

# Community Partnerships for Adult Learning



## WEBSITE CUSTOMER SURVEY

OMB# 1830-NEW

**We're trying to improve the usefulness of this Community Partnerships Website and we need your help! Please answer the eleven questions below. It will take about fifteen minutes. Your answers will help guide the future development of this site and will improve its usefulness for you.**

- ***If you aren't familiar with the site, you may wish to take a few moments to explore the Community Partnerships Website before returning to this page to complete the survey.***
- ***To report specific technical problems with the Website such as broken links or other errors, contact the Webmaster at [webmaster@c-pal.net](mailto:webmaster@c-pal.net).***
- ***If you need a response to a question or suggestion, send email to [questions@c-pal.net](mailto:questions@c-pal.net). We can't reply to questions you submit through the survey form because it doesn't capture your email address.***
- ***A text version of the survey is available. To receive a text version, send an email to [questions@c-pal.net](mailto:questions@c-pal.net).***

**1. When you use the Community Partnerships Website, are you doing so as a: (Please check only one)**

- |   |   |
|---|---|
| <input type="checkbox"/> Adult learner                      | <input type="checkbox"/> Researcher or analyst        |
| <input type="checkbox"/> Tutor                              | <input type="checkbox"/> Policy maker or legislator   |
| <input type="checkbox"/> Instructor/adult educator          | <input type="checkbox"/> Librarian                    |
| <input type="checkbox"/> Education administrator or manager | <input type="checkbox"/> Writer or reporter           |
| <input type="checkbox"/> Parent or family member            | <input type="checkbox"/> Other (please specify) _____ |

**2. What is your affiliation? (Please check only one)**

**Adult Education**

- Adult basic education
- GED or other adult secondary education
- English literacy
- Family literacy
- Workplace education
- Correctional education

**Other Education**

- Elementary or secondary  
(including vocational high schools)
- Junior, community, or technical college
- College or university

**Government**

- White House or Congress
- Federal government agency
- State government agency
- Local government agency

**Other**

- Library
- Association or non-profit organization
- For-profit organization or business
- Media
- No affiliation, private individual
- Other (please specify) \_\_\_\_\_

**3. How do you typically access the Internet?** (Please check only one)

- 28.8kps or slower modem
- 56kps or faster modem
- Direct connection (T1, cable modem, DSL, etc.)

**4. How often do you visit our Community Partnerships Website?** (Please check only one)

- Daily
- At least once a week
- At least once a month
- At least once every six months
- This is my first visit

**5. We want the Community Partnerships Website to meet your needs. In general, how satisfied are you with the information content?** (Please check only one in each row)

INFORMATION CONTENT						
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use/ not applicable
relevance to your needs						
timeliness						
accuracy						
completeness/ comprehensiveness						
overall usefulness						

If you'd like to give us some specific examples of areas where you do or do not like the *information content*, please do so below.

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6. In general, how satisfied are you with the way the information is organized? (Please check only one in each row)

HOW THE INFORMATION IS ORGANIZED						
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use/ not applicable
ease of finding information of interest						
ease of finding new material						
menus and categories (clarity, ease of use)						
links (relevance, usefulness)						

If you'd like to give us some specific examples of areas where you do or do not like the way the information is organized, please do so below.

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7. In general, how satisfied are you with the way the information is presented? (Please check only one in each row)

HOW THE INFORMATION IS PRESENTED						
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use/ not applicable
clarity of the writing						
layout of the material						
amount of graphics (too few, too many)						
clarity of the graphics						

If you'd like to give us some specific examples of areas where you do or do not like the way *the information is presented*, please do so below.

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**8. Do you have resources to recommend for the Community Partnerships Website?**

Yes       No

If yes, please list: *(include the name of the resource, along with information on how we can access the resource)*

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**9. Our goal is to provide useful information and services. How useful do you find: *(Please check only one in each row)***

MAIN SECTIONS				
	Very useful	Somewhat useful	Not useful	Don't use/ not applicable
Frequently Asked Questions				
Partnership Profiles (not yet available)				
What's New?				
About Us				

<b>THE TOOLBOX: TOPICS</b>				
	Very useful	Somewhat useful	Not useful	Don't use/ not applicable
Creating Communities				
Professional Development				
Workforce Development				
Technology				
Program Evaluation				
More Resources				
<b>THE TOOLBOX: TOPICS—CURRICULUM AND INSTRUCTION</b>				
	Very useful	Somewhat useful	Not useful	Don't use/ not applicable
Adult Basic Education/Literacy				
High School Credential Programs				
Adults with Learning Disabilities				
English Literacy (EL/ESL)				
Family Literacy				
Correctional Education				
<b>THE TOOLBOX: TOOLS</b>				
	Very useful	Somewhat useful	Not useful	Don't use/ not applicable
How To's				
Research				
Partners				
Journals				
Websites				
Standards				

If you'd like to give us some specific examples of useful information and services that the Community Partnerships Website does not now offer, please do so below.

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**10. How could the Community Partnerships Website better meet your needs? Be as specific as possible.**

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**11. Please provide any additional comments to help us improve the Community Partnerships Website.**

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According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number of this information collection is 1830-NEW. The time required to complete this information collection is estimated to average 15 minutes per response, including the time to review instructions, search existing data sources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate or suggestions for improving this form, please write to: U.S. Department of Education, Washington, D.C. 20202-4651. If you have any comments or concerns regarding the status of your individual submission of this form, write directly to: Sheryl Adler, Program Specialist, 400 Maryland Ave., SW PCP, Room 11014, Washington, DC 20202.