

**SUBMISSION OF INFORMATION COLLECTION**  
**UNDER GENERIC CLEARANCES**

**DATE OF REQUEST:** 7/02/2009

**SUB AGENCY (I/C):** NIH National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK),  
National Kidney Disease Education Program (NKDEP)

**TITLE:** National Kidney Disease Education Program's Health Professional Web site User Satisfaction  
Evaluation Survey

**GENERIC CLEARANCE UNDER OMB# 0925-0486 EXP. DATE:** 07/31/2010

**ABSTRACT:**

This Web survey is designed to measure customer satisfaction with the National Kidney Disease Education Program's Health Professional Web site; URL - <http://www.nkdep.nih.gov/professionals/index.htm> . NKDEP seeks to learn about the experience of individuals using the patient education videos on the Health Professional sections of the Web site. NKDEP seeks to ensure that they meet the information and resource needs of users and are easy to use. More specifically, NKDEP would like to learn how users feel the site may be improved upon. The information collected will be used internally to improve the site, if needed, and inform dissemination practices to ensure NKDEP is using efficient and high-impact tactics for informing potential users about the site.

The target number of respondents for this survey is 100. To ensure that this target is reached, the survey is offered in two ways. All site visitors are presented with a graphic/textual link to the survey. An e-mail message will be sent to pre-existing distribution lists offering potential respondents a direct link to the survey. The information collected will be used by the NKDEP to improve upon the usefulness and user-friendliness of the Health Professionals section of the NKDEP Web site.

**TOTAL ANNUAL BURDEN APPROVED:** 8684.00

**BURDEN USED TO DATE:** [1939.45](#)

**BURDEN THIS REQUEST:** 8.35

**IS RACE AND ETHNICITY DATA COLLECTED AS REQUIRED?**

YES  NO  N/A

**OBLIGATION TO RESPOND:**

VOLUNTARY

REQUIRED TO OBTAIN OR RETAIN BENEFITS

MANDATORY

**HOW WILL THIS SURVEY BE OFFERED?**

WEB SITE

TELEPHONE INTERVIEW

MAIL RESPONSE

IN PERSON INTERVIEW

OTHER: link at the bottom of customer-service e-mail

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