

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.

**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?

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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PENALTY FOR PRIVATE USE \$300

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.