



New Titles by Topic E-mail Alert Service

New Titles By Topic Survey Form

This survey is part of an ongoing effort by the U.S. Government Printing Office (GPO) to improve our quality of customer service through the *New Titles By Topic E-mail Alert Service*. All responses will be used exclusively for compiling data about the *New Titles By Topic E-mail Alert Service* in order to improve this feature of the *U.S. Government Online Bookstore*. We appreciate your time and thank you for any feedback you may provide. This survey is anonymous; you will not be asked to provide personal/contact information, as we will not contact you. Your responses will not be shared with any entity outside of GPO, nor will they be used for product marketing. For more information on the *GPO Access* privacy policy, please read the [GPO Access Privacy Policy and Security Notice](#).

Please fax this survey form to 202-512-1262.

Please type your responses in the space provided below the question to which it applies.

1. Have you placed an order for a product after receiving an alert?
(If "no", please [skip to # 6.](#))

- Yes
 No

2. How did you order?

- Ordered directly from the "Add to Cart" link in the alert e-mail
 Placed a call to the GPO Order Desk
 Went to the U.S. Government Online Bookstore
 Faxed your order
 Mailed your order
 Used the teletype service
 E-mailed your order
 Visited or called a local GPO Bookstore
 Handed the information to a buyer to complete the purchase
 Other (please explain)

3. If you did not use the "Add to Cart" link in the alert e-mail, please briefly explain why.

4. Was placing your order easy and intuitive?

5. How could the ordering process be improved?

6. Are the images of the publications in the e-mails you receive useful to you?

7. Is the information in the e-mails presented in a clear and concise manner?

8. Do you receive enough information about the items or publications to make a decision on whether to make a purchase or not?

9. Would you be interested in seeing additional information about the publications in the e-mails? If so, please explain.

10. Would you be interested in notification lists on other subject matters not included in the options? Please explain. For a complete list of all of our subject categories, please visit:

11. Please use this space to provide your suggestions on how to improve the service or any general comments.

Submit

Clear

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Questions or comments: http://www.access.gpo.gov/su_docs/amail001.shtml?bookstore/ntbtsurvey.html.

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