

National Weather Service Annual Study

2011 Final Report



Table of Contents

Introduction	3
Program Overview.....	8
Survey Methodology.....	9
Key Findings	10
Respondent Profile	11
Summary Results	19
Detailed Findings.....	23
Routine Climate, Water, Weather.....	24
Hazardous Services.....	31
Support Services.....	42
Dissemination Services	58
Climate Services – Optional Section	55
Fire Weather Services – Optional Section.....	60
Hydrologic Services - Optional Section	65
Tsunami – Optional Section	71
CSI by Key Segments	74
Recommendations.....	79
Appendix	82

Introduction

ACSI Methodology

All scores and ratings presented in this report are calculated using the methodology of the American Customer Satisfaction Index (ACSI). The ACSI, established in 1994, is a uniform, cross-industry measure of satisfaction with goods and services available to U.S. consumers, including both the private and public sectors. ACSI has measured more than 100 programs of federal government agencies since 1999. Developed by Dr. Claes Fornell at the University of Michigan, the methodology for the ACSI has become the standard measure for other national indices as well.

CFI Group, a management consulting firm that specializes in the application of the ACSI methodology to individual organizations, uses the ACSI methodology to identify the causes of satisfaction and relates satisfaction to business performance measures such as propensity to recommend a product or service, trust, compliance, etc. The methodology measures quality, satisfaction, and performance, and links them using a structural equation model. By structurally exploring these relationships, the system overcomes the inherent inability of people to report precisely the relative impact of the many factors influencing their satisfaction. Using CFI Group's results, organizations can identify and improve those factors that will improve satisfaction and other measures of business performance.

Program Overview

- ❑ Key Contacts
 - ❑ NWS: Doug Young, Sal Romano
 - ❑ CFI Group: Rodger Park, Shannon Walter

- ❑ Project Background
 - ❑ CFI Group has been working with the National Weather Service since 2002
 - ❑ Multiple studies have been conducted, including event driven studies, various user groups, and partner studies

- ❑ Program Objective
 - ❑ Help NWS achieve its strategic and tactical goals by providing:
 - ❑ Feedback on NWS products, services and overall customer satisfaction
 - ❑ Recommendations for future focus

Survey Methodology

- ❑ Data Collection
 - ❑ Survey link was made available on NWS web pages May 31 – June 23
 - ❑ A total of 32,572 surveys were completed and used for analysis

- ❑ Survey Design
 - ❑ The survey measured satisfaction with general NWS products and services
 - ❑ The survey further measured satisfaction with 4 specific service areas:
 - ❑ Climate Services
 - ❑ Fire Weather Services
 - ❑ Hydrologic Services
 - ❑ Tsunami

Key Findings

- ❑ At 84, NWS CSI is much higher than most benchmarks
 - ❑ 19 points higher than the Federal Government ACSI
 - ❑ The score is one point lower than in 2010, though this appears to be due to changes in the sample and the survey structure rather than to changes in NWS performance

- ❑ Majority of respondents are private citizens
 - ❑ Most are accessing information for personal and recreational use

- ❑ Dissemination Services remains a high-impact driver of customer satisfaction

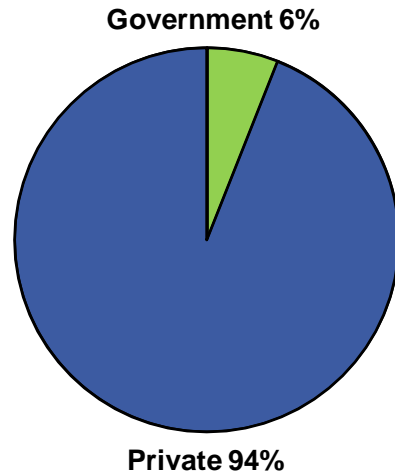
- ❑ Customers have less confidence in longer-term routine temperature and precipitation forecasts

- ❑ Hazardous Weather Warnings are rated well

- ❑ Staff remain a strength for NWS

Majority of Respondents are from the Private Sector

Almost all respondents (94%) indicated they were private citizens. Local government was the other sector selected, at 6%.



	Frequency
Sector	
Government	1,805
Private	30,620
Number of Respondents	32,425

NWS Info Mostly for Personal Use; Aviation Mostly Private

Sixty-four percent of respondents are accessing NWS information for personal use. Recreation and agriculture are other popular uses of NWS information among survey respondents.

For those respondents using NWS information for Aviation purposes, the majority are operating private aircrafts (55% for pleasure, 23% for business).

	2010	2011
Primary use of NWS information		
Agriculture	4%	5%
Aviation	1%	1%
Amateur Radio	0%	1%
Broadcast/Print Media	0%	1%
Commodities Markets	0%	0%
Consulting Services	1%	0%
Education	1%	1%
Emergency Response/Public Safety	9%	3%
Energy/Utilities	0%	1%
Environment Rsrc Mgt	1%	1%
Fire Weather	0%	0%
Health Care Services	0%	0%
Internet Provider	0%	0%
Marine	0%	0%
NWS Data Provider	10%	3%
Personal	60%	64%
Recreation	8%	12%
Research	1%	1%
Other	4%	6%
Number of Respondents	13,648	32,572



	2011 Percent
Type of Aviation	
Dispatcher	6%
Comm Freight	2%
Comm Passenger	14%
Private Business	23%
Private Pleasure	55%
Number of Respondents	384

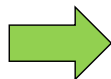


Results similar to 2010 with the majority of respondents using the information primarily for personal use.

Primarily Using NWS Web Sources, NOAA Weather Radio and Local or Cable TV to Get Information

NWS web sources remains the top weather information source among respondents. Local or cable TV, NOAA Weather Radio/All Hazards, mobile devices and non-NWS web sources are also frequently used to obtain weather, water and climate information.

Almost all continue to use NWS Web Sources to obtain weather, water and climate information.



	2010	2011
Information sources		
NWS Web Sources	97%	95%
Non-NWS Web Sources	42%	31%
Mobile devices	32%	32%
NOAA Weather Radio/All Hazards	59%	42%
NOAA Weather Wire	6%	6%
Family of Services (FOS)	5%	5%
Emerg Mgrs Weather Info Net	7%	4%
NOAAPort	4%	6%
World Area Forecast System	2%	2%
DUATS	2%	2%
Flight Services	5%	4%
Local or cable TV	65%	52%
Commercial Radio	38%	30%
Satellite radio	7%	5%
Satellite TV	23%	18%
Newspaper	21%	18%
U.S. Coast Guard Broadcasts	6%	6%
NAVTEX receiver	1%	1%
Immarsat-C SafetyNET	0%	0%
Radiofacsimile	1%	1%
Other	2%	1%
Social Media	0%	9%
Number of Respondents	14,049	32,532

Future Sources of NWS Info are Computers, Mobile Devices and NOAA Weather Radio

Desktop/laptop computers, mobile devices and NOAA weather radio's are the most common sources that respondents plan to use most to get NWS information in the future.

	2010	2011
Future source NWS info		
Desk top/lap top computer	92%	95%
Mobile Device	57%	59%
Social Media	19%	12%
Direct Interaction with NWS Staff	17%	6%
NOAA Weather Radio All-Hazards	59%	39%
File transfer services	13%	7%
Other	5%	3%
Number of Respondents	14,057	32,572

Results similar to 2010 – with most continuing to use computers to get information and over half using mobile devices.

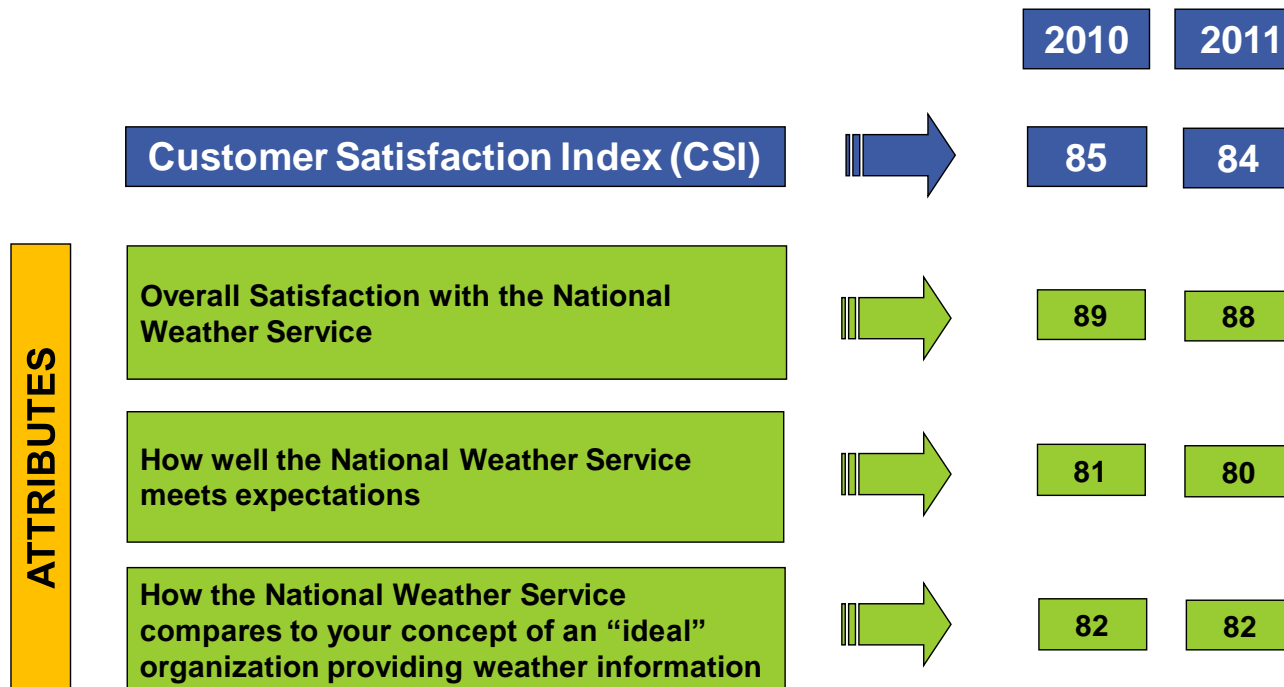
List of Internet Links and Paper are Favored Information Formats at Outreach Events

List of internet links and paper are the preferred weather information sources from NWS booths at outreach events.

	2010	2011
	Percent	Percent
Preferred weather info sources		
Paper	57%	48%
Refrigerator magnets, key chains, and pens	39%	38%
DVDs	40%	25%
List of Internet Links	72%	69%
Other	6%	7%
Number of Respondents	14,057	32,572

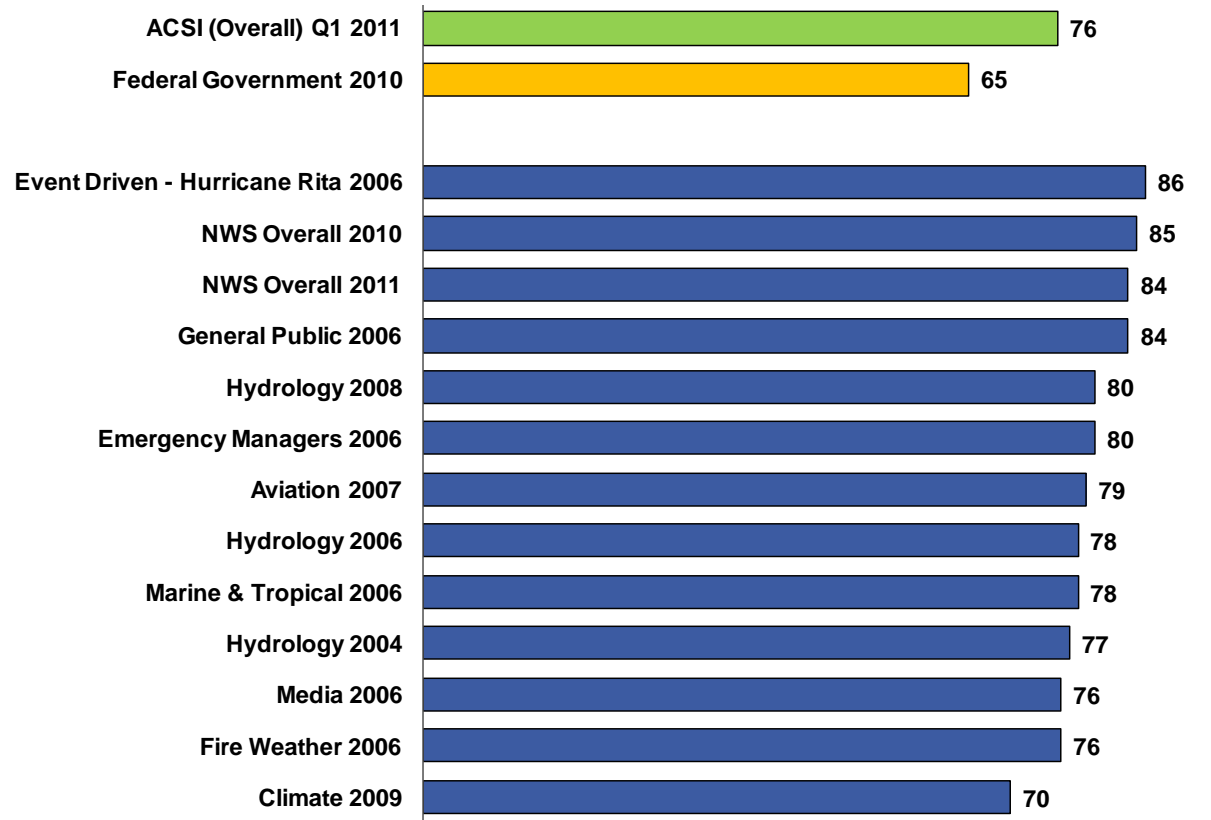
NWS Customer Satisfaction Index

There are three standard questions on every CFI Survey that inquire about overall satisfaction, whether the program meets expectations, and how it compares to your concept of an ideal program – these three questions together create the Customer Satisfaction Index (CSI).



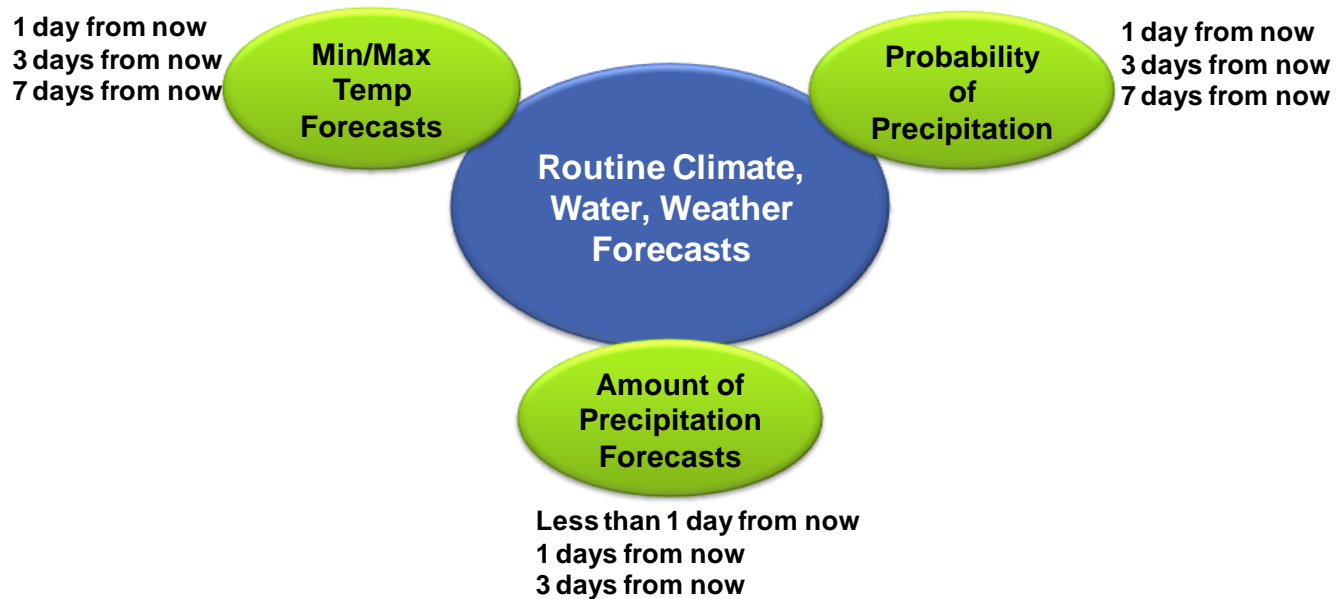
NWS Overall CSI Score is 19 Points Higher than the Federal Government Average

The chart below provides CSI for previous NWS projects to compare the 2011 overall NWS satisfaction score against. The 2011 overall NWS score is 19 points above the Federal Government ACSI score of 65 and higher than many of the NWS surveys conducted within the past few years.



Routine Climate, Water, Weather Forecasts

The Routine Climate, Water, Weather Forecasts component is comprised of three types of forecasts: Min/Max Temperature Forecasts, Probability of Precipitation and Amount of Precipitation. Confidence in Probability of Precipitation and Min/Max Temperature forecasts is measured with three specific questions: confidence in forecasts 1 day from now, 3 days from now and 7 days from now. Confidence in Amount of Precipitation Forecasts is measured with similar questions: confidence in forecasts less than 1 day from now, 1 day from now and 3 days from now.



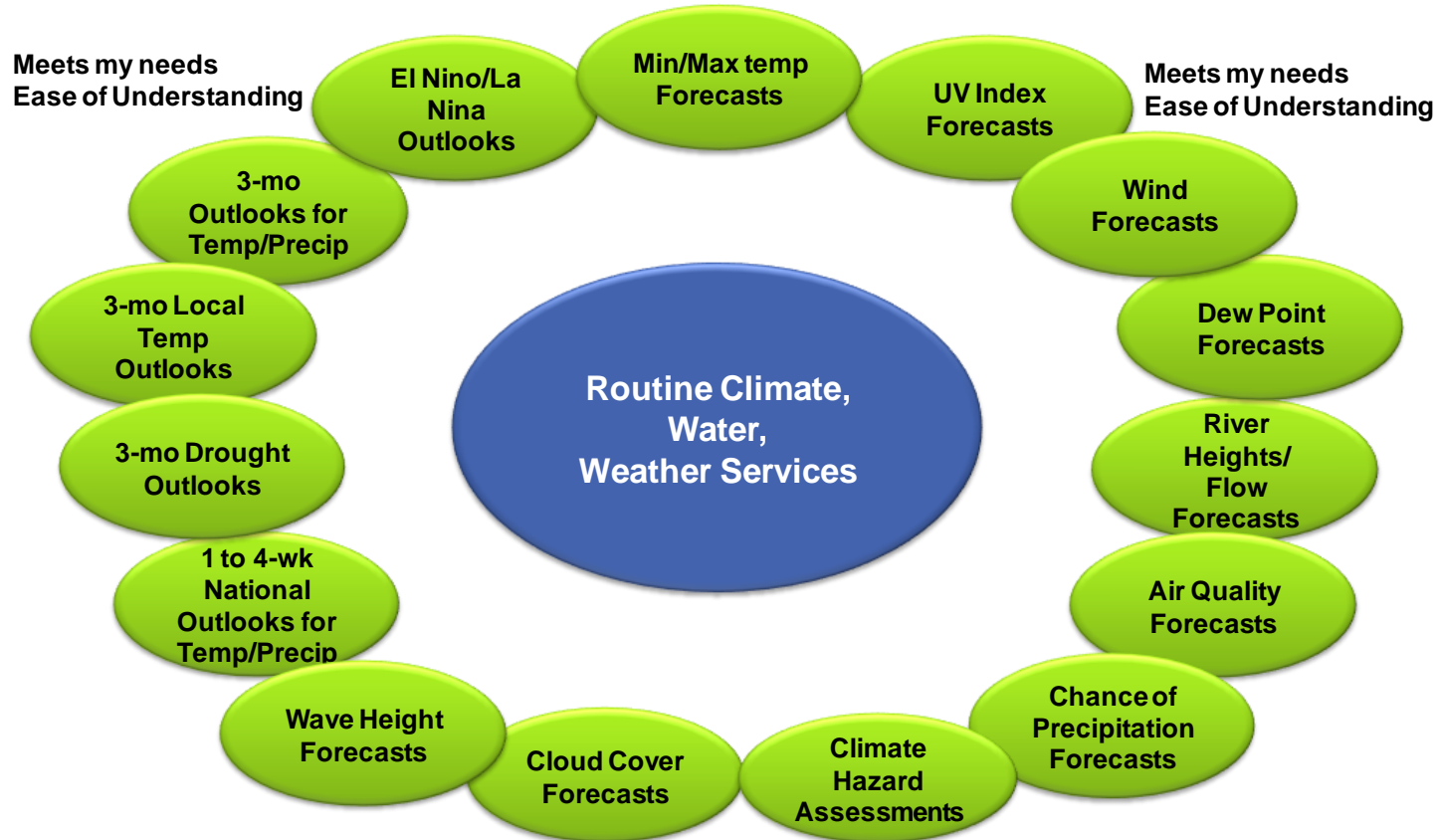
Little Confidence in Precipitation and Temperature More than 3 Days Out

Confidence in all three forecasts 1 day from now remains high and consistent with results from 2010. Confidence in Max/Min Temperature Forecasts and Probability of Precipitation Forecasts 3 days from now drops slightly but is still strong; however, the confidence for Amount of Precipitation Forecasts 3 days from now drops to a 47 while the Temperature and Probably of Precipitation Forecasts also drop quite low for 7 days from now.

	2010	2011
Routine Climate, Water, Weather Forecasts	72	72
Max/min temperature forecasts	77	76
1 day from now	90	90
3 days from now	75	75
7 days from now	54	53
Probability of precipitation	67	67
1 day from now	83	84
3 days from now	65	65
7 days from now	44	45
Amount of precip forecasts	66	65
Less than 1 day from now	80	80
1 day from now	65	65
3 days from now	47	47

Routine Climate, Water, Weather Services

The Routine Climate, Water, Weather Services component is comprised of 15 types of forecasts. Each forecast is measured with two specific questions: meets my needs and ease of understanding.



Consistently Strong Scores for Meeting Needs and Ease of Understanding Across All Forecasts/Outlooks

All forecast types continue to score extremely well regarding both meeting customer needs and being easy to understand. 3-Month National Outlooks for Temperature and Precipitation and El Niño/La Niña Outlooks are the only forecasts that have scores in the lower 80s, as was seen in 2010.

2010 2011

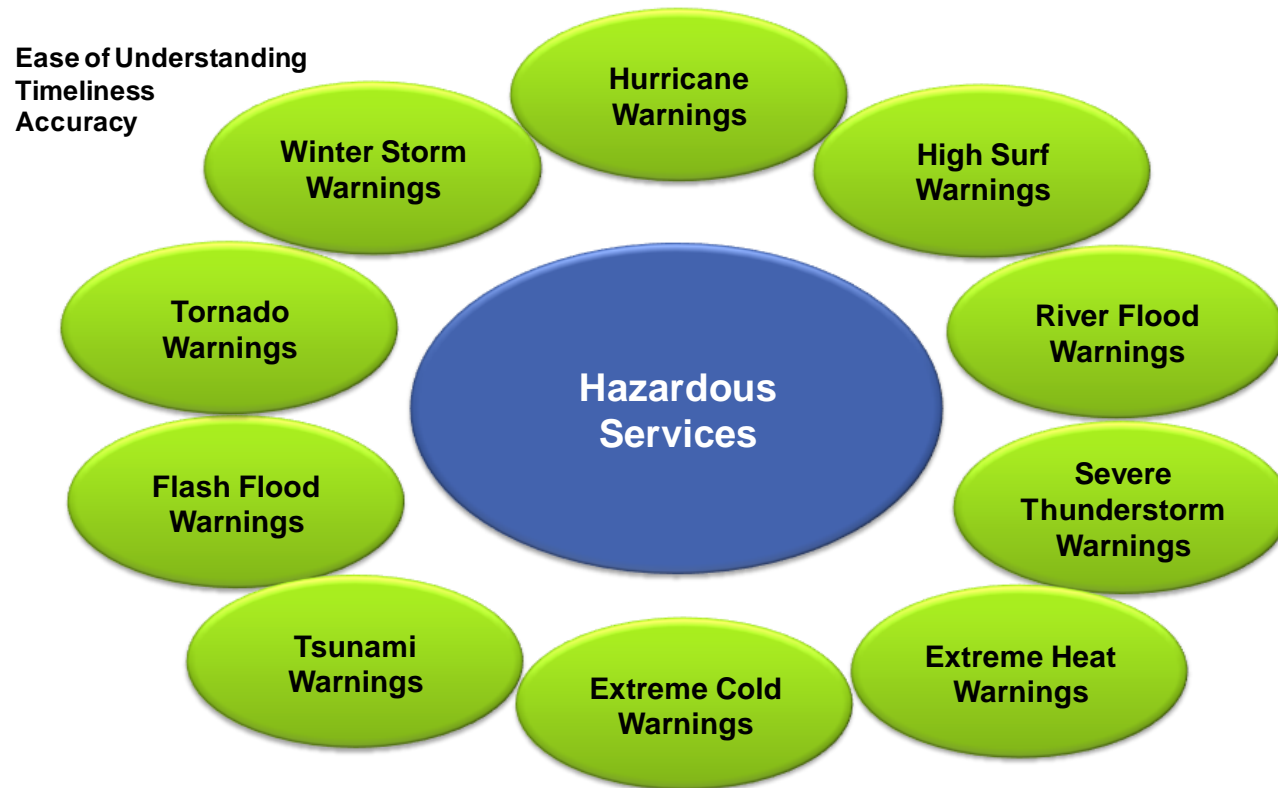
Routine Climate, Water, Weather Services	87	88
Max/min temperature forecasts	91	92
Meets my needs	90	91
Ease of Understanding	92	93
Chance of Precip forecast	87	87
Meets my needs	85	86
Ease of Understanding	88	89
Cloud Cover forecasts	87	88
Meets my needs	86	87
Ease of Understanding	88	89
Wind forecasts	89	89
Meets my needs	88	89
Ease of Understanding	90	90
Dew Point forecasts	89	90
Meets my needs	89	90
Ease of Understanding	90	90
River Heights-Flow forecasts	88	89
Meets my needs	88	89
Ease of Understanding	88	89
UV Index forecasts	90	90
Meets my needs	90	90
Ease of Understanding	90	90
Air Quality forecasts	88	89
Meets my needs	88	89
Ease of Understanding	88	89

2010 2011

Wave Height forecasts	87	88
Meets my needs	86	87
Ease of Understanding	88	89
1 to 4-Week National Outlooks	86	87
Meets my needs	85	86
Ease of Understanding	87	88
3-Month National Outlooks	84	85
Meets my needs	83	85
Ease of Understanding	85	86
El Niño-La Niña Outlooks	83	84
Meets my needs	84	85
Ease of Understanding	82	84
3-Month Drought Outlooks	86	87
Meets my needs	85	86
Ease of Understanding	86	87
3-Month Local Temp Outlooks	85	86
Meets my needs	84	86
Ease of Understanding	86	87
Climate Hazard Assessments	--	88
Meets my needs	--	88
Ease of Understanding	--	88

Hazardous Services

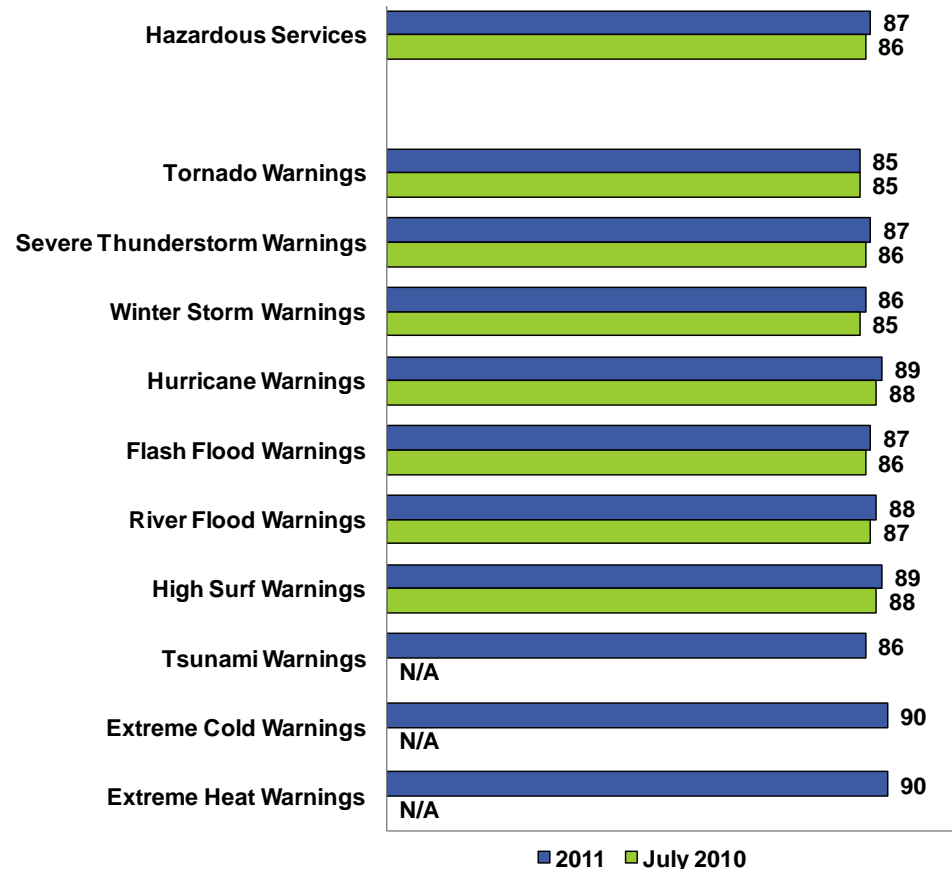
The Hazardous Services component is comprised of 10 types of warnings: Hurricane, High Surf, River Flood, Severe Thunderstorm, Extreme Heat, Extreme Cold, Tsunami, Flash Flood, Tornado and Winter Storm. Each warning is measured with three specific questions: ease of understanding, timeliness and accuracy.



NWS Hazardous Weather Warnings Rated Well

Severe thunderstorms, winter storms and tornadoes are commonly perceived weather threats. Tsunamis, air quality and coastal storms are the least commonly perceived threats. For Tsunamis, this is likely because there are very few areas that are considered vulnerable to this type of event. Those weather events most commonly perceived as top threats are among the lowest scoring, as seen in the bar chart below. Extreme Cold and Extreme Heat Warnings were rated highest among all warning types.

	2010	2011
Top hazardous weather threats		
Tornadoes	58%	48%
Severe Thunderstorms	81%	73%
Flash Floods	22%	12%
River Floods	9%	10%
Winter Storms	61%	66%
Hurricanes	11%	10%
Heat Wave	11%	16%
Wildfires	9%	11%
Drought	7%	8%
Coastal Storms	6%	6%
Tsunamis	1%	2%
Extreme Cold	8%	17%
Air Quality	5%	6%
Other	2%	3%
Number of Respondents	14,057	32,572



Current Watch, Warning & Advisory Paradigm Meets Needs For Most

Over half of respondents (64%) would like to retain watch, warning and advisory terms as they are presently displayed. Sixteen percent would like to keep the watch and warning terminology, but remove the advisory option, and 19% would like to just keep warning, for the most significant weather situations, and remove both watch and advisory.

Watch, Warning, and Advisory Paradigm		
Option A	64%	20,964
Option B	16%	5,268
Option C	19%	6,340
Number of Respondents	32,572	

Option A (No change) - Retain Watch, Warning and Advisory terms as they are presently. Enhance education efforts to increase understanding of these terms.

"The NWS has issued a Winter Weather Advisory for an expected light to moderate snowfall starting late this afternoon". Slippery road conditions and snow accumulations of 1-3 inches are expected."

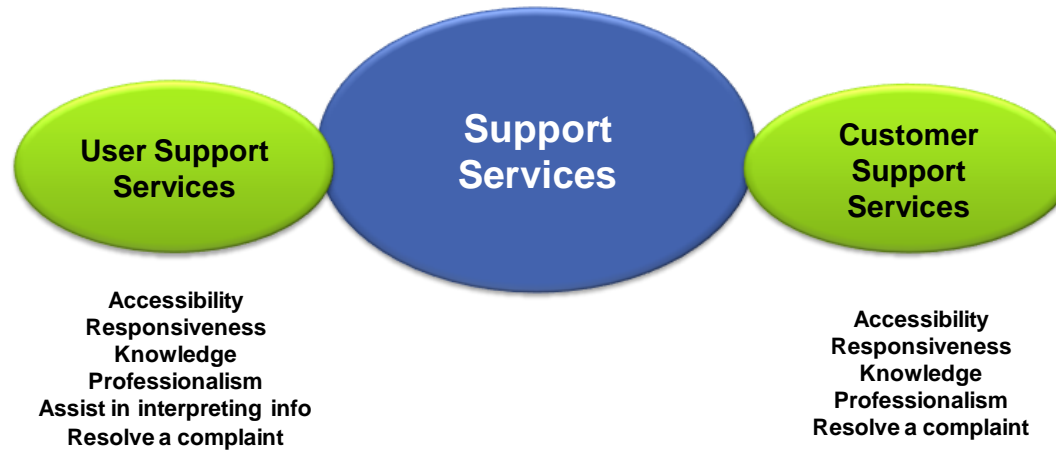
Option B - Retain the Watch and Warning terms, but remove the term Advisory entirely.

Option C - Retain the Warning term to highlight the most significant impacts from weather conditions, but remove the Watch and Advisory terms entirely. Use a new phrase, such as "Winter Weather Statement" to describe both Watch and Advisory level information. An example of how such a "Statement" would be worded is provided below:

"The NWS has issued a Winter Weather Statement for the possibility of snow on Thursday. There is uncertainty with accumulation, but total snow amounts may exceed 6 inches."

Support Services

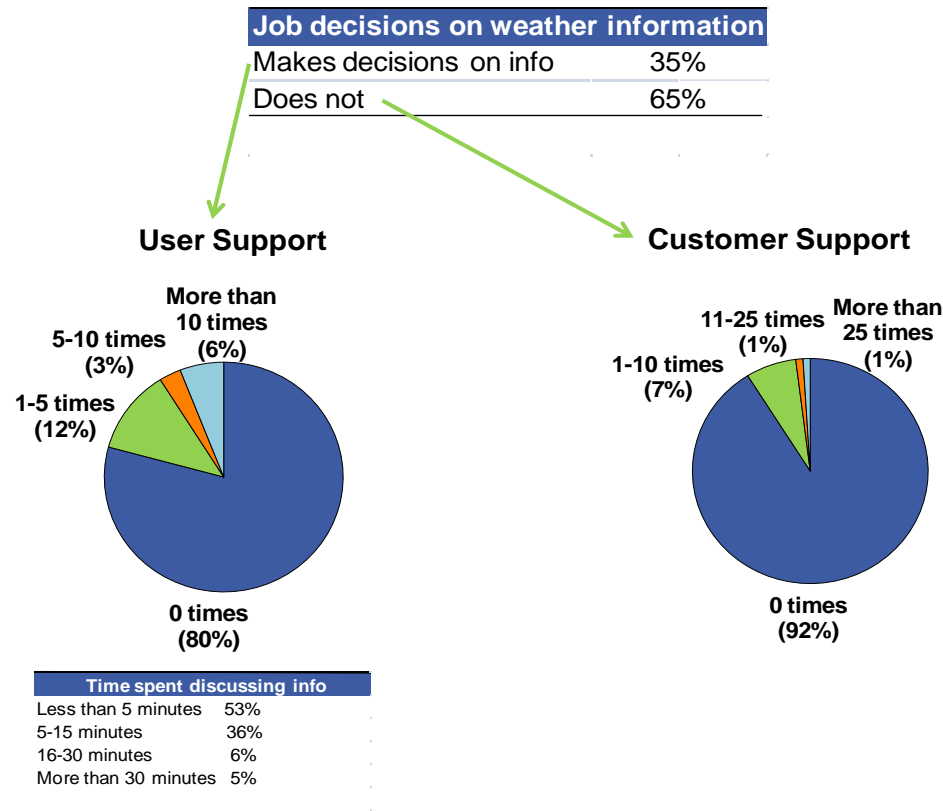
The Support Services component is comprised of two sub-components: User Support Services and Customer Support Services. Each sub-component is measured with the specific questions shown next to the green ovals below.



One-Third are Making Job Decisions Based on Information

Approximately one-third of respondents make job decisions based on weather information. The majority of these users have not contacted NWS staff in the last six months; 12% have contacted them 1-5 times, 3% 5-10 times and 6% more than 10 times. Among those that have contacted NWS staff in the past six months, 53% spent less than 5 minutes discussion information, and an additional 36% spent between 5 and 15 minutes.

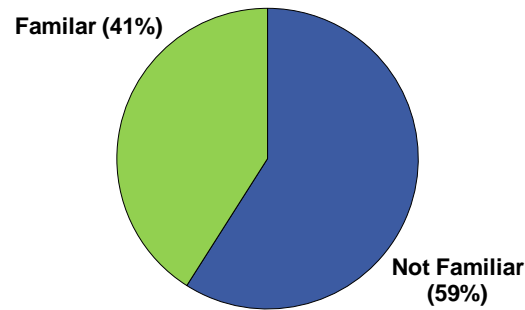
Among the respondents that do not make job decisions based on weather information, almost all have not contacted NWS staff in the past six months to discuss forecast, warning and/or other information.



Almost Half are Familiar with NWS Annual Weather Awareness Weeks

Forty-one percent of respondents are familiar with the NWS Annual Weather Awareness Week.

Across the regions, more respondents in the Central and Southern regions are familiar with the NWS Annual Weather Awareness Weeks than other regions; the Western region is the least familiar.



	Central	Eastern	Southern	Western	Alaska	Pacific
Familiar Annual WA Weeks						
Familiar	49%	36%	50%	23%	32%	36%
Not Familiar	51%	64%	50%	77%	68%	64%
Number of Respondents	10,376	8,299	5,134	5,006	53	105

Users Continue to be Very Likely to Use NWS in the Future, Take Action Based on Information Received and are Likely to Recommend NWS

As in 2010, respondents reported an extremely high likelihood that they would take action based on information received from the NWS, continue to use the NWS as a source of weather information in the future and recommend the NWS to a colleague or friend.

	2010	2011	
	Scores	Scores	Impacts
Sample Size	14,057	32,572	
Likelihood take action	92	91	2.7
Likelihood to use in future	96	96	2.0
Likelihood to recommend	94	94	3.1

CPC Climates Products Used

Extended range and long range were the CPC climate products used most frequently.

	Percent	Sample Size
Specific CPC climate products		
Extended range	73%	2,045
Long range	53%	1,489
Hazards	42%	1,190
ENSO	31%	878
Drought	38%	1,055
Other - CPC product	4%	107
Number of Respondents		2,805

CPC Climates Products Frequency of Use

Few respondents (9%) indicated that they used CPC products every time they were released. Twenty-seven percent reported they used CPC products frequently, with 35% reported they used them occasionally.

	Percent	Sample Size
Frequently use CPC products		
Infrequently, but I have used it	18%	503
Occasionally	35%	985
Frequently	27%	746
Very frequently, but not always	11%	318
Nearly every time it is released	9%	253
Number of Respondents		2,805

Climate Services - Demographic Information

Among the respondents that chose to participate in the Climate Services section, there was a wide distribution of respondents in the Central, Eastern, Southern and Western regions, with no respondents in the Alaska and Pacific regions.

Personal, Recreation and Agriculture are the primary uses of NWS information.

7% are primarily using the information for Agriculture

	Climate
Region	
Central Region	35%
Eastern Region	26%
Southern Region	20%
Western Region	19%
Alaska Region	0%
Pacific Region	0%
Primary use of NWS information	
Agriculture	7%
Aviation	1%
Amateur Radio	2%
Broadcast/Print Media	1%
Commodities Markets	0%
Consulting Services	0%
Education	1%
Emergency Response/Public Safety	3%
Energy/Utilities	1%
Environment Rsrc Mgt	1%
Fire Weather	0%
Health Care Services	0%
Internet Provider	0%
Marine	0%
NWS Data Provider	4%
Personal	59%
Recreation	10%
Research	2%
Other	8%

Percents are based on those who selected to take this section.

Products Used to Receive or Disseminate Fire Weather Information

Web Site, NOAA Weather Radio, AM/FM Radio and Cell Phone or Smart Phone are the most common methods used to disseminate fire weather products.

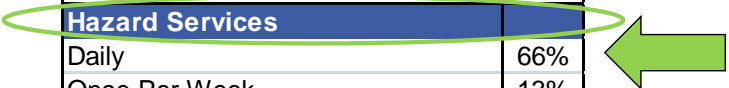
	Percent	Sample Size
Methods disseminate fire weather products		
Internet Subscriber Service	15%	183
Web Site	74%	902
Voice over Internet Protocol	3%	32
Satellite	9%	110
IP Addressing	4%	49
Cable television	20%	245
Broadcast television	25%	304
Satellite television	16%	193
Home/Work Phone	17%	210
Dedicated Phone line	3%	36
Cell Phone or Smart Phone	31%	374
Pager	6%	77
AM/FM radio	34%	411
Dedicated Short Range Radio	9%	104
Satellite - XM Sirius	6%	69
NOAA Weather Radio	42%	518
Number of Respondents		1,223

Hazard Services Most Frequently Used on a Daily Basis

Hazard Services are most frequently used on a daily basis, by 66% of respondents. Fire Weather Activity Planner and Weather Briefings NWS Office are least used, with 42% and 47% respectively reporting they have never used them.

Percent	
Fire Weather Planning Forecast	
Daily	41%
Once Per Week	16%
Once Per Month	10%
Never/Don't Know	34%
Graphics and Support Tools	
Daily	43%
Once Per Week	17%
Once Per Month	9%
Never/Don't Know	31%
Site-Specific Spot Forecasts	
Daily	44%
Once Per Week	15%
Once Per Month	10%
Never/Don't Know	30%
Fire Weather Activity Planner	
Daily	29%
Once Per Week	18%
Once Per Month	11%
Never/Don't Know	42%

Percent	
Storm Prediction Center Fire	
Daily	43%
Once Per Week	18%
Once Per Month	10%
Never/Don't Know	29%
Hazard Services	
Daily	66%
Once Per Week	13%
Once Per Month	9%
Never/Don't Know	12%
Weather Briefings NWS Office	
Daily	34%
Once Per Day	20%
Once Per Week	10%
Once Per Month	8%
Never/Don't Know	47%



Percents are based on those who selected to take this section.

Fire Weather - Demographic Information

Among the respondents that chose to participate in the Fire Weather section, there was a wide distribution of respondents in across regions, with a slight peak in the Western region and no respondents in the Alaska and Pacific regions.

Almost all respondents, 86%, were from the private sector.

Personal, Recreation and Agriculture are the primary uses of NWS information.

14% are from the Government Sector

10% are primarily using NWS information for Emergency Response/Public Safety

	Fire Weather
Region	
Central Region	24%
Eastern Region	10%
Southern Region	25%
Western Region	40%
Alaska Region	0%
Pacific Region	0%
Sector	
Government	14%
Private	86%
Primary use of NWS information	
Agriculture	6%
Aviation	0%
Amateur Radio	1%
Broadcast/Print Media	1%
Commodities Markets	0%
Consulting Services	0%
Education	1%
Emergency Response/Public Safety	10%
Energy/Utilities	0%
Environment Rsrc Mgt	1%
Fire Weather	8%
Health Care Services	0%
Internet Provider	0%
Marine	0%
NWS Data Provider	3%
Personal	50%
Recreation	10%
Research	1%
Other	7%

Percents are based on those who selected to take this section.

Frequency of Visiting Web Pages

Approximately one-fifth (18%) of respondents visit the web page several times per day, while 22% do once per day, 23% once per week and 19% do once per month. Six percent do not use the web page at all, and 11% are not familiar with the information.

	Percent	Sample Size
Frequency of visiting web		
Several times per day	18%	336
Once per day	22%	407
Once per week	23%	427
Once per month	19%	341
Do not use	6%	105
Not familiar with this information	11%	204
Number of Respondents		1,820

	Score
AHPS web pages	80
AHPS web pages	80

Percents are based on those who selected to take this section.

Hydrologic Services – Demographic Information

Among the respondents that chose to participate in the Hydrologic Services section, there was a wide distribution of respondents in the many regions, with a slight peak in the Central region and no respondents in the Alaska and Pacific regions.

Personal and Recreation are the most common uses of NWS information.

66% are Primarily Personal or Recreational Users

	Hydrologic Percent
Region	
Central Region	38%
Eastern Region	25%
Southern Region	17%
Western Region	19%
Alaska Region	0%
Pacific Region	0%
Primary use of NWS information	
Agriculture	5%
Aviation	0%
Amateur Radio	1%
Broadcast/Print Media	1%
Commodities Markets	0%
Consulting Services	0%
Education	1%
Emergency Response/Public Safety	6%
Energy/Utilities	1%
Environment Rsrc Mgt	2%
Fire Weather	0%
Health Care Services	0%
Internet Provider	0%
Marine	1%
NWS Data Provider	4%
Personal	51%
Recreation	15%
Research	1%
Other	9%

Percents are based on those who selected to take this section.

Hydrologic Product Suites – Demographic Information

The majority of respondents feel that the current product suite meets their needs and they would like it to be maintained. One-third indicated they would like the product suite simplified.

At least two-thirds of respondents in each region would like the currently product suite to be maintained, with higher numbers in favor of maintaining the current product suite seen in Alaska and Pacific.

Hydrologic action meets needs	
Simplify product suite	33%
Maintain current product suite	67%
Number of Respondents	1,821

	Central	Eastern	Southern	Western	Alaska	Pacific
Hydrologic action meets needs						
Simplify product suite	34%	33%	34%	32%	20%	14%
Maintain current product suite	66%	67%	66%	68%	80%	86%
Number of Respondents	632	417	273	315	5	7

Percents are based on those who selected to take this section.

Respondents are Getting Tsunami Products from Various Places

A variety of methods are being utilized by respondents to get tsunami products, most common being the media, National Weather Service Forecast Office and Tsunami Warning Center text/email/web-based products.

	Percent	Sample Size
Where you get your tsunami products		
Commercial weather vendors	28%	108
PDA or other mobile device	15%	57
Tsunami Warning Center text/email/web-based products	46%	175
National Weather Service Forecast Office	48%	184
NOAA Weather Radio	35%	132
Emergency Alert System	35%	134
Media	58%	219
U.S. Coast Guard broadcasts	13%	49
Local notification systems	34%	131
Other	6%	23
Number of Respondents		380

Percents are based on those who selected to take this section.

Familiarity and Understanding of Tsunami Products are Rated Well

Overall, NOAA Tsunami Information and Familiarity with NOAA Tsunami Products scored well. Relatively lower rated is the familiarity with Tsunami Advisory and Tsunami Information Statement.

	Scores
Sample Size	380
Familiarity with NOAA Tsunami Products	80
Tsunami Warning	83
Tsunami Advisory	78
Tsunami Watch	81
Tsunami Information Statement	77
NOAA Tsunami information	83
Understanding tsunami products	82
Usefulness of tsunami products	83
Improvements over last five years	85
Overall quality of tsunami products and services	81

Recommendations

Routine Forecasts

Key Finding: Users continue to have less confidence in longer-term temperature and precipitation forecasts. Overall, NOAA Tsunami Information and Familiarity with NOAA Tsunami Products scored well. Relatively lower rated is the familiarity with Tsunami Advisory and Tsunami Information Statement.

Recommended Action: Work to set expectations regarding forecasts. Communicate accuracy and other positive aspects of forecasts to users.

Dissemination Services

Key Finding: Dissemination Services has significant leverage on Satisfaction. “Ease of locating data on servers”, “Ease of requesting data be added to streams or servers” and “ease of providing input on new products” are among the lower-scoring items in the survey.

Recommended Action: Reach out to customers for feedback. Use future studies to delve deeper into these areas. Communicate results of the survey and planned actions (if any) back to the users.

Recommendations

Support Services

Key Finding: Support Services (including both User Support and Customer Support) are doing a great job.

Recommended Action: Communicate survey results to staff and highlight both their importance and the great job they are doing.