



# User Survey

This survey is part of an ongoing effort by the U.S. Government Printing Office (GPO) to improve *GPO Access*. All responses will be used exclusively for compiling usage data about *GPO Access*. The survey is anonymous; you will not be asked to provide personal/contact information, as we will not contact you. Your responses will not be shared with any entity outside of GPO, nor will they be used for product marketing. For more information on the *GPO Access* privacy policy, please read the [GPO Access Privacy Policy and Security Notice](http://www.access.gpo.gov/su_docs/privacy.html) <[http://www.access.gpo.gov/su\\_docs/privacy.html](http://www.access.gpo.gov/su_docs/privacy.html)>.

An online version of this survey is available at: [http://www.access.gpo.gov/su\\_docs/survey01.html](http://www.access.gpo.gov/su_docs/survey01.html). You may submit this form via fax at 202-512-1262 or mail it to:

U.S. Government Printing Office  
Office of Electronic Information Dissemination Services  
732 N. Capitol Street, NW  
Mail Stop: SDE  
Washington, DC 20401  
ATTN: Survey Coordinator

1. With which of the following are you best affiliated?

- Library (Federal Depository)
- Library (Non-Federal Depository)
- Academic/Education
- Government
- General Public
- Other

(please specify)

2. Per month, how many times do you use *GPO Access*?

- 0-2
- 3-5
- 6-10
- 10+

3. How did you learn about *GPO Access*?

- Internet Search Engine

(please specify)

- Link from another Web site

(please specify)

- Conference or trade show

(please specify)

- Federal Depository Library

(please specify)

- Training Class

(please specify)

Other   
(please specify)

4. If you used a search engine to find *GPO Access*, please indicate which search terms you used. These results will be used to improve the indexing of *GPO Access* Web pages in major internet search engines.

5. Which *GPO Access* Finding Aids do you use? (Check all that apply.)

- Government Internet Sites by Topic
- Catalog of U.S. Government Publications (CGP, formally MoCat)
- Sales Product Catalog (SPC on the U.S. Government Online Bookstore)
- Government Information Locator Service (GILS)
- Government Information on Selected Internet Sites
- Government Information Products for Sale by Topic
- Federal Agency Internet Sites
- New Electronic Titles
- Other   
(please specify)

6. How often do you find the information you need on *GPO Access*?

- 75% - 100%
- 50% - 75%
- 25 - 50%
- 0% - 25%
- Never

7. How do you rate *GPO Access* on the following attributes?

Attribute	Excellent	Good	Fair	Poor
Navigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Locating Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Layout/Interface	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Usability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- **Layout/Interface:** how the screen design enables users to locate information
- **Locating Information:** how easily users can find information relevant to their needs
- **Navigation:** how easily users can move from page to page
- **Overall Usability:** taking into consideration navigation, layout/interface, and locating information, overall usability is the measurement of the entire site, how well users can find what they need and how effective they are using the site

8. Which, if any, form of user support have you used?

- Online help tools (e.g. helpful hints, finding aids, site search, etc.)
- User Support via telephone <(888) 293-6498 / (202)512-1530>
- User Support via e-mail <[gpoaccess@gpo.gov](mailto:gpoaccess@gpo.gov)>
- Other   
(please specify)

9. If you have contacted the *GPO Access* User Support Team (phone or e-mail), please rate the following attributes.

Attribute	Excellent	Good	Fair	Poor
Accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complaint Resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- **Accessibility:** the ease with which users can get in contact with the *GPO Access* Support Team
- **Complaint Resolution:** how well the *GPO Access* User Support Team resolves problems
- **Courtesy:** polite and professional behavior of the *GPO Access* User Support Team
- **Product Knowledge:** how well the *GPO Access* User Support Team knows the contents of products offered
- **Response Time:** how quickly the *GPO Access* User Support Team responds to e-mail, fax, or voice messages
- **Technical Knowledge:** how well the *GPO Access* User Support Team knows how a product functions and how to use the product

10. If you have used the Site Search page < [http://www.access.gpo.gov/su\\_docs/search.html](http://www.access.gpo.gov/su_docs/search.html)>, please rate it.

- Excellent
- Good
- Fair
- Poor

11. User feedback is one of our most valuable tools for refining our online services and our Web site. Please provide any additional comments and/or suggestions below.