

**RESULTS FROM EPA CUSTOMER SATISFACTION SURVEY:
QUESTIONS 7 AND 8
Response Summary and Actions—9/04**

Q8: What would make this web site more satisfactory and/or useful to you?

COMMENTS	ACTIONS
There needs to be periodic requests for updates and tools to be posted on the website otherwise folks forget to share. Karen Brown's office should put out an email reminder at least every six months otherwise, people don't think about it.	EPA SBO issues Updates in January and July each year, which includes information about the Home Page and requests for information. The Home Page will request that EPA SBO issue additional email requests for information and tools.
From the main menu it is sometimes hard to find what you are looking for. A better layout or site map would be helpful.	A site map can be found at: www.smallbiz-enviroweb.org/site_map.html .
Maybe links to sites where I could obtain more detail on subjects of interest.	No action. Provide examples of links or subjects for review.
I find it to be one of several good resources I use to find information.	No action.
I have used this web site in two recent presentations as an example of small business assistance programs available to small businesses in New Mexico. Keep up the good work!	No action.
Timely updating of presentation materials from conferences. Not everyone can make them all! To repeat answer to #7: 2003 presentations listed as "coming soon"...it's been 9 months! See: http://www.smallbiz-enviroweb.org/sba/conferences.html	Presentations available online have been posted from the 2003 and 2004 SBO/SBAP National Conferences. Apologies from the Home Page for late postings. Sometimes getting the electronic copies of presentations and agendas can take time, and not all of the presentations are available electronically.
Additional Information.	No action. We are continually adding and updating.
Continue to update the site on a regular basis; be on the look out for new useful links and pertinent information. And, continue make announcements on the listserv to let folks know when there has been something new added to the website. It will encourage us to revisit the site and use it!!! Thanks for the excellent site.	We will continue to add applicable links and information. We will send periodic updates to the SBO-SBAP Listserv.
This is the place I know I can go to find the most up to date 507 program contacts in each of the states. This is a great resource overall.	No action.
List upcoming NESHAPS/Rules that pertain to specific small businesses (listed alphabetically) in summary form with dates. As a state SBAP, I receive too many long winded e mails on upcoming rules and it is difficult to discern which businesses are affected.	A new web page has been added called, "Air Compliance Links" www.smallbiz-enviroweb.org/compliance/airlinks.html . This web page includes a link to EPA's alphabetical listing of NESHAPs, as well as other related web sites.

<p>Making sure that links are current.</p>	<p>We check links quarterly. Users can help by sending an email with broken link information. Also, we are looking into adding a "Reporting a Dead Link" function to the Home Page.</p>
<p>A direct link to New Source Performance Standards (NSPS) that are found in 40 CFR Part 60. A page where these are listed by title, e.g. DD Country Grain Elevators, and then link directly to the rule. It would really help if all the titles of NSPS rules were together on a page. Then you could scroll it to see if any apply, and if you thought one might apply you could click on the title, go directly to the rule, and read the applicability section and make a determination.</p>	<p>A new web page has been added called, "Air Compliance Links" www.smallbiz-enviroweb.org/compliance/airlinks.html.</p>
<p>I am very impressed with the technical information available; search functions yield excellent results; the staff are doing great job of keeping the site updated - keep up the good work.</p>	<p>No action.</p>
<p>E-MAILS TO INTERESTED PARTIES WHEN NEW THINGS ARE ADDED TO SECTIONS THAT WE SPECIFIED.</p>	<p>There is a "What's New" web page that users can go to in order to find out if there have been any major updates (links are being updated and added daily). Updates will also be sent periodically to the SBO-SBAP Listserve.</p>
<p>Expand to include information on how to remediate contaminated sites. There are a lot of technologies in use on large sites, but we need information on how they can be applied to small business and whether there are any funding resources available to help remediation efforts.</p>	<p>There is a new Environmental Control Technologies web page www.smallbiz-enviroweb.org/pollution/technologies.html. Included are links to Environmental Technology Development web pages, including funding information.</p>
<p>Add more technical info or links related to the latest MACT standards.</p>	<p>A new web page has been added called, "Air Compliance Links" www.smallbiz-enviroweb.org/compliance/airlinks.html. This web page includes a number of links to web pages with MACT information, implementation tools, and standards.</p>
<p>Nothing at this time, but please update the Louisiana CAP President information. Mr. Ben Taylor is no longer serving as our president. Ms. Pam Kaster is now the president. Thanks.</p>	<p>The information has been updated.</p>
<p>It's very difficult to wade through all the publications the way it's set up right now. Just going by one keyword doesn't filter out enough stuff that doesn't apply to what I really need to find. There also needs to be more keywords added. If I ever have some spare time ;-) I will try to suggest additional words, but you know how that goes...</p>	<p>The industry sector/environmental topic list is only one level of searching available on the Publications database www.smallbiz-enviroweb.org/pub_video/publications.asp. The database can be searched in a variety of ways—by source, industry sector/environmental topic, by keyword. Also, there's an Open Search where you can use multiple criteria. Any keyword(s) can</p>

	<p>be entered to search all titles and abstracts of database publications, so there is no need to add specific keywords. I suggest going to Open Search and entering multiple criteria to find publications on specific topics. One example is that you can search for publications in Louisiana, under the environmental topic of Dry Cleaning, and then add "perc" in the keyword section to only find perc/dry cleaning pubs from the state of Louisiana.</p>
<p>The site is good. Keep updating and upgrading the site. Keep things new and adapt to changes in the environmental/regulatory world.</p>	<p>No action.</p>
<p>new grphics.</p>	<p>No action at this time.</p>
<p>Nice job with the page</p>	<p>No action.</p>
<p>don't know yet</p>	<p>No action.</p>
<p>It would be nice to have easier access to one page listing all of the annual (conferences, summits, workshops) with dates, locations, topics, etc. At present, one has to search numerous areas for this information.</p>	<p>You can list out "all events" from the Upcoming Events database www.smallbiz-enviroweb.org/news/events/default.asp. All information related to SBO-SBAP National Conferences are listed on: www.smallbiz-enviroweb.org/sba/conferences.html.</p>
<p>more state specific information. more direct links to state information.</p>	<p>There are a number of lists with direct links to state web pages and information:</p> <ul style="list-style-type: none"> • State Newsletters www.smallbiz-enviroweb.org/news/state_newsletters.html • SBAP List of Contacts www.smallbiz-enviroweb.org/sba/sbap.html • Links to State Environmental Agencies and SBAPs www.smallbiz-enviroweb.org/sba/seasbapweb.html • Search the SBAP/Multimedia Survey database by state www.smallbiz-enviroweb.org/multimedia/multimedia.asp • State CAP Members www.smallbiz-enviroweb.org/cap/CAP_State_members_meetings.html • Search the Publications database by state (source) www.smallbiz-enviroweb.org/pub_video/publications.asp • Search the Performance Measurement Tools database by state www.smallbiz-enviroweb.org/perfmeas/perfmeas.lhtml • State Financial Assistance Programs www.smallbiz-enviroweb.org/funding/fundstat.html • Search the Financial Assistance Program Survey database by state www.smallbiz-enviroweb.org/financial/finassprog.asp • State Programs, Program Examples on the NSBFAWG web page www.smallbiz-enviroweb.org/NSBFAWG/stateprograms.html

	<ul style="list-style-type: none"> • Mid-Atlantic web page subpages divided into state resources www.smallbiz-enviroweb.org/mid-atl/mid-atl.html <p>In addition, other state resource pages are being considered, such as expert systems/interactive primers available by state. Please make suggestions if other state links/resources are desired, with the understanding that the Home Page is devoted to providing assistance to programs all over the U.S., and cannot devote more space/resources to one region or state than another.</p>
This is very helpful for us because we do not have to depend on it to stay out of trouble. It is informational and if we miss something we depend on our consultant. We have hired an environmental consultant that is our right arm and advises us of upcoming permits, forms and payments that must be made. Without him we would have a very difficult time.	No action.
More detail or easy to follow first page. Maybe have new stuff/updates and put all the links more to the side of the front page.	No action at this time. This will be considered when redesigning the Home Page in the future.
successful links to the information searched for	We are looking into starting a "Reporting a Dead Link."
It is very good and has great links.	No action.
More information, more details.	The Home Page is continually updated and expanded. Specific suggestions are welcome.
Making a section where presentations are posted by category. This could be a useful tool for multimedia training.	This will be considered.
If you could highlight specific industries that may be targeted by regulation/guidelines etc - one needs to dig to find that out at present	The Regulatory Updates database www.smallbiz-enviroweb.org/compliance/regs/reg_byopen.asp can be searched by keyword, e.g., type in a particular industry sector.
Put links (e.g., search, site map, what's new, etc. at top and add a conspicuous note within the visible screen indicating that there is more below (scroll down for...). People often do not look below the visible screen and miss valuable information.	No action at this time. This will be considered when redesigning the Home Page in the future.
Actually, I've used it very little.	No action.
Provide more detailed environmental topic search terms (e.g., for automotive, have subsets for autobody, auto salvage , repair; for water pollution, include stormwater, drinking water, waste water, etc.) 2. Try to include more events. 3. Include the yearly update that James	The "Environmental Topic" search term is used in the Publications and Upcoming Events databases. The Advanced Search in the Upcoming Events database and the Open Search in the Publications database both enable keyword searches as well.

Malcolm does for the state HW ID contacts (Addendum for "A Handbook for SB: Understanding the Haz Waste Rules"	There are typically about 200 events in the Upcoming Events database at one time. Events are continually being added and deleted (as the dates pass). The Addendum will be added as available.
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Q8: Please note if you had any of the following problems related to the web site, another problem?

COMMENTS	ACTIONS
2003 presentations listed as "coming soon"...it's been 9 months! See: http://www.smallbiz-enviroweb.org/sba/conferences.html	The 2003 presentations, agenda, attendance list, and list of speaker biographies have been added. The presentations, photographs, conference agenda, attendance list, and Performance Measurement working session summary notes from the 2004 conference also have been added.
Did not connect to EPA Regulatory Summary and Full Text	No action at this time. Unaware of this problem, please provide Home Page with exact link errors.
Haven't used the site, yet	No action.
Way too much information. It isn't too bad if you know what you want to look at but if you are just trying to keep in touch there are so many things to look at and when you exit you wonder if you have gotten what is most important.	No action.
Some of the information is dated, and I know it is difficult to get the big number of groups to update their own material.	The Home Page is continually being updated and depends on many sources and programs to send revisions and corrections.
Environmental topic search terms too broad	The "Environmental Topic" search term is used in the Publications database www.smallbiz-enviroweb.org/pub_video/publications.asp and Upcoming Events database www.smallbiz-enviroweb.org/news/events/default.asp . In both cases, specific keywords can be searched as well. The Advanced Search in the Upcoming Events database and the Open Search in the Publications database both enable keyword searches.