

**NWS Customer Survey for Official and Experimental Products/Services**

***Public reporting burden for this collection of information is estimated to average 6 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other suggestions for reducing this burden to: [nws.products@noaa.gov](mailto:nws.products@noaa.gov)***

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**Note:** This survey is intended to document your satisfaction with this experimental product or service and to collect suggestions for improvements. We are not able to respond to questions you submit in this survey. For general or technical questions about this product or service, please refer to the Public Notification Statement or Product/Service Description Document describing the product/service.

**[-Privacy Policy-](#)**

- 1. Please indicate the degree to which you agree or disagree with the statements below. If the statement does not apply to your product/service, please select N/A.**
  - a. This NWS product/service provides high-quality information.**
  - b. This NWS product/service is technically sound (e.g., functionality, responsiveness, stability).**
  - c. This NWS product/service is user-friendly (e.g., easy to learn and understand, engaging).**

**d. The Product/Service Description Document provides me with adequate information and instructions to understand and use the product or service.**

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree or Disagree
- D. Somewhat Disagree
- E. Strongly Disagree
- F. Not Applicable

Please provide specific comments below:

**2. What specific aspects of this NWS product/service did you find most useful? Please check all that apply.**

- A. Display/Format
- B. Functionality
- C. Information content
- D. Timeliness/Responsiveness
- E. Relevance to my needs (e.g., decisions, plans)
- F. Other
- G. None (no specific aspects are useful)

**3. Please explain what was most useful about the features you selected.**

- A. Display/Format
- B. Functionality
- C. Information content
- D. Timeliness/Responsiveness
- E. Relevance to my needs (e.g., decisions, plans)
- F. Other
- G. None (no specific aspects are useful)

Comments:

**4. To improve the NWS product/service, what specific aspects would you change? Please check all that apply.**

- A. Display/Format
- B. Functionality
- C. Information content
- D. Timeliness/Responsiveness
- E. Relevance to my needs (e.g., decisions, plans)
- F. Other
- G. None

**5. Please explain what you would change about the features you selected.**

- A. Display/Format
- B. Functionality
- C. Information content
- D. Timeliness/Responsiveness
- E. Relevance to my needs (e.g., decisions, plans)
- F. Other
- G. None

Comments:

**6. Within the context of the entire Weather, Water, and Climate Enterprise (Government, Academia, Private Sector), do you believe it is appropriate for the National Weather Service to make this product/service available?**

Select One ▾  
Select One  
Yes  
No  
**I Don't Know**

**Why or why not?**

**7. How often do you use this product/service?**

- A. Several times a day
- B. Daily
- C. Several times a week
- D. Weekly
- E. Seasonally
- F. Occasionally
- G. Other (please specify)

**8. Please tell us how you plan to use the information provided in this product/service.**

- A. Information only
- B. Personal decision making
- C. Business decision making
- D. Incorporate or re-disseminate in your system/forecasts
- E. Other (please specify)

**9. What is your overall satisfaction with this NWS product/service?**

- A. Very Satisfied
- B. Satisfied
- C. Neither Satisfied or Dissatisfied
- D. Dissatisfied
- E. Very Dissatisfied

Thank you for completing the survey! We'd now like to ask you a question about your affiliation. Your answer will only be used to help us understand some of the general characteristics of the people who have responded to this survey. These answers will help us assure that we capture the perspectives of a broad range of people from different backgrounds, which is critical to help us build a Weather Ready Nation.

Note: If you feel uncomfortable answering, you may skip it.

**10. Which category best describes your affiliation?**



Select One

- Select One
- Individual
- Student/teacher
- University student
- University Faculty
- Other research institute
- Business/industry
- NOAA
- Other Federal Gov't
- News/media
- State/Local Gov't
- Other

**“Other,” please specify:**



**11. To ensure a human is taking this survey, please select option “C” as your answer choice.**

- A.
- B.
- C.
- D.
- E.

Submission of your name, e-mail, and address is voluntary. If you choose to provide this information, it will be used only to verify comments/suggestions if necessary.

Name:

E-Mail Address:

Street Address:

City:

State:

Zipcode: