



# Foreign Press Center *Customer Satisfaction Survey*

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# Key Findings Report

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*U.S Department of State*  
Bureau of Educational and Cultural Affairs  
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Washington, DC

**EVALUATION DIVISION**  
BUREAU OF EDUCATIONAL AND CULTURAL AFFAIRS



*Measuring the Performance of International Educational and Cultural Programs*

## **KEY FINDINGS**

### **PURPOSE OF THE EVALUATION**

In December of 2005, the U.S. Department of State's Foreign Press Centers, (FPC) engaged the U.S. Department of State's Office of Policy and Evaluation in the Bureau of Educational and Cultural Affairs to conduct a customer satisfaction survey to learn how journalists and press attachés use the products and services offered by the Foreign Press Centers located in Washington DC, New York City, and Los Angeles. The customer satisfaction survey documents how the customers of the Foreign Press Centers use and value various services, such as FPC facilitation, information and contact services, facilities, and Internet assistance, to identify possible gaps in service provisions.

### **PROGRAM MISSION AND GOALS**

The mission of the Foreign Press Center is to support U.S. policies and priorities by helping resident and visiting foreign media cover the United States. Their goal is to *promote the depth, accuracy, and balance of foreign reporting from the United States*. They achieve this goal by providing direct access to authoritative American information sources.

To accomplish this mission, FPC arranges:

- Live press briefings on American policy and society by U.S. government officials and non-governmental experts;
- Press tours and TV cooperative projects to expose media to America "outside the beltway"; and
- Facilitative assistance to media in obtaining interviews with American newsmakers and experts.

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## SURVEY METHODOLOGY

The survey instrument was administered electronically between late-January and mid-March. The average survey completion time was 17 minutes. There were 340 validated survey responses out of a population of 2000 and a response rate of 17%. The survey has a confidence level of 95% with a margin of error of + /- 5%. The survey instrument was designed by ECA's Evaluation Division and approved by the FPC staff and its partners.

The survey instrument was comprised of six sections, which include:

- I. FPC Facilitation Services
- II. FPC Information and Contacts
- III. FPC Facilities (Washington DC and New York offices only)
- IV. FPC Internet Services
- V. General Questions about FPC
- VI. FPC Demographics

### ***I. Foreign Press Center Facilitation Services***

Overall, 85% of FPC users value the *live briefings on key topics, the reporting tours, and with the assistance provided to obtain press credentials* and of those responding, 30% stated they found the most value in these services.

- 75% value the *research and information services* and of these respondents, 20% stated they found the most value in this service.
- 24% of respondents found little no value in the *briefings via videoconference*.

#### *Feedback from Journalists and Press Attachés*

*"Live briefing on key topics...provide a chance to interact directly and get [the] latest information on the issues of concern."*

*Assistance in research, and information services as well as provision of transcripts of important news events are helpful in enriching my news content-enabling me to sound relevant..."*

*The reporting tours and the assistance with information and contacts are very helpful. I wasn't aware of the assistance with U.S. documents; otherwise I would have used it!"*

*"I greatly appreciate the assistance for every day services like obtaining a driver's license in NY. Without the help of FPC it would have been virtually impossible to do so!"*

In addition, respondents value FPC's assistance finding contacts, setting up interviews, developing story ideas and the specialized guidance from the Department of Defense liaison. 63% of the respondents reported they did not use the TV assistance services and 18% thought this service was the least valuable of all services.

- 70% moderately value or find a lot of value in the *center finding contacts, setting up interviews, and developing story ideas.*
- 76% moderately value or find a lot of value in the *assistance provided at major events.*
- 56% moderately value or find a lot of value in the *Department of Defense liaison.*

Overall, most respondents when asked about other facilitation services they want FPC to provide state they were interested in *'roundtable interviews with high ranking government officials, (i.e. DoD and DoS) and business executives like Meg Whitman and Bill Gates and annual press briefings with the President and the foreign press.'* Other suggestions included providing journalists with an up-to-date resource directory for government officials and members of Congress.

### *Feedback from Journalists and Press Attachés*

*"Finding contacts, setting up interviews is most valuable. Our knowledge is limited, so finding good contact persons and most importantly contact telephone numbers is extremely helpful. Also, sometime people are not willing to talk to foreign media because they don't know about us. The [press] credential is very, very helpful to get interviews."*

*"Assistance at major events and reporting tours are valuable because they are well organized and informative. It is very important for us to have access to the key people who organize the events, and it is easier to meet them thanks to your introduction."*

*"...Assistance at major events...I remember interviewing Sheik Omar Rhaman in his jail...FPC helped me a lot with it."*

*"...Access to DoD is also very valuable because it allows easier reporting and coverage."*

## **II. Foreign Press Center Information and Contact Services**

The data show 80% of FPC respondents consistently find value in the contact services and used them in stories more than once in the last 6-months. Foreign Press Center respondents in the DC office did not find the satellite feeds and/or videotapes of FPC briefings and other DoS events useful. Only 5% of respondents reported accessing information through satellite feeds more than three times to assist in writing a story, compared with 22% who never used this resource. Respondents stated that the satellite feeds duplicate the FPC DoS briefings and transcript product and services.

- 70% of FPC respondents used the *alerts on non-FPC conferences and media events* in a story at least three times.

- 60% used the Congressional Research Services reports on the FPC website in a story at least once.
- 56% used the *key topics and special events* obtained from the FPC website in a story at least three times.

### *Feedback from Journalists and Press Attachés*

*"Contact information provided by the FPC, since we foreign reporters don't usually have good contacts of our own."*

*Contact information has been useful, like the case of the DoD email list. It's made accessible information that might otherwise remain somewhat elusive to someone outside the Washington, DC area."*

*"The emails on non-FPC events [are] extremely helpful. Actually, one of my best sources of information regarding upcoming events."*

*"Alerts on non-FPC conferences and media, because they help keep me informed."*

*"I find the emailed alerts on special events---which is a relatively new service---very helpful. I also rely on the transcripts of briefings, which didn't use to be so easily available. CRS reports and government reports----now available online, another new thing---are also helpful."*

*"Congressional Research reports-provide in depth background information on key topics."*

*"CRS reports are exceedingly useful for my writing. They are very well done, authentic and carry weight since they are issued by an organization of congress."*

*"Information on key topics and special events is comprehensive and saves time."*

*"The CRS reports and reminder emails are most helpful, don't always have time to read through each one."*

76% of respondents, when asked to describe other information products and services that would help them in their reporting stated they did not have any additional suggestions. However, 24% of respondents reported the need for searchable online databases that would include political, economic, social and demographic statistical information and trends, (i.e. Lexus Nexus) or the creation of a "government Wikipedia."

### **III. Foreign Press Center Facilities (Washington and New York City Offices)**

In reviewing the data, 65% of FPC respondents in the DC and New York offices reported that the live audio/video feed of briefings, speeches and hearings were valuable resources and of these respondents, 34% had used the service more than once. 63% of all FPC respondents stated that *reference materials* were a valuable resource and 48% of these respondents had used the service more than once.

- 59% reported *newspaper and magazine services* have value to their work and of that number 48% had used the service more than once. However, the data reveal that 36% of respondents stated they do not use this service at all.
- 54% reported *Internet access* has value, compared with 43% of respondents who do not use this service.
- 83% of DC respondents stated they had never used *the TV studio (Foreign Broadcast Support Unit)*.
- 51% of FPC respondents do not use *FPC's wire service*.

While respondents stated they value a particular facility or service, they may or may not use the resource with any degree of frequency. Given that many users stated they were unaware of a particular service or product this lack of awareness may be attributed to the frequency with which they access a particular resource.

#### *Feedback from Journalist's and Press Attachés*

*"Computers are outdated and slow. Also too few" [systems available].*

*"...I did not know the extent of services offered. This would be very useful to know."*

*"I was not aware that FPC provides interview rooms, research assistance, contact information. I think it would be used a lot more if journalists are more aware of all the facilities that are offered which I am finding out through this questionnaire."*

*"Wire service-didn't know that we have one at the DC center that we can use. But this is definitely helpful!!"*

#### **IV. Foreign Press Center Internet Services**

The data suggest that 73% of respondents use the FPC website *to look at or listen to the transcript of a speech, briefing, or press conference*. This supports those who stated that website access was a fast, reliable and effective method of securing information, reading transcripts, checking facts and listening to briefs.

- *71% use the FPC website to look at or listen to the transcript of a speech, briefing or press conference and 88% of those responding to the question reported the found added value in the transcripts of FPC briefings that are located on the FPC website.*
- *69% of FPC respondents use the FPC website to get general background information for a story.*

### *Feedback from Journalists and Press Attachés*

*"We use the website to look at or listen to the transcript of a speech, briefing, or press conference. We use them on our shows and to report to affiliates in Latin America."*

*"I use the website to check a briefing I didn't attend".*

*"I never really used it because I was only dimly aware of it. I use the FPC info mainly after reading email alerts, so I would find it helpful if you sent more email alerts about new postings on the webpage."*

*"I never go to the website."*

*"Mostly use [website] for general background information and transcripts. Reason being that FPC, as a part of the State Department is a credible source for information."*

FPC respondents find a significant amount of value in many of the resources and reference materials on the FPC website. 85% reported they value the *information on key topics and special events* on the FPC website and 82% reported they value the *electronic mailing list*.

Respondents were asked to rate the value of the FPC Internet services.

- 81% stated they valued the *U.S. government reports* on the website.
- 73% valued the *Congressional Research Service reports*.

The FPC website, to some, is extremely valuable. To others this resource is viewed as outdated or irrelevant to users specific needs. However, the fact that many users stated their lack of awareness about the FPC website and the many resources available on the site suggests that marketing, promotion and awareness continue to be issues of concern.

#### **IV. General Questions About FPC**

In the open-ended survey questions, respondents were asked which FPC product or service they thought most valuable. The most frequent responses include:

- 20% of FPC respondents thought *FPC reporting tours* were the most valuable service.
- 15% thought *live briefings on key topics* were the most valuable service.
- 14% thought *assistance with obtaining press credentials* was the most valuable service.

Respondents were asked about other topics, information or programs they wanted. 71% of the respondents state they want an *overview of major U.S. domestic political and social issues* and 63% want orientations on U.S. institutions. Consistent with the

need to provide additional contact information, 62% of the respondents thought roundtables with U.S. business and cultural leaders would be a beneficial resource. 76% of respondents stated that FPC helps them provide depth, accuracy and balance in reporting. However, 44% of FPC respondents stated that they find it difficult to gain access to government officials, political leaders and other key players.

### *Feedback from Journalists and Press Attachés*

*"I most often use the FPC website to get general information or transcripts for a story, because it's trustworthy."*

*"For a foreign journalist from a small country it is often virtually impossible to get access to the "big shots" in politics. Even with the FPC."*

*"Finding updated statistics on some key information regarding aid toward Africa, military budget for that continent, getting information regarding release and spending of the \$15 billion the president promised Africa to fight AIDS."*

*"Need access to Homeland Security, DoD and on specific facts relevant to criminal investigations, current events in New York City, Capitol Hill and Pentagon."*

## **VI. Demographics:**

- 57% of respondents are *based in a bureau*; 43% are not.
- 91% of FPC respondents are *journalists*.
- 63% are male; 37% are female.
- 60% are *between the ages of 18 and 44*; 39% are over the age of 45.
- 54% of FPC respondents are from the *New York office*.
- 35% are from the *DC office*.
- 7% are from the *LA office*.
- 17% are from satellite offices in *San Francisco, Dallas, and Toronto*.

## **CONCLUSION**

The Foreign Press Center offers invaluable products and services to over 2000 customers. In order to maintain customer-focused services, the center must consider streamlining its service lines to ensure that they are relevant and appropriate to FPC's client base. What became clear to the ECA's Evaluation team is the fact that as a result of the E-GOALS survey, FPC's clients became aware of the diverse FPC services and other resources that are available to them. Thus, E-GOALS served as a marketing tool that both assessed and promoted FPC services and further justifies the need for FPC to scale up its marketing strategy.

With the advent of new technologies, the availability of information and data, FPC is well position to be viewed as a knowledge manager to its clients and other constituents--- setting the standard and raising the journalistic bar of excellence.



## In Their Own Words...

- *The reporting tours and the assistance with information and contacts are very helpful. I wasn't aware of the assistance with U.S. documents; otherwise I would have used it! I used to belong to the Washington FPC. Now I'm based in San Francisco and belong to the LA FPC, which is not as good and, above all, does not issue a press ID. This means that we journalists on the West Coasts can't identify ourselves as being credentialed.*
- *"FPC is very useful information [sic] source... I write a book about American life. I find a lot of information from our FPC. So I'm proud of our center. It helps my professional research."*
- *"I'd be interest to find out about the "Interview rooms"...In case it means I can bring interviewees and tape interviews at the FPC in New York that would be wonderful."*
- *"The FPC is helpful where it doesn't try to be another outlet for Administration talking points, but a help in getting access and staying informed about UPCOMING events in the complex environment of a big capital city."*
- *"Assistance with obtaining press credentials as the press card used by FPC is a recognizable press ID".*
- *"I would appreciate it if there were more reporting tours offered concerning current social and political issues."*
- *"[FPC] A great service, with helpful, friendly and accommodating people."*
- *FPC should consider developing a kind of "Government 'Wikipedia', that answers a host of questions about government structure etc and could, for example, explain nominations, procedures, the elections process, the judicial system etc. in a comprehensive way.*
- *"FPC NY came up with new reports recently that are very helpful indeed, like a new weekly e-mail event calendar and backgrounders on upcoming events."*
- *"Mr. Joe Bookbinder has been a great help at the FPC in Washington DC."*
- *"Nice to finally hear about this website, I'll check it out."*
- *"Keep the reports and the backgrounders coming."*
- *"Need searchable information online."*
- *Establish a connection between the foreign media and the spokesperson offices of institutions like the FBI or the CIA...updating us and increasing their awareness and availability to us."*
- *The briefings and the reporting tours because they are very convenient, well organized and provide writing opportunities that would be more difficult otherwise*
- *"Thank you for the services you provide!"*



## Recommendations

- FPC should focus on the product and service lines they are able to provide and discontinue those that are outside their purview, for example strengthen and enhance the facility, information, contact and Internet services.
- Develop a “Welcome to the FPC” to inform customers on the what, why, and how to access available information, products and services.
- Enhance awareness and marketing of FPC products and services through email alerts.
- Provide training and technical assistance in the use of the various FPC services and facilities, such as televised feeds, interview rooms and TV studio (Foreign Broadcast Support Unit).
- Expand technological capability by designing a key contact database that is driven by its users and obtaining rights to searchable online databases.
- Briefings on key topics, reporting tours and assistance obtaining press credentials should be continued and enhanced. Specifically, where possible FPC should work to provide seamless, consistent service provisions across the three centers.
- FPC should continue the alerts on non-FPC conferences and media events and maintain the website ensuring the content is current and relevant to FPC customers subject matter.
- Conduct annual, semi annual or quarterly surveys to assess the needs of specific populations within the larger FPC population (i.e. Television/video, radio/audio, and print)
- Conduct an assessment of FPC staff to gauge their views of the Foreign Press Center’s products and services.

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*U.S. Department of State  
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# *Overall Findings*

## How Valuable are Foreign Press Center Facilitation Services

*Respondents were asked about how they valued FPC facilitation services.*

- 85% of FPC respondents moderately value (25%) or find a lot of value (60%) in FPC live briefings on key topics
- 85% moderately value (21%) or find a lot of value (64%) in *reporting tours*.
- 85% moderately value (15%) or find a lot of value (70%) in FPCs *assistance with obtaining press credentials*.
- 76% moderately value (21%) or find a lot of value (55%) in the *assistance at major events*.
- 75% moderately value (25%) or find a lot of value (50%) in the *research and information services*.
- 70% moderately value (22%) or find a lot of value (48%) in the *center providing contact services, setting up interviews, and developing story ideas*.
- 56% moderately value (19%) or find a lot of value (37%) in the *Department of Defense liaison*.
- 46% moderately value (28%) or find a lot of value (18%) in the *briefings via videoconference*.
- 44 % of FPC respondents moderately value (10%) or find a lot of value (34%) in the *assistance provided in obtaining drivers licenses, social security cards or other U.S. documents*.

*FPC services not used*

- 63% do not use FPC *TV assistance services*.

## Foreign Press Center Information and Contact Services

*Respondents were asked about how often they used information and contacts provided by FPC in their reporting in the last six months.*

- 70% of FPC respondents used the *alerts on non-FPC conferences and media events in a story* at least three times and 19% of those surveyed used the service once or twice.
- 56% used the *key topics and special events obtained from the FPC website in a story at least three times*, compared with 29% who used the service once or twice.
- 55% of respondents used *research services provided by FPC information specialists* in a story the service at least once or twice.
- 47% used the *contact information* provided by FPC in a story at least three times, compared with 33% who used the same service one or twice. 43% used the *U.S. Government reports* obtained from the FPC website in a story at least three times. Alternatively, 36% of those surveyed used the service once or twice and 15% never used the service.

- 39% of FPC-DC respondents used *satellite feeds and/or videotapes of FPC briefings and other DoS events* obtained from the FPC website more than once in a story.
- 32% used the *Congressional Research Services reports* obtained from the FPC website in a story at least three times.

### Foreign Press Center Facilities

*Respondents from the Washington, DC and New York City offices were asked to rate how much they value certain facilities available in their offices.*

- 65% of FPC respondents reported *live audio/video feeds of briefings, speeches and hearings* have limited value (12%), moderate value (22%) or a lot of value (31%).
- 63% reported *reference materials* have a limited value (11%), moderate value (22%), or a lot of value (30%), compared to 34% of respondents who do not use this service.
- 59% reported *newspaper and magazine services* have limited value (13%), moderate value (18%), or a lot of value (28%), compared to 36% of respondents who do not use this service.
- 54% reported *Internet access* has limited value (7%), moderate value (13%) or a lot of value (34%), compared to 43% of respondents who do not use this service.
- 50% reported *photocopiers* have limited value (11%), moderate value (15%), or a lot of value (24%).
- 49% reported *computers* have limited value (11%), moderate value (8%), or a lot of value (30%).

#### *FPC facilities not used*

- 51% of FPC respondents do not use FPC's wire service.
- 49% do not access telephones and other meeting spaces.

#### *FPC Washington, DC Facilities not used*

- 74% of FPC respondents do not use the TV studio (Foreign Broadcast Support Unit) and 10% do not value the service.
- 67% of FPC respondents do not use the televised feeds.

*NOTE: The above question addresses respondent's value of certain FPC facilities.*

*Respondents from the Washington, DC and New York City offices were asked how many times they have used FPC facilities.*

#### *FPC Facilities used*

- 54% of FPC respondents used FPC newspaper and magazine service more than once.
- 51% of FPC respondents used the reference materials more than once.

#### *FPC Facilities never used*

- 83% of FPC-DC respondents had never used *the TV studio (Foreign Broadcast Support Unit)*,
- 80% of respondents from FPC-DC and NY offices never used *interview rooms*.
- 72% had never used *televised feeds*.
- 70% had never used *wire services*.
- 68% had never used *telephones*.
- 66% had never used *photocopiers*.
- 55% had never used *computers*.

### Foreign Press Center Internet Services

*Respondents were asked how they used the FPC Internet services.*

- 73% of FPC respondents use the FPC website *to look at or listen to the transcript of a speech, briefing, or press conference*.
- 69% use the FPC website *to get general background information for a story*.
- 63% use the FPC website *to find links to other websites*.
- 58% use the FPC website *to check a specific fact for a story*.

*Respondents were asked to rate the value of the FPC Internet services.*

- 88% of FPC respondents reported limited (10%), moderate (21%) or a lot of value (57%) for the *transcripts of FPC briefings on the FPC website*.
- 85% reported limited (8%), moderate (25%) or a lot of value (52%) for the *information on key topics and special events on the FPC website*.
- 82% reported limited (5%), moderate (16%) or a lot of value (61%) for the *electronic mailing list*.
- 81% reported limited (17%), moderate (30%) or a lot of value (34%) for the *U.S. government reports on the FPC website*.
- 73% reported limited (17%), moderate (29%) or a lot of value (27%) for the *Congressional Research Service reports on the FPC website*.

## General Questions About FPC

*Respondents were asked which FPC product or service they value most.*

- 20% of FPC respondents thought FPC *reporting tours* were the most valuable service.
- 15% thought *live briefings on key topics* were the most valuable service.
- 14% thought *assistance with obtaining press credentials* was the most valuable service.

*Respondents were asked what new topics, information or programs they wanted.*

- 71% want an *overview of major U.S. domestic political and social issues*.
- 63% want *orientations to U.S. institutions*.
- 62% want *roundtables with U.S. business and cultural leaders*.
- 49% want *arts/culture and literature topics, information and/or programs*.

*Respondents were asked about the amount of time needed prior to obtaining assistance from FPC on a major story.*

- 55% of FPC respondents *anticipated needing FPC assistance between one and six months* before a major story.
- 41% *anticipated needing FPC assistance less than one month* before a major story.

*Respondents were asked the extent to which FPC helps provide depth, accuracy and balance in reporting.*

- 76% of FPC respondents reported that the *Foreign Press Center helps them provide depth, accuracy and balanced reporting* to a moderate extent (44%) and to a great extent (32%).

## Snapshot of FPC Survey Demographics

### *Demographics:*

- 57% of respondents are *based in a bureau*; 43% are *not*.
- 63% are *male*; 37% are *female*.
- 60% are *between the age of 18 and 44*; 39% are *over the age of 45*.

### *Location:*

- 54% of FPC respondents are from the *New York office*.
- 35% are from the *DC office*.
- 7% are from the *LA office*.
- 17% are from satellite offices in *San Francisco, Dallas, and Toronto*.

### *Profession:*

- 91% (31) of FPC respondents are *journalists*.
- 10% are still *photographers/cameramen*.
- 19% are *producers, correspondents, News Directors, and Public Affairs Assistants*.

### *Type of journalism focused on:*

- 59% of FPC respondents focus on *print*.
- 25% focus on *television*.
- 18% focus on *wire or agency services*.

### *Primary subjects covered:*

- 23% of FPC respondents cover *U.S. politics*.
- 18% cover *global, country specific, international trade, oil, defense, and all of the above*
- 17% cover *U.S. foreign policy*.

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# *Data Tables*

**Table 1**

How valuable are the following FPC facilitation services to you? Please rate how much you value the following services. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this service	No Answer
	▼	▼	▼	▼	▼	▼
Live briefings on key topics	1 0%	25 7%	84 25%	202 60%	23 7%	5 1%

**Table 2**

How valuable are the following FPC facilitation services to you? Please rate how much you value the following services. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this service	No Answer
	▼	▼	▼	▼	▼	▼
Briefings via video conference	17 5%	62 18%	94 28%	61 18%	100 30%	6 2%

**Table 3**

How valuable are the following FPC facilitation services to you? Please rate how much you value the following services. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this service	No Answer
	▼	▼	▼	▼	▼	▼
Reporting tours	2 1%	20 6%	69 21%	213 64%	31 9%	5 1%

**Table 4**

How valuable are the following FPC facilitation services to you? Please rate how much you value the following services. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this service	No Answer
	▼	▼	▼	▼	▼	▼
Research and information services	6 2%	29 9%	83 25%	169 50%	48 14%	5 1%

**Table 5**

How valuable are the following FPC facilitation services to you? Please rate how much you value the following services. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this service	No Answer
	▼	▼	▼	▼	▼	▼
Finding contacts, setting up interviews, developing story ideas	10 3%	35 10%	73 22%	163 48%	57 17%	2 1%

**Table 6**

How valuable are the following FPC facilitation services to you? Please rate how much you value the following services. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this service	No Answer
	▼	▼	▼	▼	▼	▼
Assistance at major events (summits, openings, conventions, ceremonies)	3 1%	25 7%	72 21%	186 55%	50 15%	4 1%

**Table 7**

How valuable are the following FPC facilitation services to you? Please rate how much you value the following services. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this service	No Answer
	▼	▼	▼	▼	▼	▼
<b>TV assistance</b>	18 5%	18 5%	37 11%	49 15%	208 63%	10 3%

**Table 8**

How valuable are the following FPC facilitation services to you? Please rate how much you value the following services. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this service	No Answer
	▼	▼	▼	▼	▼	▼
<b>Department of Defense liaison (access to bases, information, embedding)</b>	6 2%	27 8%	63 19%	122 37%	115 35%	7 2%

**Table 9**

How valuable are the following FPC facilitation services to you? Please rate how much you value the following services. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this service	No Answer
	▼	▼	▼	▼	▼	▼
<b>Assistance with obtaining press credentials</b>	3 1%	14 4%	52 15%	237 70%	33 10%	1 0%

**Table 10**

How valuable are the following FPC facilitation services to you? Please rate how much you value the following services. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this service	No Answer
	▼	▼	▼	▼	▼	▼
Assistance in obtaining drivers licenses, social security cards or other U.S. documents	15 4%	19 6%	35 10%	114 34%	153 46%	4 1%

**Table 11**

In the last six months, how many times have you used information obtained from the following FPC services or products in a story? (Please select one box in each row).

<i>Frequency &amp; Percentages</i>							
	Never	Once or twice	Three to five times	Six to ten times	More than ten times	Not applicable	No Answer
	▼	▼	▼	▼	▼	▼	▼
U.S. Government reports on the FPC website	51 15%	121 36%	74 22%	35 10%	36 11%	19 6%	4 1%

**Table 12**

In the last six months, how many times have you used information obtained from the following FPC services or products in a story? (Please select one box in each row).

<i>Frequency &amp; Percentages</i>							
	Never	Once or twice	Three to five times	Six to ten times	More than ten times	Not applicable	No Answer
	▼	▼	▼	▼	▼	▼	▼
Congressional Research Services reports on the FPC website	103 30%	94 28%	64 19%	20 6%	22 7%	29 9%A	8 2%

**Table 13**

In the last six months, how many times have you used information obtained from the following FPC services or products in a story? (Please select one box in each row).

<i>Frequency &amp; Percentages</i>							
	Never	Once or twice	Three to five times	Six to ten times	More than ten times	Not applicable	No Answer
	▼	▼	▼	▼	▼	▼	▼
Information on key topics and special events on the FPC website	38 11%	96 29%	83 25%	50 15%	54 16%	11 3%	8 2%

**Table 14**

In the last six months, how many times have you used information obtained from the following FPC services or products in a story? (Please select one box in each row).

<i>Frequency &amp; Percentages</i>							
	Never	Once or twice	Three to five times	Six to ten times	More than ten times	Not applicable	No Answer
	▼	▼	▼	▼	▼	▼	▼
Contact information provided by FPC	55 16%	111 33%	76 23%	40 12%	42 12%	13 4%	3 1%

**Table 15**

In the last six months, how many times have you used information obtained from the following FPC services or products in a story? (Please select one box in each row).

<i>Frequency &amp; Percentages</i>							
	Never	Once or twice	Three to five times	Six to ten times	More than ten times	Not applicable	No Answer
	▼	▼	▼	▼	▼	▼	▼
Research services provided by FPC information specialists	129 39%	85 26%	46 14%	22 7%	26 8%	22 7%	10 3%

**Table 16**

In the last six months, how many times have you used information obtained from the following FPC services or products in a story? (Please select one box in each row).

<i>Frequency &amp; Percentages</i>							
	Never	Once or twice	Three to five times	Six to ten times	More than ten times	Not applicable	No Answer
	▼	▼	▼	▼	▼	▼	▼
<b>Alerts on non-FPC conferences and media events</b>	25 7%	64 19%	88 26%	55 16%	94 28%	8 2%	6 2%

**Table 17**

In the last six months, how many times have you used information obtained from the following FPC services or products in a story? (Please select one box in each row).

<i>Frequency &amp; Percentages</i>							
	Never	Once or twice	Three to five times	Six to ten times	More than ten times	Not applicable	No Answer
	▼	▼	▼	▼	▼	▼	▼
<b>DC ONLY: Satellite feeds and/or videotapes of FPC briefings and other DoS events</b>	76 32%	30 13%	9 4%	7 3%	10 4%	108 45%	100 29%

**Table 18**

Please rate how much you value the following facilities available at the Washington and New York FPCs. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this facility	No Answer
	▼	▼	▼	▼	▼	▼
<b>Wire services</b>	16 5%	33 11%	41 13%	63 20%	158 51%	29 9%

**Table 19**

Please rate how much you value the following facilities available at the Washington and New York FPCs. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this facility	No Answer
	▼	▼	▼	▼	▼	▼
<b>Newspapers and magazines</b>	14 4%	42 13%	57 18%A	87 28%A	113 36%	27 8%

**Table 20**

Please rate how much you value the following facilities available at the Washington and New York FPCs. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this facility	No Answer
	▼	▼	▼	▼	▼	▼
<b>Telephone Access</b>	20 6%	33 11%	40 13%	65 21%	154 49%	28 8%

**Table 21**

Please rate how much you value the following facilities available at the Washington and New York FPCs. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this facility	No Answer
	▼	▼	▼	▼	▼	▼
<b>Photocopiers</b>	17 5%	34 11%	46 15%	76 24%	138 44%	29 9%

**Table 22**

Please rate how much you value the following facilities available at the Washington and New York FPCs. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this facility	No Answer
	▼	▼	▼	▼	▼	▼
Live audio/video feed of briefings, speeches and hearings	15 5%	38 12%	67 22%	96 31%	94 30%	30 9%

**Table 23**

Please rate how much you value the following facilities available at the Washington and New York FPCs. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this facility	No Answer
	▼	▼	▼	▼	▼	▼
Interview rooms/space	22 7%	35 11%	37 12%	65 21%	151 49%	30 9%

**Table 24**

Please rate how much you value the following facilities available at the Washington and New York FPCs. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this facility	No Answer
	▼	▼	▼	▼	▼	▼
Computers	16 5%	35 11%	26 8%	94 30%	143 46%	26 8%

**Table 25**

Please rate how much you value the following facilities available at the Washington and New York FPCs. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this facility	No Answer
	▼	▼	▼	▼	▼	▼
Reference materials	8 2%A	34 11%A	69 22%A	91 30%A	105 34%A	33 10%

**Table 26**

Please rate how much you value the following facilities available at the Washington and New York FPCs. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this facility	No Answer
	▼	▼	▼	▼	▼	▼
Internet Access	11 4%A	21 7%A	38 13%A	103 34%A	131 43%A	36 11%

**Table 27**

Please rate how much you value the following facilities available at the Washington and New York FPCs. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this facility	No Answer
	▼	▼	▼	▼	▼	▼
<b>DC ONLY: TV studio (Foreign Broadcast Support Unit)</b>	18 10%	4 2%	9 5%	18 10%	138 74%	153 45%

**Table 28**

Please rate how much you value the following facilities available at the Washington and New York FPCs. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this facility	No Answer
	▼	▼	▼	▼	▼	▼
<b>DC ONLY: Televised feeds</b>	14 8%	13 7%	10 5%	23 13%	123 67%	157 46%

**Table 29**

In the past six months, how many times have you used the following FPC facilities? (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Never	Once or twice	Three to five times	Six to ten times	More than ten times	No Answer
	▼	▼	▼	▼	▼	▼
Wire services	213 70%	41 13%	21 7%	11 4%	18 6%	36 11%

**Table 30**

In the past six months, how many times have you used the following FPC facilities? (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Never	Once or twice	Three to five times	Six to ten times	More than ten times	No Answer
	▼	▼	▼	▼	▼	▼
Televised feeds	211 72%	42 14%	25 8%	5 2%	12 4%	45 13%

**Table 31**

In the past six months, how many times have you used the following FPC facilities? (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Never	Once or twice	Three to five times	Six to ten times	More than ten times	No Answer
	▼	▼	▼	▼	▼	▼
Newspapers and magazines	139 46%	61 20%	50 17%	24 8%	28 9%	38 11%

**Table 32**

In the past six months, how many times have you used the following FPC facilities? (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Never	Once or twice	Three to five times	Six to ten times	More than ten times	No Answer
	▼	▼	▼	▼	▼	▼
Telephones	206 68%	38 12%	23 8%	21 7%	17 6%	35 10%

**Table 33**

In the past six months, how many times have you used the following FPC facilities? (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Never	Once or twice	Three to five times	Six to ten times	More than ten times	No Answer
	▼	▼	▼	▼	▼	▼
<b>Photocopiers</b>	201 66%A	47 15%A	21 7%A	24 8%A	13 4%A	34 10%

**Table 34**

In the past six months, how many times have you used the following FPC facilities? (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Never	Once or twice	Three to five times	Six to ten times	More than ten times	No Answer
	▼	▼	▼	▼	▼	▼
Live audio/video feed of briefings, speeches and hearings	151 50%A	63 21%A	40 13%A	28 9%A	18 6%A	40 12%

**Table 35**

In the past six months, how many times have you used the following FPC facilities? (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Never	Once or twice	Three to five times	Six to ten times	More than ten times	No Answer
	▼	▼	▼	▼	▼	▼
<b>Interview rooms</b>	243 80%A	34 11%A	11 4%A	8 3%A	6 2%A	38 11%

**Table 36**

In the past six months, how many times have you used the following FPC facilities? (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Never	Once or twice	Three to five times	Six to ten times	More than ten times	No Answer
	▼	▼	▼	▼	▼	▼
<b>Computers</b>	168 55%	47 15%	31 10%	34 11%	25 8%	35 10%

**Table 37**

In the past six months, how many times have you used the following FPC facilities? (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Never	Once or twice	Three to five times	Six to ten times	More than ten times	No Answer
	▼	▼	▼	▼	▼	▼
Reference materials	146 49%	74 25%	39 13%	25 8%	16 5%	40 12%

**Table 38**

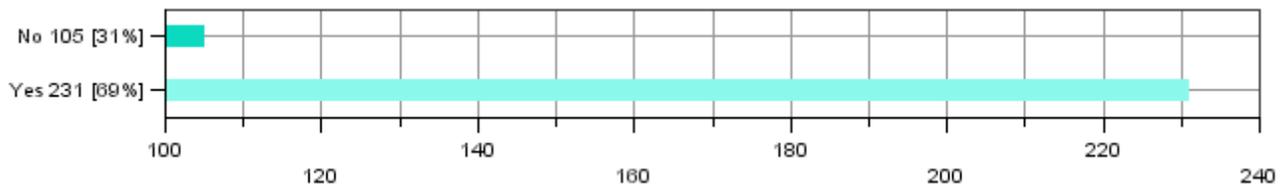
In the past six months, how many times have you used the following FPC facilities? (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Never	Once or twice	Three to five times	Six to ten times	More than ten times	No Answer
	▼	▼	▼	▼	▼	▼
DC ONLY: TV studio (Foreign Broadcast Support Unit)	139 83%	6 4%	3 2%	3 2%	17 10%	172 51%

**Table 39**

Do you use the FPC website in any of the following ways? (Please select one box in each row).

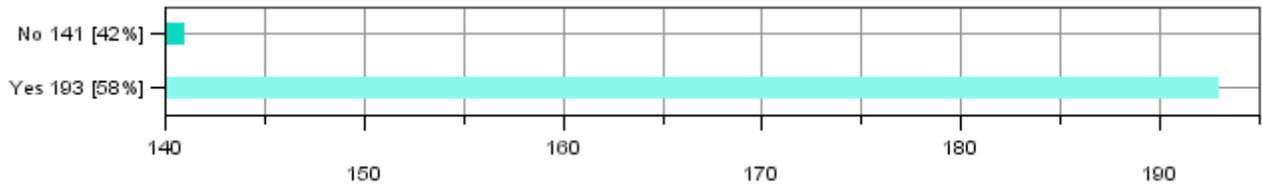
<i>Frequency &amp; Percentages</i>			
	Yes	No	No Answer
	▼	▼	▼
To get general background information for a story	231 69%	105 31%	4 1%



**Table 40**

Do you use the FPC website in any of the following ways? (Please select one box in each row).

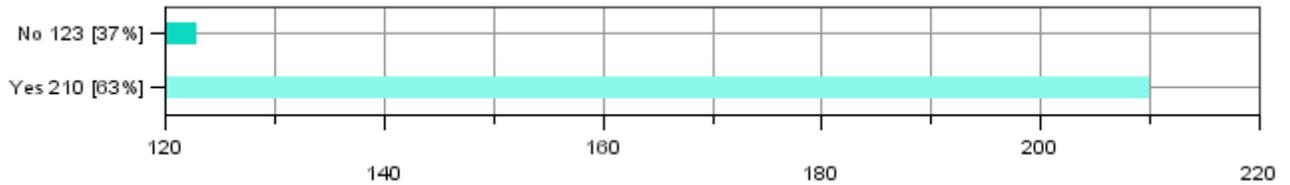
<i>Frequency &amp; Percentages</i>			
	Yes	No	No Answer
	▼	▼	▼
To check a specific fact for a story	193 58%	141 42%	6 2%



**Table 41**

Do you use the FPC website in any of the following ways? (Please select one box in each row).

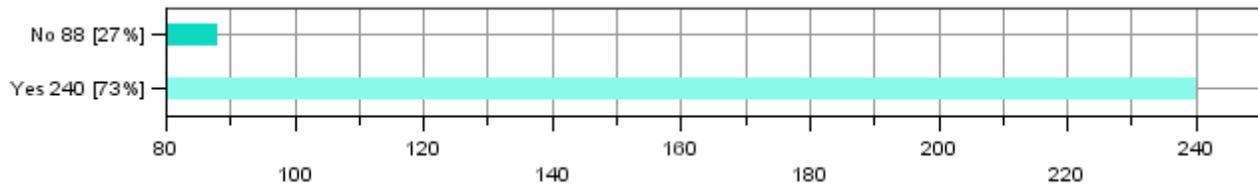
<i>Frequency &amp; Percentages</i>			
	Yes	No	No Answer
	▼	▼	▼
To find links to other websites	210 63%	123 37%	7 2%



**Table 42**

Do you use the FPC website in any of the following ways? (Please select one box in each row).

<i>Frequency &amp; Percentages</i>			
	Yes	No	No Answer
	▼	▼	▼
To look at or listen to the transcript of a speech, briefing, or press conference	240 73%	88 27%	12 4%



**Table 43**

Please rate how much you value the following FPC Internet services. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this section	No Answer
	▼	▼	▼	▼	▼	▼
U.S. Government reports on the FPC website	10 3%	56 17%	100 30%	112 34%	51 16%	11 3%

**Table 44**

Please rate how much you value the following FPC Internet services. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this section	No Answer
	▼	▼	▼	▼	▼	▼
Electronic mailing list	12 4%	17 5%	51 16%	201 61%	48 15%	11 3%

**Table 45**

Please rate how much you value the following FPC Internet services. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this section	No Answer
	▼	▼	▼	▼	▼	▼
Transcripts of FPC briefings	5 2%	32 10%	68 21%	185 57%	37 11%	13 4%

**Table 46**

Please rate how much you value the following FPC Internet services. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this section	No Answer
	▼	▼	▼	▼	▼	▼
Congressional Research Service reports on the FPC	22 7%	55 17%	93 29%	89 27%	67 21%	14 4%

**Table 47**

Please rate how much you value the following FPC Internet services. (Please select one box in each row).

<i>Frequency &amp; Percentages</i>						
	Do not value at all	Limited value	Moderately value	Value a lot	Don't use this section	No Answer
	▼	▼	▼	▼	▼	▼
Information on key topics and special events on the FPC website	7 2%	26 8%	84 25%	173 52%	42 13%	8 2%

**Table 48****Overall, which one FPC product or service do you find the most valuable?**

<i>Frequency &amp; Percentages</i>	
Reporting Tours	67 20%
Live briefings on key topics	50 15%
Assistance with obtaining press credentials	48 14%
Assistance for foreign press at major events	43 13%
Research and information services	30 9%
Notification of non-FPC press conferences and media events	25 8%
Finding contacts, setting up interviews, developing story ideas	23 7%
FPC listserv	12 4%
Assistance at major events (summits, openings, conventions, ceremonies)	8 2%
Transcripts of FPC briefings on FPC website	9 3%
TV assistance	4 1%
Computers at FPC offices	3 1%
DoD liaison	2 1%
Reference materials at FPC offices	1 0%
Video conference (NY only)	1 0%
Briefings via video conference	1 0%
Live audio/video feed of briefings, speeches and hearings at FPC offices	1 0%
Department of Defense liaison (access to bases, information, embedding)	1 0%
Access to wire services at FPC offices	1 0%
Televised feeds at FPC offices	0 0%
Newspapers and magazines at FPC offices	1 0%
Telephones at FPC offices	0 0%
Photocopiers at FPC offices	0 0%
Interview rooms at FPC offices	0 0%

TV studio at Foreign Broadcast Support Unit in DC	1 0%
Question Not Completed	8 2%

**Table 49**

**What new topics, information, or programs do you wish were available through FPC? (Please check all that apply).**

<i>Frequency &amp; Percentages</i>	
Overview of major U.S. domestic political and social issues	233 71%
Orientations to U.S. institutions	208 63%
Roundtables with U.S. business and cultural leaders	203 62%
Sports	43 13%
Arts/Culture/Literature	162 49%
Cross-cultural exchanges	117 36%
Professional support and development	110 34%
Other (please specify)	54 16%
Other (please specify)	10 3%
Question Not Completed	12 4%

**Table 50**

How many months before major stories (elections, anniversaries, etc.) do you anticipate needing FPC assistance?

<i>Frequency &amp; Percentages</i>	
Less than one month	135 41%
1-3 months	160 48%
4-6 months	23 7%
7-9 months	3 1%
10-12 months	5 2%
More than 12 months	4 1%
Question Not Completed	10 3%

**Table 51**

To what extent do you think FPC helps you to provide depth, accuracy, and balance in your reporting?

<i>Frequency &amp; Percentages</i>	
Not at all	9 3%
To a limited extent	56 17%
To a moderate extent	147 44%
To a great extent	107 32%
Not applicable	18 5%
Question Not Completed	3 1%

**Table 52**

Where are you located?

<i>Frequency &amp; Percentages</i>	
Washington, DC	118 35%
New York City	181

	54%
Los Angeles	24 7%
Other (please specify)	15 4%
Question Not Completed	2 1%

**Table 53****What is your profession?**

<i>Frequency &amp; Percentages</i>	
Journalist	310 91%
Still photographer/cameraman	10 3%
Press attaché/diplomat	0 0%
Other (please specify)	19 6%
Question Not Completed	1 0%

**Table 54****What type of journalism do you primarily focus on? (Please check all that apply).**

<i>Frequency &amp; Percentages</i>	
Print	197 59%
Wire or agency	61 18%
Radio	46 14%
Television	83 25%
Internet	41 12%
Other (please specify)	3 1%
Question Not Completed	4 1%

**Table 55**

**Are you based in a bureau?**

<i>Frequency &amp; Percentages</i>	
Yes	192 57%
No	143 43%

**Table 56**

**If you answered yes to Question 26, how many people work in the bureau in which you are based, including yourself?**

<i>Frequency &amp; Percentages</i>	
1	66 33%
2-5	77 38%
6-10	32 16%
More than 10	27 13%
Question Not Completed	138 41%

**Table 57**

**What subjects do you primarily over? (Please select one).**

<i>Frequency &amp; Percentages</i>	
U.S. politics	78 23%
U.S. social issues (education, immigration, etc.)	32 10%
U.S. foreign policy	57 17%
Defense/Security	9 3%
Business/Finance/Economics	44 13%
Science/Health	6 2%
Sports	1 0%
Arts/Culture/Literature/Americana	31 9%
Entertainment	8 2%
Style/Fashion	3

	1%
Travel	5 1%
Other (please specify)	61 18%
Question Not Completed	5 1%

**Table 58**

**What other subjects do you cover at least twice a month? (Please select all that apply).**

<i>Frequency &amp; Percentages</i>	
U. S. Politics	142 45%
U.S. social issues (education, immigration, etc.)	157 50%
U.S. foreign policy	152 48%
Defense/Security	133 42%
Business/Finance/Economics	114 36%
Science/Health	76 24%
Sports	25 8%
Arts/Culture/Literature/American	124 39%
Entertainment	98 31%
Style/Fashion	45 14%
Travel	34 11%
Other (please specify)	22 7%
Question Not Completed	25 7%

**Table 59**

On average how many pieces (articles, radio packages, bulletins, video segments, etc.) do you file per week?

<i>Frequency &amp; Percentages</i>	
1-5	154 46%
6-10	99 30%
11-15	23 7%
16-20	21 6%
More than 20	36 11%
Question Not Completed	7 2%

**Table 60**

Age

<i>Frequency &amp; Percentages</i>	
18-24	1 0%
25-34	67 21%
35-44	126 39%
45-55	97 30%
Over 55	29 9%
Question Not Completed	20 6%

**Table 61**

<b>Sex:</b>	
Female	127 37%
Male	213 63%

**QUALITATIVE****Table 62**

<b>Which of these facilitation services do you value the most?</b>		
	<b>(N)</b>	<b>%</b>
Live briefings on key topics	90	30.2
Reporting tours	61	20.47
Finding contacts, setting up interviews, developing story ideas	42	14.09
Assistance with obtaining press credentials	25	8.39
Research and information services	20	6.71
Assistance at major events (summits, conventions, ceremonies, etc.)	11	3.69
Assistance obtaining drivers licenses, social security cards or other U.S. documents	9	3.02
Department of Defense liaison (access to bases, information, embedding)	6	2.01
TV assistance	2	0.67
Other	31	10.4
<b>TOTAL</b>	<b>298</b>	<b>87.65</b>
<b>No Response</b>	<b>42</b>	<b>12.35</b>

**Table 63**

<b>Which of these facilitation services do you value the least?</b>		
	<b>(N)</b>	<b>%</b>
Assistance obtaining drivers licenses, social security cards or other U.S. documents	51	19.17
TV assistance	47	17.67
Briefings via video conference	38	14.29
Research and information services	22	8.27
Finding contacts, setting up interviews, developing story ideas	15	5.64
Reporting tours	10	3.76
Department of Defense liaison (access to bases, information, embedding)	9	3.38
Assistance with obtaining press credentials	7	2.63
Live briefings on key topics	5	1.88
Assistance at major events (summits, conventions, ceremonies, etc.)	4	1.5
None	28	10.53
Other	<b>30</b>	<b>11.28</b>
<b>TOTAL</b>	<b>266</b>	<b>78</b>
<b>No Response</b>	<b>74</b>	<b>22</b>

**Table 64**

<b>Please describe other facilities that you would like the FPC to provide that would assist you in your reporting.</b>		
	<b>(N)</b>	<b>%</b>
Nothing to add	96	76.19
New Computers, more internet access, more professional programs (technology upgrades)	12	9.52
TV assistance (crew, editing, better studio)	5	3.97
A Photo Room	2	1.59
More staff to assist with all matters	2	1.59
Other	<b>9</b>	<b>7.14</b>
<b>TOTAL</b>	<b>126</b>	<b>37</b>
<b>No Response</b>	<b>214</b>	<b>63</b>

**Table 65**

<b>Which of these products and/or services do you find the most useful in your reporting?</b>		
	<b>(N)</b>	<b>%</b>
Contact information provided by FPC	60	24.1
Alerts on non-FPC information specialists	57	22.89
Information on key topics and special events on the FPC website	29	11.65
U.S. Government reports on the FPC website	28	11.25
Congressional Research Services reports on the FPC website	23	9.24
Research services provided by FPC information specialists	11	4.42
Contact information provided by FPC	60	24.1
All	8	3.21
Other	<b>33</b>	<b>13.25</b>
<b>TOTAL</b>	<b>249</b>	<b>73</b>
<b>No Response</b>	<b>91</b>	<b>27</b>

**Table 66**

<b>Which of these products and/or services do you find the least useful in your reporting?</b>		
	<b>(N)</b>	<b>%</b>
U.S. Government reports on the FPC website	34	17.26
Congressional Research Services reports on the FPC website	25	12.69
Satellite feeds and/or videotapes of FPC briefings and other DoS events	15	7.61
Research services provided by FPC information specialists	15	7.61
Contact information provided by FPC	4	2.03
Information on key topics and special events on the FPC website	2	1.02
None	40	20.31
Other	<b>18</b>	<b>10.69</b>
<b>TOTAL</b>	<b>197</b>	<b>58</b>
<b>No Response</b>	<b>143</b>	<b>42</b>

**Table 67**

<b>Please describe other facilitation services that you would like the FPC to provide that would assist you in your reporting.</b>		
	<b>(N)</b>	<b>%</b>
More contacts with photographers, administration officials, and experts on issues (more access to knowledgeable people to interview)	57	23.46
Training courses, press equipment rental, better hours of operation, meeting other members of the FP	20	8.23
More Reporting tours	19	
New Computers and other technological upgrades	15	6.17
Emailed Daybook	15	6.17
More documents and focus on issues pertaining to individuals home country as well as more documents in their languages, foreign deadlines	13	7.82
More help with Covering the White House, more White House facilities	9	3.7
Other	38	15.64
None	58	23.87
<b>TOTAL</b>	<b>243</b>	<b>71</b>
<b>No Response</b>	<b>97</b>	<b>29</b>

**Table 68**

<b>In which one of the ways listed in Question 12 do you most often use the FPC website?</b>		
	<b>(N)</b>	<b>%</b>
To look at or listen to the transcript of a speech, briefing or press conference	95	40.43
To get general background information for a story	66	28.09
To find links to other websites	21	8.94
To check a specific fact for a story	17	7.23
Other	32	13.62
All	4	1.70
<b>TOTAL</b>	<b>235</b>	<b>69</b>
<b>No Response</b>	<b>105</b>	<b>31</b>

**Table 69**

<b>Why do you value the product or service that you chose above the most?</b>		
	<b>(N)</b>	<b>%</b>
To get access to various opportunities, information, and contacts one wouldn't normally have without it	91	31.4
It keeps me in the loop (up to date)	46	13.18
It is the most important for my work	32	8.53
It simply can't be done without FPC	32	7.36

It is essential for preparation for a small foreign bureau	30	6.59
<b>Other</b>	47	
<b>TOTAL</b>	<b>258</b>	<b>76</b>
<b>No Response</b>	<b>82</b>	<b>24</b>

**Table 70**

<b>What types of information do you find difficult to gain access to?</b>		
	<b>(N)</b>	<b>%</b>
Contacts with officials, political leaders, etc.	44	22.56
Interviews with officials, political leaders, etc.	22	11.28
Information pertaining to my home Country	14	7.18
Information on and from Departments	13	6.67
Information on the White House	10	5.13
Research	9	4.62
Background Information on people, policies, etc.	9	4.62
Other	39	20.00
<b>None</b>	35	17.95
<b>TOTAL</b>	<b>195</b>	<b>57</b>
<b>No Response</b>	<b>145</b>	<b>43</b>

**Table 71**

What is your Country of Origin?		
	(N)	%
Germany	41	12.62
China	26	8
USA	20	6.15
Japan	19	5.85
Italy	19	5.85
Russia	12	3.69
The Netherlands	12	3.69
Spain	12	3.69
Australia	11	3.39
Brazil	11	3.39
France	10	3.08
Canada	9	2.77
UK	7	2.15
Switzerland	7	2.15
Poland	6	1.85
Turkey	5	1.54
Hungary	4	1.23
Pakistan	4	1.23
Taiwan	4	1.23
India	3	0.92
Austria	3	0.92
Israel	3	0.92
Sweden	3	0.92
Venezuela	3	0.92
South Korea	3	0.92
Columbia	3	0.92
Belgium	3	0.92
Slovenia	2	0.62
Romania	2	0.62
Guinea	2	0.62
Croatia	2	0.62
Mexico	2	0.62
Czech Republic	2	0.62
Nigeria	2	0.62
Bangladesh	2	0.62
Mongolia	2	0.62
Finland	2	0.62
Norway	2	0.62
Egypt	2	0.62
Norway	2	0.62
Portugal	1	0.31

Panama	1	0.31
Canada	1	0.31
Vietnam	1	0.31
Lebanon	1	0.31
Poland	1	0.31
Indonesia	1	0.31
Sri Lanka	1	0.31
Lebanon	1	0.31
Ecuador	1	0.31
Morocco	1	0.31
Yugoslavia	1	0.31
Argentina	1	0.31
Ukraine	1	0.31
Yemen	1	0.31
Bulgaria	1	0.31
Slovakia	1	0.31
Peru	1	0.31
Palestine	1	0.31
Denmark	1	0.31
Guyana	1	0.31
Catalonia	1	0.31
Ecuador	1	0.31
Iceland	1	0.31
Estonia	1	0.31
Greece	1	0.31
India	1	0.31
Argentina	1	0.31
Jordan	1	0.31
<b>TOTAL</b>	<b>325</b>	<b>95.59</b>
<b>No Response</b>	<b>15</b>	<b>4.41</b>