

**RESULTS FROM EPA CUSTOMER SATISFACTION SURVEY:
WHAT WOULD MAKE THIS WEB SITE MORE SATISFACTORY AND/OR
USEFUL TO YOU?**

Response Summary and Actions—08/01

COMMENTS	ACTIONS
More information/tools for my customers.	Consider new helpful information/tools, as always.
Analysis of regulatory activities.	No action at this time.
More industry specific information on other industry sectors.	Consider inclusion of other industry sectors.
There is a lot of information on the site. It takes times to go through it all.	No action.
Don't like PDF, use HTML so that we can search within a document more easily, copy & paste easier, open without waiting for Adobe Acrobat to open. Scanned files are too big for many computers, produce the documents in electronic format & post those files on your site.	No action. PDF files still preferred. They take up less space on the server and cannot be revised. Also, many publications linked from other sites are PDF.
Access to the RCRA Hotline questions.	Added links on Helpful Compliance Links and Documents page (www.smallbiz-enviroweb.org/comp-help.html) to: RCRA, Superfund & EPCRA Monthly Hotline Reports (www.epa.gov/epaoswer/hotline/mrqs.htm) RCRA Online (www.epa.gov/rcraonline/)
Here in the Northwest, we're dealing with salmon restoration issues. More information and links to stormwater, watershed management, and other non-point resources would be helpful.	Added more links to nonpoint water resources. Added 13 EPA/federal documents to the publications database on nonpoint source issues.
Help promote conf/workshop/website for SBAPs around the US. Have a map of US states one could click on to find events/workshops/hot topics, etc. Your website could be the "USA Today" for all programs around the country.	Consider adding state map structure to get to all SBAP related information.
A complete list of the chemicals and their CAS RNs so we might comply with the TSCA import/export regulations. To establish our database, we had to pay Washington attorneys to delete chemicals which were no longer on the list, had expired by "Sunset Laws" and etc. The only way we, the regulated community, can sort through all the chemical regulations is to compare the stuff we use with accurate,	No action. We do not maintain a chemicals database.

up-to-date databases. If the database you offer is incomplete, inaccurate (as it is now), or fragmented, it creates a tremendous burden on small companies like the one I work for. We have only two regulatory compliance people on staff, and we use a lot of chemicals. We must have access to information which is “user friendly.” You have some work to do in this area.	
Make the search on the publications more powerful—instead of a long list, allow searches for key words.	Searches for key words have always been possible. Wording has been changed on the top search page for the publications database to make that more clear to users.
It is adequate as it is. May have more suggestions after time.	No action.
Make sure that the downloads are expedient. I only really had trouble with one.	No action. This cannot be helped on our end.
More timely updates, better search capabilities.	The search function has been updated. Not sure which updates are being noted.
More examples of tools developed by EPA/SBAPs/SBOs that are directed to small businesses. Much of what is on the site is fine for regulators, lawyers, big business etc. but small businesses would be overwhelmed.	We are continuously looking for these types of tools to add.
It is great the way it is.	No action.
Hire a student from Pitt to do a makeover after you get feedback.	No action.
Homepage links on the events page – not just a phone number. I’d rather click and get to the website containing more detailed info on a conference. Also – spell out the acronyms for the different associations. If you don’t know what it stands for – you don’t know if it’s something worth looking into. There is some great info on this site – you need to publicize it more. Let the SBAP/SBOs know when you putting something new on the site. I will use this more in the future...	Active email and web site links have been added to the events database. Acronyms will be spelled out on future event items. Will use the newsletter list more to let SBAPs/SBOs know when new things are put on the web site. Also, the SBO-SBAP Listserve has been initiated and will also be used to let SBOs/SBAPs know when things are revised or new.
Please add U.S. Chamber of Commerce to the Trade Association list.	Added link on the Trade Associations page (www.smallbiz-enviroweb.org/trade.html) to: U.S Chamber of Commerce (ChamberBiz) (www.uschamber.org/default.htm)
The web site is good – it will be a useful	No action.

tool for future compliance reference.	
Appears to be a useful site. Best thing would have known it existed sooner.	No action.
More text and fewer laundry lists of links.	No action.
Very nice as is.	No action.
Download times-could be slow at user end because of bandwidth, but if at provider or server end are there any upgrades planned or does current server meet current or projected demands/ requirements?	No action. This cannot be helped at our end.
More info on ISO 14001 initiatives and tools.	Consider adding additional ISO 14001 information.
Some information, like deadlines, were almost a year passed (1999) yet update information indicated updates occurring within the last three months. Do all small business advocacy groups know about the site? The Texas Natural Resource Conservation's newsletter, "The Advocate," was not listed under state newsletters nor was one of the main national printing trade associations. As a local affiliate of that national association, I would like the opportunity to post our information as well.	<p>The Regulatory Updates section has been changed into a searchable database. Updates for the summaries included in the database are continually being made.</p> <p>Regarding whether all groups know about the site, efforts are made to reach out to small business organizations and agencies through email, phone calls, electronic newsletters, brochures, and conference presentations.</p> <p>TNRCC's newsletter, "The Advocate" has been added to the State Newsletters page.</p> <p>Regarding not listing one of the main national printing trade associations, there are numerous printing associations listed in the Links by Industry Sector and Trade Associations pages. Some of these have been added since the survey was conducted. Users are encouraged to submit applicable links/organizations missing from the Home Page.</p>
Make available the option of obtaining more detailed information for those users who want it. More industry specific compliance information for printers.	<p>No action at this time regarding making more detailed information available.</p> <p>Will search for and add more information for printers.</p>
Looks fine now. Keep adding new information as soon as possible.	No action.
Events displayed on a calendar rather than a scrollable list.	No action at this time.
Would it be possible to make a link to where certain house and senate bills can be looked up that pertain to small businesses and the environment like	Added link on Helpful Compliance Links and Documents page (www.smallbiz-enviroweb.org/comphelp.html) to: THOMAS—U.S. Congress on the Internet

HR4946? It is so hard to navigate through the other federal websites.	(http://thomas.loc.gov/) (type in small business and search)
So far so good.	No action.
The web site will be very useful. Please consider linking to specific EPA programs (not just the EPA home Page) that work with small businesses to provide health & safety information and promote pollution prevention practices. For example, link to EPA's Design for the Environment's web site with 12 industry sector sites (many of which are small businesses that have little information on the chemicals they use and release and are in need of this type of information to make informed environmental decisions).	Links to specific EPA programs are provided within the compliance assistance and other subpages (including EPA's Design for the Environment web site). Will consider adding those links on a separate page to highlight.
There are a lot of long pages of information that need to be scanned to find useful documents. There is a lot of information on the site, but it seems to be more set up for casual browsing than for finding specific pieces of information.	The Regulatory Updates section has been changed into a searchable database. Other databases on the Home Page can also help the user to search for specific information (events, publications, performance measurement tools, videos). In addition, a Site Map By Category has been added to aid the user in finding what is needed (www.smallbiz-enviroweb.org/site_map.html).
More state SBAP information.	This is a continual goal. As always, will review information available on SBAP web sites and consider how to improve access to SBAP information.
I think a page should be added for the small municipal electric utility sector.	Consider adding small municipal electric utility industry sector.
1. Overall, Good Job! 2. On the first page (home page?) increase the size of the font for the different options. I was drawn more to the Web Board than the different options. Good description of the options in the middle. 3. Change the logo at the top of the page so each page does not say "Small Business Environmental Home Page" – get rid of the "Home Page" portion so it does not confuse people. Typically a website will have one home page. 4. On the Regulatory Reporting Requirements Checklist, provide the web link to the cited regulation.	No action at this time. Consider design changes at a later date. Consider providing web links to the cited regulations in Regulatory Reporting Requirements.
Provide the ability to search for specific topics in a particular state or region. Currently, you can easily find information	If this is referring to the publications database, this capability is already in place. Wording has been changed on the

you are looking for, but it is all lumped into one search result page where you have to scroll through (sometimes) hundreds of documents.	top search page for the publications database to make that more clear to users.
More current events of the EPA in small business activities.	More EPA current events will be added to the events database.
Easy to use.	No action.

**RESULTS FROM EPA CUSTOMER SATISFACTION SURVEY:
SPECIFY OTHER WEB PROBLEMS
Response Summary and Actions—08/01**

COMMENTS	ACTIONS
Descriptions to links on home page don't match my definition of content that they link to.	A Site Map By Category has been added to aid the user in finding what is needed (http://www.smallbiz-enviroweb.org/site_map.html).
No problems!	No action.
UIC information stated that the regulation "goes into affect April 6, 2000" it is in affect as of this date.	No action.
Some search functions don't work.	The search function has been updated.
Can I borrow the videos?	The videos database provides information on where and how to get videos on a topic of interest. The Home Page does not keep any videos on site.
Just a lot of information to review.	No action.
None.	No action.
Illinois Department of Commerce and Community Affairs Small Business has changed their address and the link was no longer there. Also, this should be stated that they are the SBAP as part of the Section 507 program, not the Illinois EPA's office of small business, therefore DCCA's site should be listed first. The new website link should be http://www.commerce.state.il.us/doingbusiness/Reg_Env/EnvHome.htm	This change was made (Illinois Department of Commerce & Community Affairs, Small Business Environmental Assistance).
Link to South Carolina SBAP did not work.	This has been fixed.
Up-to-date calendar of upcoming events, meetings of TAPs, pollution prevention & small business conferences, etc.; list of contacts in each state (this may be there already, but did not find it quickly and some of the announcements seemed out-dated).	This information is available already on the Home Page, mainly in the Upcoming Events database, State News—Share and Find!, and list of contacts available through the Small Business Assistance subpage.
Link to the Air Quality (Clean Air Act) Regulatory Update did not work.	This has been fixed.
Lengthy search result page (have to navigate through hundreds of documents).	If the user is referring to the publications database, the search result page may be narrowed down by source, topic, and keyword. Wording on the open search option has been revised to make the search possibilities more clear to the user. The general site search function has been updated.