanding; obtained from each local municipality; a detailed census of vacancy rates. Many thanks for the information which your organization provides.

6. I like the vacancy indicators from USPS; but would be great to have at sub-tract level. Also would love updated housing choice voucher unit counts updated.

7. Make Breakthroughs a printed newsletter; send ResearchWorks every month instead of 10 times a year

8. wish I had more faith in the accuracy of the LIHTC database

9. more news letters sent to the homes; because everyone does not have access to the internet.

10. I was trying to find the qualifications for HUD--income; vehicle restrictions; savings/checking acct and other assets. I could only find info on income. This is not enough information.

11. Have more data in SAS format. Cover data related topics in ResearchWorks. Make Researchworks multi-colored and nicer paper. Its well written though.

12. Do more housing market studies of large metro areas

13. I find the SOCDS most useful to quick go to the data set I want. Others seem "buried" and you have to know exactly where to look. As a data analyst; I'm not familiar with different program components that might lead me to relevant data...I just want the data!!

14. As previously stated; it is sometimes difficult to identify which GIS databases link to HUD data sets (i.e. whether to use the _80 or _81 files

15. Would help to receive more data in SAS format and more detailed. Cover other non-PDR research in Researchworks

16. With significant changes in the hosuing market; more timely reaserch will be useful.

17. Up-to-date income limits for specific HUD grant programs are difficult to find. I have not found the information I was looking for.

18. I come to get the FMR table every year in order to import into a relational database. The machine-readable XLS format is handy; and happy to see that the structure of that spreadsheet doesn't casually change frmo one eyar to the next.

19. I went to a conference where HUD USER was in attendance; there I picked up several publications that I reference very often.

20. More research please. There has been very little from HUD in the last 2 years. No research leads to the housing mess we are in today. newsletters are good-keep them coming.

21. Bibiographic database search is not very user friendly; and sometimes comes up with no results for something I know is there.  It would be great if you could put additional older reports online in PDF format. One in particular that would be useful is Characteristics of HUD-Assisted Renters and Their Units in 2003 - very useful series but hard to use without a PDF.

22. You're doing a great job.

23. Data sets are not very timely-can be released earlier. Prefer to get data in SAS format.

24. only issues I have is the vast economic status; reports are often out of date almost by the time they are published.

25. Newsletters are straightforward; don't take too much time to read; have interesting topics; give good references for when I want to follow up and find out more. Keep me in tune with current topics of interest.

26. Please seek a more visible spot on the external website. You could promote your newsletters in a more visible manner in HUD@Work. Not many people remember to send interested parties to your site

27. ResearchWorks-cover non HUD research too. Add more stories to the newsletter. More research please!

28. Why is Native American or Native Hawaiian Housing not mentioned. Why are we still 'OTHER'?

29. Would like to get Breakthroughs in print. Mail relevant publications to those who sign up to receive them as reports are released.

30. I am very interested in strategies or programs directed to the elderly and disabled tenants.

31. Very happy with the new way of accessing income limits - much more user-friendly to search by town. I can now send my staff the link; rather than having to download and issue all income limits individually. Thank you!

32. USHMC -- good periodical. ResearchWorks-well written; cover more reports from outside PD&R. Like getting both printed copies.

33. Cityscape-not timely. Resesearchworks is good-like receiving it each month. USHMC-decent. Publish more reports - HUD has not been active in research lately

34. The mortgage finance data that you provide should be accessible and timely. Your information is too often so dated as to be of little use.

35. I've only used the USPS data on vacancies. I haven't used it in about a year. Back then; the data were a little 'messy' - could have used a more detailed explanation of the data and methods to create it. The 'no stat' class is confusing... I re onfusing... I realize this data set is developing; it has potential to be extremely useful. Whatever you do; don't drop it. In the near future; someone needs to do an analysis of these data and write a report summarizing their utility; accuracy; etc.

36. technology and transit-oriented development

37. I enjoy receiving ResearchWorks every month. It is well written and well presented. Loved the new look. Keep up the good work. The website has improved considerably in the last 2-3 years. Finding publications is much easier.

38. Love the RBC database. Breakthroughs is well written with good photos. Do more articles on inclusionary zoning; green technology

39. While it's sometimes difficult to find the data set I need; I believe it's because you have so much info available. I don't know how you could present it better. Eventually; I find what I need.

40. I deal mainly in the CSP and Annual Planning Process which requires timely data. The old CHAS data is too dated. I need as much information by block group as possible for the many difficult data areas which are not generally updated at the block gr oup level such as disabled; elderly; low income; moderate income; poverty level and all the iterations that are required by HUD that we have to put into Tables 1; 2; and 3 and the newer versions in CPMP. I would love to attend some type of overview

41. Everyone does a great job; to which my research would be more difficult. I occasionally find data in weird formats (Lotus?) that make it inaccessible. I would provide more timely data on individuals who receive housing assistance and the communities in which they live.

42. data sets regarding the location; number of units; fund source; funding amount; sponsors and owners; should be easier to find and updated annually.

43. It can be difficult to find the newest releases of research reports. My experience with OLDER data sets has not been great--missing big chunks; need to have lengthy interactions with HUD staff to figure out what is wrong with SAS file  programs; etc (eg in AHS). Working with Census Bureau on AHS access is a nightmare!!!!

44. Consumers need simple information that is clearly presented and easily searched. I want information on affordable housing not reports to government officials about the performance of HUD.

45. Update LIHTC data base past 2006. Look for plain english ways to describe various data sets that are available on line; some are written in jargon. providing up to date mapping information and census data. Provide census data access by address (ame rican fact finder only goes to census tract).   Provide data collection tools for PHA/Housing use that collect data that can be utilized by others--e.g. PHAs list of accessible and modified units compliant with UFAS and Fair Housing Act.

46. At some point I would like to access a more detailed data set of AMI for WA that includes fields of 10-45% since I work with persons with disabilities who often have incomes in that price range. It makes it hard to tell their stories to developers who could donate assistance to help clients obtain affordable housing.

47. An affordable housing section with Fair Market rents; and income limits for HOME and non-HOME properties in the same place would be helpful.

48. Building permit database really is great. I found the FMR information to be generally unintelligible. Danter is better.

49. USHMC and Cityscape are not available timely - hard to plan on giving reading assignments for these. Publications should be free for students.

50. Did not see a Glossary of terms. If there is one; good job. If not; please provide one.

51. Breakthroughs is well written - add more pictures. Would love to receive printed Breakthroughs - I believe other newsletters from PD&R are also printed. Please make print version available. Make Cityscape more timely - it is always late.

52. More data in SAS format would be useful.

53. the housing development timeline was very useful but it is no longer available. a service coordinator evaluation would be great.

## eList Survey Respondents

1. Need studies analyzing consequences of growing disparities in access to affordable housing for individual health; mental health; social well being; community participation.

2. I appreciate the rapid response when I email a question about the AHS to David Vandenbroucke. Also; the AHS codebook and FAQ document are very useful and "easy to read."

3. The data sets are not reader friendly. IMprovement can be made to make comprehension easier.

4. I think it is great but could use more details in it.

5. You should have more focus groups with people trying to get housing to find out what their problems are and what they think could be improved. One thing which would help immensely is if the rules were changed to allow family members to rent to their relatives with section 8. There are so many mentally handicapped people who would save the taxpayers lots of money if they could live in housing rented to

them by family members. Many families don't want to get into the rental business; but they woul

6. some excellent articles in Cityscape on housing discrimination and racial issues

7. BULLETS AND POINTS. ALSO MORE GRAPHIC INFORMATION WHEN MAKING COMPARISON BETWEEN PAST YEARS AND CURRENT

8. Downloadable powerpoints would be nice

9. my users are on-the-ground program managers and assns that help shape policy; both public and private. Data sets are always important. However; research tends to be too esoteric for their purposes. And to my mind too esoteric for HUD or Congressional policy makers. Closer link with HUD policy / program people and key Congressional members might help shape choice of research topics; timelines; and timeliness.

10. I will repeat a comment I made above. Complement your current research agenda and data production by encouraging greater participation in that agenda. You can do that by providing greater access to your very rich and productive data and with small research grants in areas of agency interest.

11. In my experience HUD generally is usually not interested in fresh outside input; at least from consumer organizations. Letters; calls and emails generally go unanswered. Industry groups seem much better tied in; which may explain why HUD has had such a small voice in the debate over subprime loans etc. The ROI on our time on policy issues is much better spent with legislators and most other regulatory agencies.

12. Have noticed improvements in timeliness of products; have been pleased with recent years' changes to website and navigation

13. Can they be easier to read? They are written in a boring format and you have to did for the information one finds relevant.

14. Yes; provide data in SPSS or Excel

15. Data sets are very useful. I hope to use them in the near future.

16. Polices and Procedures

17. I'm not in the acadmeic field - I primarily use PD&R for stuff related to multi-family housing. I appreciate how much work you guys put into displaying the HUD income limits.

18. It would be nice for PD&R to focus more on key; critical issues rather than a fairly narrow range of topics (e.g; "regulatory barriers" etc.)

19. We find that much data set info is incomplets or inaccurate relative to property and management company names.

20. Need the AHS data sets (Natl and Metro) in multiple formats (in addition to SAS: SPSS; Minitab; etc.).

21. Why are the CDBG low mod data sets done at the Summary Level 90 with the Urban / Rural split. Can't it be done at the Place level or at least be made available at the Place level. Shapefiles would be nice.

22. more guidance on the data sets would be very useful

23. Appreciate the hard work and great data!

24. US Housing Market Conditions is a great tool but would be more helpful if published more rapidly following a period. Hey. You asked. It is great.

25. the Section 8 Homeownership report that shows how many closings have happened across the county in HCV; FSS and MTW categories should not only list totals per PHA; but should have totals per state listed as well. (publiclist_vhosites.xls) The State t otals used to be included. It is very helpful in comparing where we stand as a PHA and as a State vs the entire country and other PHAs. thanks

26. A specific training on how to use huduser.org should be given to help users better use the resource.

27. As a TA provider I forward the research links to those that I think can best use them. I do not at this point use them as a part of my position; although I review them for pertinence to the audience that I serve.

28. When I look at the reports I try to see if I am under any of the categories. I am a single parent on SSD and I am having a very hard time getting any assistance. I struggle everyday with mental illness and PTSD. I am yet to get any help with rent; th ey took my food stamps away and Medicaid. Which now I have to pay for my daughters braces out of pocket which our empty by the way.

29. HUD's recent reports on the worst case housing needs for people with disAbilities (Housing Needs of Persons With Disabilities:  Supplemental Findings to the Affordable Housing Needs 2005 Report) published in 08 was greatly appreciated and used for a dvocacy towards inclusive housing; HOME and CDBG citizen comments; etc. However; noone in local government is interested in these issues

and folks in general do not appear to understand the scope and severity of gaps in housing programs - and homeow

30. Although I haven't tried use it much; I've had difficulty with the LIHTC database. Specifically I'd like to get info. about specific groups served (e.g. persons with disabilities; etc.) and haven't been able to get this info. Maybe it's not there? Granted; I haven't tried in a while.

31. would like emails when new forms are released or changed only somethimes its time consuming just to get new forms or changes it would be nice just to receive them as an email when released

32. How 'bout once a year devote an issue to  listing directory contacts at HUD and other housing related agencies on the federal level. Published in a tear sheet format would be especially useful as an ongoing reference tool

33. There is an urban bias for much of the information; and numbers do not reflect reality at the community level. More information needs to be complied from the local level on up instead of the other way around. Money needs to be allocated to allow fo r more local evaluation for grant sources. Hiring some private data company to do it on a national level is not helpful to local communities. Allow local governements to have the money funded to do local data on a community wide level.

34. I would like to have more historical data available to provide better trending of changes.

35. Very useful information.

36. more info on federal housing policy as it relates to housing finance and federal housing guaranty programs. more on foreclosure homes reentering the market place

37. I have found abstracts or summaries of HUD research can be very misleading compared to actual work presented in full reports; e.g.; study of HOME-funded downpayment assistance.

38. For periodicals - provide links to more detailed information and resources and when possible to the subject(s) of the article.

39. The U.S. Housing Market Conditions is the one I find of most interest and most useful.

40. Nothing specific than already mentioned -- need more research from affordable housing perspective in an increasingly complex regulatory marketplace with competing public interests in energy conservation; environment; disasters;

insurance; etc. HUD P D&R seems ideally situated to look at all of these factors comprehensively rather than with tunnel vision of special public or regulatory interest.

41. UPLOAD all of your publications to Wikiversity.org

42. Much of what is provided in PD&R products is specific or more relevant to metropolitan areas. Reports about rural issues; programs; barriers; successes; or other info is encouraged and would be appreciated.

43. Regulatory Barriers Clearinghouse: I like that it presents real strategy examples; but uncomfortable with position of "planning as the barrier to fair and affordable housing". Hopefully seeing HUD shift i.e. "vital communities toolbox". HUD PD&R Rep orts: tend to be long and stale data e.g. Aug. 09 review of foreclosure rates for HOME & ADDI Programs was of great interest to me (we have local ADDI program) until I saw data sets examined were from 2001 to 2005.

44. Not all "users" of the data are statisticians (I am not); so making data clear and understandable is critical.

45. HUD User is a valuable tool in understanding key issues in housing policy.

46. listings of subsidized housing are highly inaccurate and out of date.

47. Yes; we are very much interested in special housing projects for kinship care grand families i.e. federally; state and local country wide @ the Legagcy Bill of the American Dream. God bless and thanks so much!!!

48. If there was a way to search Cityscape issues I wold use it much more often; including as class material. The website for the journal is VERY basic and; unless one knows exactly what one is looking for; not helpful at all.

49. An index or table of contents of available data (with urls) for various programs at the place level; and year; will make the website more USER-FRIENDLY.

50. Perhaps linking federal (HUD) info with State (CA) info; when and where appropriate. Tracking projects or policies over time (longitudinal research and analysis) would be of great assistance in determining the long-range performance of various polic ies; programs; and expenditures being considered at the local; regional; or state-level.

51. More easy to download data sets with detailed housing needs info and characteristics of individuals and households. Manipulable formats or easy to download into Access.

52. More information on the Recovery (Stimulus) Act re: housing; directly accessible from Huduser.org

53. I'm sure you have a lot of information that would be useful for me; perhaps have a link on your site that says; for Realtors/Mortgage professionals. etc.

54. I don't know if this is the proper forum; but more attention needs to be paid to the offering of trainings and giving adequate notice of those. Specifically the office of REAC offered training for submission of unaudited financials and it was only of fered in 3 locations throughout the nation; with only 3 weeks advance notice. Most jurisdictions need to receive formal approval of out of state travel for trainings; which did not afford jurisdictions the time to plan nor budget for this critical training.

55. I very much look forward to receiving the Research Works newsletter. I would like to see a print version of Breakthroughs newsletter as well.

56. The Research Works and Breakthroughs newletters are informative; cover a wide range of topics and provide an interesting read.

57. Picture of Subsidized Housing could be updated more regularly. More info on pubic housing and housing finance.

58. As a former academic; I love Cityscape and look at it when I get a chance. As a current housing finance employee; I use the HUD user site regularly; but I am always so rushed/busy I have little time to develop any perspective on it. It can be hard to find things on it.

59. I enjoy Breakthroughs articles

60. I think interactive trainings on what's available would be the most effective way to get us started using your resources.

61. It would be helpful to have links to the other federal agencies so researchers can find out more about how the data are collected.

62. I would like the reports to be more timely; more user-friendly and easier to access. The e-newsletters always seem to report old news. Get current.

63. American Community Survey is not just about housing - and should be publicized as such to increase usage.

64. Make the information available; in an easy to obtain manner. Make data free to residents and community organizers.

65. I'm Contracts / Grants Officer for a residential substance abuse treatment center for women pregnant and/or with children ages 12 and under. Already have written/received 99 CoC for Homeless Assistance grant; and the following renewals - still get ting them. Helped in my continuum with the HPRP Grant; etc. Very interested in Homeless finding ways to become self sufficient.

66. No further comments at this time.

67. Yes. Always interested any update pertaining to previous reports.

68. Provide specific/more obvious location for interpretations; provide more direct access to state officials who need assistance

69. Use less 'jargon' words to locate items in the website. There are topics that I don't look for very often and it seems that I need to figure out the precise word to identify the information. I would think that you would have a variety of words linked to a specific study in order to make it easier to locate.

70. Publications (for example; "Public Sector Loans to Private Sector Business") should include code citations.

71. Provide more products in Spanish language.

72. I would like to be advised of all services and publications that are available; so I may subscribe to them and use services that are available.

73. Add 60% limits to the Section 8 income limits/data sets. Also organize data sets based on same criteria. The MTSP income limits are not organized geographically the same way that the Section 8 income limits are organized.

74. I very much enjoy Cityscape.

75. Very disappointed that LIHTC data and multifamily data is no longer geocoded - we use this as part of our statewide needs and planning process. Hire a few interns. HUD lmi data quality is deteriorating - in latest edition I found several errors including names of townships that never existed; also eliminating the "CDP" from HUD data is not as simple as deleting the name - the underlying data needs to be merged with the existing rural/township tracts and BGs - CDP place codes are still in the data.

76. Some of the information seems to lag by with current rents in our area!

77. I need to have a beter idea of what is available from PD & R and how to access it. Right now; I just read the newsletter to see what topics it features and follow up as

indicated by the topics in the newsletter. If there is anything else of interes t outside what is featured in the newsletter I do not know what it is.

78.  More about best practices; program evaluation; better national and statewide data sources on mortgages and foreclosures; more fair lending research and techniques; expand on the connection between fair lending abuses and foreclosures and community re vitalization.

79.  I am probably the only resident in this housing community who knows how to find this data. I think press releases should be sent to local "hard copy" newspapers. These releases should include information specific to the HUD properties located in each specific community.

80.  My only comment is that I enjoy a summary of the subject and if interested I will read the entire article.

81.  Research on how the Agencies or the Counties use HUD to assist really needy people and putting HUD to good use. Second research on how HUD's funds had been used by local counties or agencies in devaluating privately owned properties especially condo minimums' and townhouses.

82.  I hope to see reports or at least summaries/abstracts that are readable for lay persons...free of jargon; govt. codes; etc. interpreting data sets with at least a few key finding statements. Also would be helpful to know what checks HUD uses to verify accuracy of data provided by housing authories and other reporting agencies.

83.  Housing Market Profiles are not easily found. They are indexed only on page 2 of each quarter's "Summary Report;" and the page numbers found in the index refer to pages in the Regional Activity Report. Moreover; one must browse through multiple quarterly Summary Reports to ascertain if a recent Housing Market Profile was completed for any given area. An overall index of them would be helpful.

84.  If part of the purpose of the data is to promote affordable housing; best practices; etc we really need to break it out in a earier to read format so non-housing types (politicians) can quickly and easily grab the info to help our cause.

85.  I think housing can drive economic development and economic recovery. It has never been so important to deliver key and timely technical detail on the market; technology; and future trends. Keep up the great work.

86.  Local market reviews are pretty useless for those outside that local market and they are often very dated making then even more irrelevant.

87. Would like more timely release of the annual household income data sets used for CRA and HMDA.

88. Work more closely with other HUD divisions; such as FHEO

89. An updated A Picture of Subsidized Households data set!

90. Please provide ALL income and rent limit data sets in Excel or other format that can easily be uploaded. Specifically; MTSP's; FMR's; and HOME income and rent limits

91. Comparisons of housing approaches in other countries with USA

92. The most recent POSH data is now 9 years old!  HUD really needs to generate a unique identifier for each affordable housing property that is the same across all data sets.

93. National level data is great; but; we need data by county or at least by state.

94. I need to know timely information on what is going on in the Mortgage Industry and all of the training opportunities that are available.

95. Some of the publications are dated by the time they are released -- make sure they are available in a more timely manner. ResearchWorks is well written - like getting it in the mail each month. If possible make it a fortnightly and cover policy brief s in it.

96. I like Cityscape. I find ResearchWorks is usually too brief. The Housing Market Conditions reports are usually behind the times and I have concerns about the possible limitations of some of the data; such as rental vacancy rates; that comes from private companies.

97. All of the research is very useful. I enjoy reading your newsletters. It's great receiving ResearchWorks in the mail and Breakthroughs is very interesting and fun to read.

98. Would like to see more focus in the form of case studies of how HUD financing was used to develop and build workforce housing; retirement housing and low income housing. Make your materials relevant to developers of all sizes; not just the "big boys " or "good old boys".

99. Difference between minorities and non minorities

100. Breakthroughs is interesting and informative.

101. I receive the print version of ResearchWorks and when I'm done reading it; I pass it around my office! It's a great resource -- keep up the good work!

102. Always interested in local information -- primarily Pittsburgh and Western Pennsylvania

103. Would be interested in products that utilize American Community Survey data; or would explain how to use that data; for purposes of analyzing your local housing market.

104. Working for a grant that provides financial assistance for homeowners to repair or replace on-site septic systems; we base our funding on the medium income limits found on the website. We review our qualifications every year when the latest HUD Income limits are released (March 2009)and adjust our application. I would like to see an option for bi-annual review. I think I could help more homeowners if we were able to report any changes to income limits Bi-annually. With the economy down turn this

105. I think the topics are generally good but they need to go into more detail; especially the market analysis reports.

106. Consider providing non-profit agencies with free access to USPS vacancy data as it becomes available; preferably in multiple formats.

107. Many of the data sets are very useful for preparation of HUD Consolidated Plans.

108. Need more on manufactured housing. The best solution to affordable housing in this country when done right.

109. Please make an updated version of picture of subsidized households available.

110. Market related reports have not kept up with pace of change......the result is they are not as useful as other sources

111. I am impress with your newsletter

112. Perhaps a tutorial that introduces new users to what data is available

113. You provide a copious amount of information that is valuable to affordable housing activists like myself who have been active for now a little more than 2 decades as the lead housing advocate for the City of East Palo Alto; California

114. I would like to see more information on affirmative action and to know more about who is responsible for employment for the disabled

## Phone Survey Respondents

### *Respondents who ordered PD&R reports*

1. PD&R should provide better explanations of accessibility standards across US. More research should be conducted on this issue.

2. The testing methods should be provided in more languages besides English. Research and publications from HUD should include topics such as barriers faced. Research should be more based on the way things are and not how they should be.

3. Keep up good work and keep things accurate. PD&R provides very important data.

4. The publications can use better formatting and sturdier covers.

5. PD&R should be devoting more resources for increased advertisement of new information available from HUD.

6. Expand the research topic areas as HUD covers very limited topics currently.

7. Website it too overwhelming.

8. Include research on hidden disabilities and service animals.

9. Very good job

10. Make data free to housing counseling affiliates; produce more current information.

11. Include information on whether or not the regulations were requirements or suggestions. This research needs to be updated. It is very difficult to understand applicability. PD&R should be providing updated valid contacts. I suggest incorporating state IBC Building codes- which are much clearer.

12. Find it a great resource and is very happy with reports and information available.

13. Looked through the publication, found it difficult to understand and was unable to use it. Publications should be written so average person can understand and use them.

14. Publication can use better formatting.

15. More state specific research should be conducted.

16. Very satisfied, do not do much with affordable or accessible housing, but liked the information and would use it again if needed

17. Request for publication was very well handled.

18. Very happy with publication and products PD&R provides in general

19. Impressed with timeliness of delivery of publications.

20. Include more diagrams and charts in publications.

21. The reports need to have better explanations of accessibility standards across US.

### *Respondents who ordered PD&R data sets*

1. The information is great and data is very helpful. Just make sure that it is released in a more timely manner.

2. I have found some inconsistencies in the data

3. There is lots of data available but needs more ease such as translation out of scientific wording.

4. There is good information, find it useful.

5. I am impressed with ability to aggregate data in a short time.

6. I appreciate the data and the formats.

### *Respondents who ordered PD&R periodicals and newsletters*

1. I enjoy reading the Researchwork newsletter. Be more consistent and send the periodicals more timely.

2. I receive ResearchWorks and Breakthroughs – both are good and well written.

3. More local research by city or community.

4. Increase number of research reports. include more population research i.e. poverty, immigration issues around community development and housing human trafficking human development

5. I like it – no other comments.

6. I like the website, easy to find what we need or are looking for.

7. More environmental information would be appreciated.

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Office of Policy Development and Research
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