

Small Business Environmental Home Page
www.smallbiz-enviroweb.org

Helping small businesses access environmental compliance and pollution prevention information

January–March 2004

105 survey responses

Online User Survey

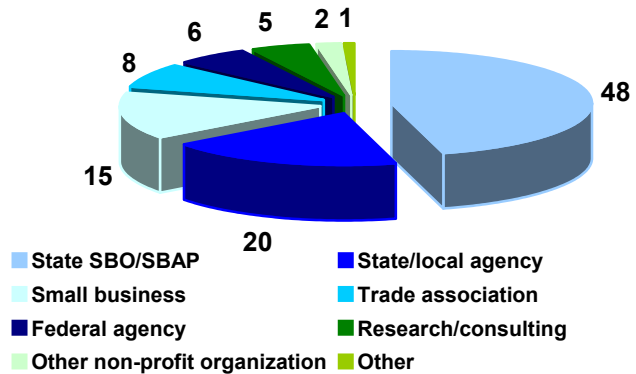
Small Business Environmental Home Page

Check the Home Page for results summary, charts, and action items: www.smallbiz-enviroweb.org/sba/surveyresults2004.html

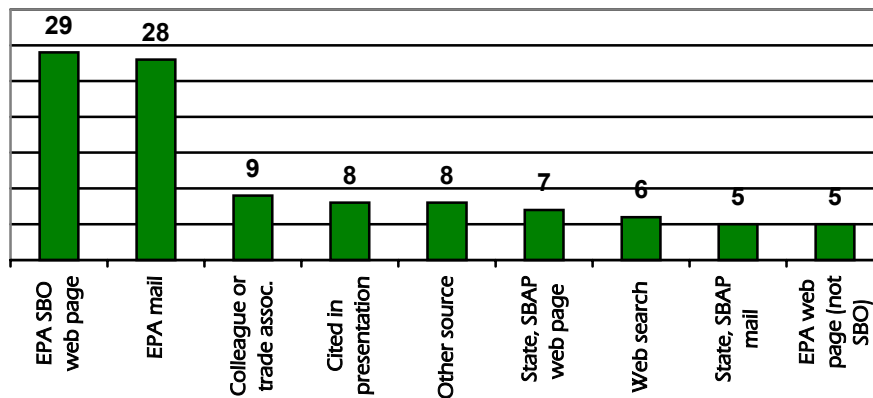
Why do users most often visit the Small Business Environmental Home Page?
 432 responses (User could select more than one)

1 – What's on the site/what's new	63
2 – Environmental compliance	61
3 – Publications/videos	57
4 – News/events	54
5 – Small business tools	53
6 – Contacts	52
7 – Pollution prevention/envIRON. mgmt.	38
8 – Industry sector information	28
9 – Funding sources	17
10 – Other reasons	9

What kind of organizations responded to this survey?



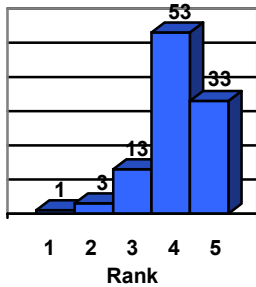
Where did users learn about the Small Business Environmental Home Page?



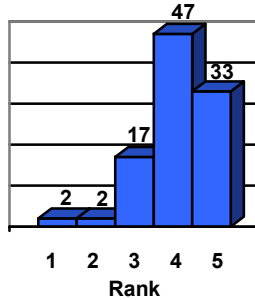
Supported by funding from the U.S. EPA Small Business Division / Small Business Ombudsman

Using a scale of 1 to 5, with 5 being extremely satisfied, how satisfied are users with the Small Business Environmental Home Page concerning...

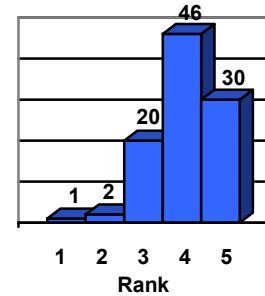
The Home Page overall
103 responses (plus 2 N/A)
(Average rank = 4.1)



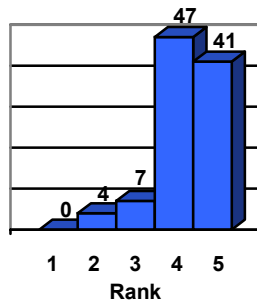
How easy it is to find information
101 responses (plus 4 N/A)
(Average rank = 4.1)



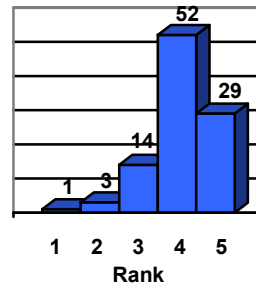
How information helped meet user objectives
99 responses (plus 6 N/A)
(Average rank = 4.0)



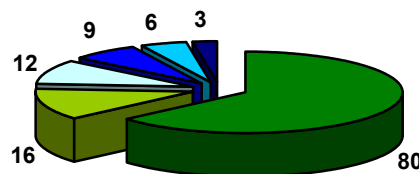
How easy it is to understand information
99 responses (plus 6 N/A)
(Average rank = 4.3)



The level of detail provided
99 responses (plus 6 N/A)
(Average rank = 4.1)



What problems have users had relating to the Small Business Environmental Home Page?
126 responses (User could select more than one)



- Very few problems
- Couldn't find info
- Broken links
- Difficulty navigating
- Another problem
- Lengthy download times

