

OMB Control Number 0690-0030

Expiration date: 7/31/2023

# NOAA Website Customer Satisfaction Survey

OMB approved survey for the National Oceanic & Atmospheric Administration website, <http://www.noaa.gov>

## \* Required

A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995 unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 0690-0030. Without this approval, we could not conduct this survey. Public reporting for this information collection is estimated to be approximately 3 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the information collection. All responses to this information collection are voluntary. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to the Adrienne Thomas at: [adrienne.thomas@noaa.gov](mailto:adrienne.thomas@noaa.gov)

Please rate your level of satisfaction with the following aspects of the website:

1. Your overall impression of our site: \*

	1	2	3	4	5	
Extremely dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Extremely satisfied

2. Ability to navigate within our site: \*

	1	2	3	4	5	
Extremely dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Extremely satisfied

3. Organization of information: \*

1 2 3 4 5

Extremely dissatisfied ☐ ☐ ☐ ☐ ☐ Extremely satisfied

4. How often do you visit our site?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Occasionally
- ☐ Once

5. If you were looking for specific information, were you able to find it?

- ☐ Yes, easily
- ☐ Yes, but it took some effort
- ☐ Only part of it
- ☐ No
- ☐ I was just browsing

6. How do you plan to use the information provided on our site?

Your answer

7. Which best describes you/your affiliation?

Choose



8. How did you find our site?

Choose



9. Do you have suggestions about improving the site?

Your answer

10. Would you still return to this website if you could get this information or service from another source?

☐ Yes

☐ No

11. Will you recommend this website to a friend or colleague?

☐ Yes

☐ No

You are submitting a survey for NOAA.gov

Submit