How involved are you in the final buying decisions for products and services under consideration at your organisation?

|  |  |
| --- | --- |
|  | No involvement |
|  | Provide advice |
|  | Make recommendation |
|  | Make final decisions |

Thinking about the process of getting access, to what extent do you agree or disagree with the following statements:

I have access to all the products as described in my subscription agreement.

|  |  |
| --- | --- |
|  | Strongly agree |
|  | Agree |
|  | Neither agree nor disagree |
|  | Disagree |
|  | Strongly disagree |
|  | Don't know/ not applicable |

I am satisfied with the timeliness in which access was provided.

|  |  |
| --- | --- |
|  | Strongly agree |
|  | Agree |
|  | Neither agree nor disagree |
|  | Disagree |
|  | Strongly disagree |
|  | Don't know/ not applicable |

I am satisfied with the options available for accessing my content (IP range, Username and Password, Identity Management Service).

|  |  |
| --- | --- |
|  | Strongly agree |
|  | Agree |
|  | Neither agree nor disagree |
|  | Disagree |
|  | Strongly disagree |
|  | Don't know/ not applicable |

The information contained in the "Welcome" letter was accurate (Product details, IP range, Login details).

|  |  |
| --- | --- |
|  | Strongly agree |
|  | Agree |
|  | Neither agree nor disagree |
|  | Disagree |
|  | Strongly disagree |
|  | Don't know/ not applicable |

Elsevier made it easy for me to get access to my entitlements.

|  |  |
| --- | --- |
|  | Strongly agree |
|  | Agree |
|  | Neither agree nor disagree |
|  | Disagree |
|  | Strongly disagree |
|  | Don't know/ not applicable |

My agreements with Elsevier provide my institution with value for money.

|  |  |
| --- | --- |
|  | Strongly agree |
|  | Agree |
|  | Neither agree nor disagree |
|  | Disagree |
|  | Strongly disagree |
|  | Don't know/ not applicable |

What is your overall satisfaction with this most recent experience of getting access?

|  |  |
| --- | --- |
|  | Extremely satisfied |
|  | Very satisfied |
|  | Satisfied |
|  | Neutral |
|  | Dissatisfied |
|  | Very dissatisfied |
|  | Extremely dissatisfied |
|  | Don't know |

Do you have any further comments on this specific experience? How could this experience of dealing with Elsevier have been improved?

Thinking about another information solution organization you have dealt with (such as Thomson Reuters, Springer, Oracle, Wolters Kluwer) what is your overall satisfaction with your experiences of gaining access to their products?

|  |  |
| --- | --- |
|  | Extremely satisfied |
|  | Very satisfied |
|  | Satisfied |
|  | Neutral |
|  | Dissatisfied |
|  | Very dissatisfied |
|  | Extremely dissatisfied |
|  | Don't know/Have not dealt with other providers |

Please can you tell us the name of the organization you are thinking of?

|  |  |
| --- | --- |
|  | |
|  | Rather not say |

# We would now like to ask some general questions about Elsevier.

On a scale of 0 to 10 how likely is it that you would recommend Elsevier (or our products, or services) to a colleague or friend?

# We would now like to ask some general questions about Elsevier.

On a scale of 0 to 10 how likely is it that you would recommend Elsevier (or our products, or services) to a colleague or friend?

What is the main reason that led you to score the above question in that way?

# Thinking about all your recent experiences with another information solution organization you have dealt with recently (such as Thomson Reuters, Springer, Oracle, Wolters Kluwer), on a scale of 0 to 10 how likely is it that you would recommend them (or their products, or journals) to a colleague or friend?