

2011 Census User Satisfaction Survey

Before we start...

You have been selected to take part in our online user satisfaction survey which is about the 2011 Census data.

It should only take around 15 minutes to complete.

Your views on the presentation and associated commentary, datasets and supporting information will provide valuable feed back for future planning.

If you have not used/ downloaded the census data you may wish to come back to this survey anytime by clicking on the link you have been sent.

Please note the following before starting this survey:

- 1] This survey is being carried out by the Office for National Statistics.
- 2] Individual responses will remain confidential and no personal information is requested.
- 3] Responses given in free text boxes cannot be replied to individually.

Please respond by 8 March 2013.

Thank you. Please click "Next" to begin.

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1. Have you used census data prior to the release of 2011 Census data?

- Yes
- No

2. Please select the options that best describes your background

Tick all that apply

- Utilities
- Transport
- Bank/insurance
- Education
- Housing
- Government Department
- Health
- Local Government
- Retail
- Charity/voluntary
- Media/press
- Marketing/advertising/PR
- Other (please specify)

3. How did you become aware of the publication of 2011 Census data?

Tick all that apply

- News/ media coverage
- ONS social media eg. Twitter/ Facebook
- ONS user forum (eg. Statsusernet)
- ONS website
- Neighbourhood Statistics alert (NeSS)
- Census alert via email
- Online search engines
- Other (please specify)

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4. Was the schedule of 2011 Census data releases well communicated?

- Yes
- No

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5. What do you intend to use the 2011 Census data for?

Tick all that apply

- Business/ financial planning/ funding bids
- Investment decisions
- Location decisions
- Regional/ local comparisons
- Education projects
- Research
- Policy making
- Service planning
- Other (please specify)

6. Please tell us more about your use of data here

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7. Thinking about access to the 2011 Census data, how satisfied were you with the following;

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied
Ability to locate the data required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to locate the supporting information required to understand the data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to locate the supporting information required to use the data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Please comment further about your responses

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9. Which of the following 2011 Census products have you used?

Tick all that apply

- | | |
|--|--|
| <input type="checkbox"/> Geography information | <input type="checkbox"/> 2011 Census prospectus |
| <input type="checkbox"/> Geography products | <input type="checkbox"/> Quality and methods papers and quality measures |
| <input type="checkbox"/> Evaluation reports | <input type="checkbox"/> Glossary and information about variables & classifications |
| <input type="checkbox"/> Statistical bulletins | <input type="checkbox"/> Data visualisation tools eg. History of the Census, Google maps |
| <input type="checkbox"/> Tables | |

Other (please specify)

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10. How satisfied were you with the following 2011 Census supporting information products?

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Have not used product
Geography information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geography products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluation reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Statistical bulletins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2011 Census prospectus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Glossary and information about variables & classifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data visualisation tools eg. history of the census, Google maps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality and methods papers and quality measures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

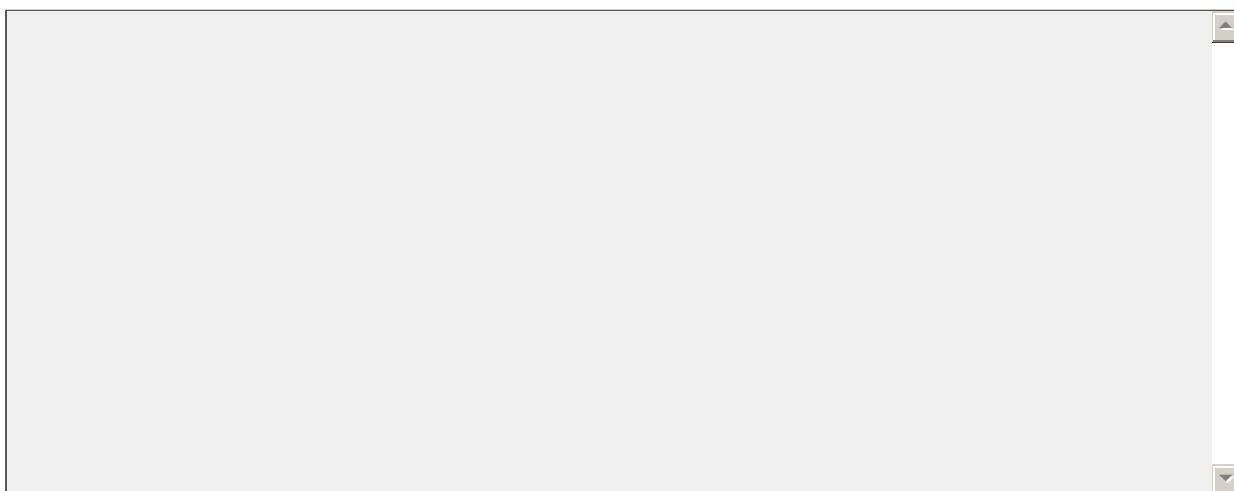
11. Please comment further about your responses and tell us what other products/information you would find useful

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12. Have you used the 2011 Census interactive Google based map?

- Yes
- No

13. If yes, what did you use it for and how could it be improved?



14. How would you rate your overall satisfaction with the dissemination of the 2011 Census data?

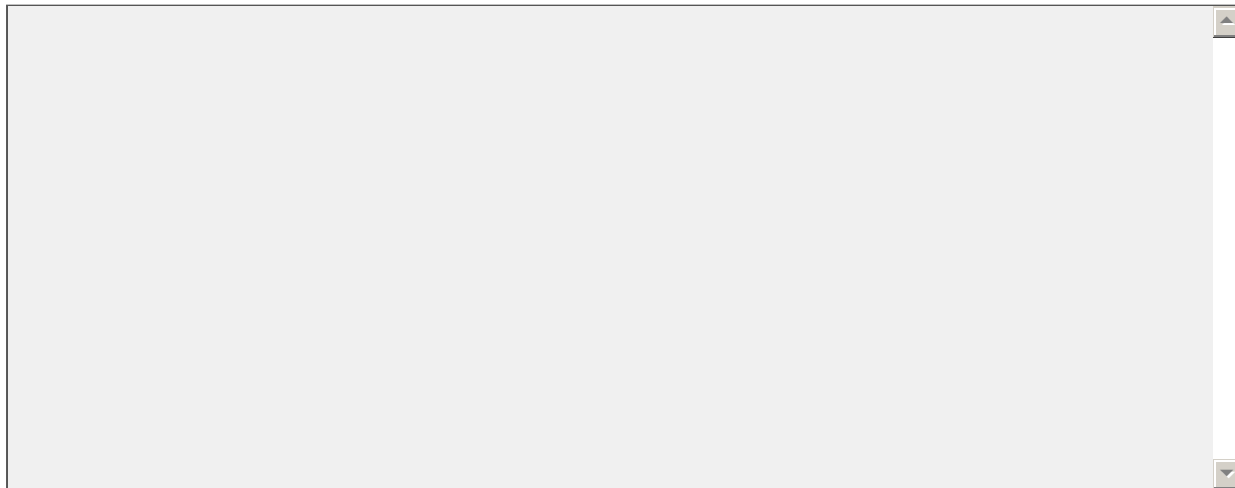
- Very satisfied Satisfied Neither satisfied or
dissatisfied Dissatisfied Very dissatisfied

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Final thoughts...

15. Please use this text box to add any other comments about the release of 2011 Census data.

Please note we cannot reply to these comments individually.

A large, empty text box with a light gray background and a thin black border. It is positioned below the instructions. On the right side, there is a vertical scrollbar with a small upward-pointing arrow at the top and a downward-pointing arrow at the bottom, indicating that the text box is scrollable.

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Thank you

Thank you for taking the time to complete this survey.

Please click the finish button to submit your answers.