

# NATIONAL INSTITUTE OF DIABETES AND DIGESTIVE AND KIDNEY DISEASES CUSTOMER SATISFACTION SURVEY

We are interested in learning more about your experience with the Clearinghouse(s) and our materials. Please complete this form and mail it back—no postage is required. If you prefer to complete this survey online, go to [www.catalog.niddk.nih.gov/custsat](http://www.catalog.niddk.nih.gov/custsat).

**1. Which Clearinghouse(s) did you contact?  
(check all that apply)**

- National Diabetes Information Clearinghouse (NDIC)  
 National Digestive Diseases Information Clearinghouse (NDDIC)  
 National Kidney and Urologic Diseases Information Clearinghouse (NKUDIC)  
 Not sure

**2. How did you first hear about the Clearinghouse(s)?  
(check all that apply)**

- Health professional (physician, nurse, dietitian, etc.)  
 Newspaper or magazine  
 Professional meeting  
 Internet or email  
 NIDDK publications  
 Friend or family  
 Other (please specify) \_\_\_\_\_

**3. How did you contact the Clearinghouse(s)?  
(check all that apply)**

- Phone  
 Email  
 NIDDK website  
 Mail  
 Conference/Exhibit  
 Fax

**4. Including this most recent contact, how many times have you contacted the Clearinghouse(s) in the last 12 months?**

- Once  
 Twice  
 Three or more times

**5. Please rate the helpfulness of the person with whom you mostly recently spoke.**

- Excellent  
 Above average  
 Average  
 Below average  
 Poor  
 Not applicable

**6. What products or services did you receive?  
(check all that apply)**

- Booklets  
 Fact sheets  
 Photocopied articles  
 Referral to other organizations  
 Information over the phone  
 Other (please specify) \_\_\_\_\_  
 Did not receive products or services

**7. Overall, how would you rate the usefulness of the information you received?**

- Excellent  
 Above average  
 Average  
 Below average  
 Poor

**8. If you received material in the mail, how soon did you receive it after ordering?**

- Less than 3 weeks  
 3–5 weeks  
 Longer than 5 weeks

**9. If you requested information by email, how soon did you get a response?**

- 1–4 business days  
 5–8 business days  
 9 or more business days

**10. If you used the NIDDK website, how easy was it to access information?**

- Very easy  
 Somewhat easy  
 Average  
 Somewhat difficult  
 Very difficult

**11. Do you have additional comments or suggestions?**

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**12. Please check which category best describes you in your search for health information.**

- Dietitian  
 Educator  
 Friend or family  
 Nurse/Nurse Practitioner  
 Other health professional  
 Patient  
 Physician  
 Student  
 Writer/Editor  
 Other (please specify) \_\_\_\_\_

**13. I am**

- 18 years old or younger  
 19–30 years old  
 31–55 years old  
 56–75 years old  
 76 years old or older



U.S. Department  
of Health and  
Human Services



Customer Satisfaction Survey  
4 Information Way  
Bethesda, MD 20892-3565



BETHESDA MD 20814-9692

4 INFORMATION WAY

NIDDK, NIH

CUSTOMER SATISFACTION SURVEY

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NECESSARY  
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UNITED STATES



NATIONAL INSTITUTE OF DIABETES AND  
DIGESTIVE AND KIDNEY DISEASES, NIH  
4 INFORMATION WAY  
BETHESDA, MD 20892-3565

Fold along the dotted line and tape closed. Please do not use staples.

*Public reporting burden for this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid Office of Management and Budget (OMB) control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0480).*

*OMB No. 0925-0480; Expires 11/30/06*

*Do not return the completed form to the NIH Project Clearance Branch.*