

2009 National Eye Institute, NEI, Web Site User Satisfaction Survey

Please tell us about your experience on the NEI (National Eye Institute) Web site. Your input is very valuable and will be used to help us improve the site. Your responses will be kept confidential and anonymous.

1. What were you looking for today on the NEI Web site?

- General information about vision or eye diseases
- Information about a specific disease
- Publications ordering
- How to find an eye care professional
- Information about clinical trials
- Research results
- Research funding opportunities
- Training programs
- Job vacancies
- Information on meetings
- Teaching materials
- Other information about NEI

2. How easy was it to find what you were looking for?

- Easy, I found it right away
- Somewhat easy, I found it in just a few clicks or one search
- Not easy, I found it, but it seemed to take forever
- Impossible, I did not find it (please skip to question 5)

3. If you DID FIND IT, how helpful was the information? In other words, did it meet your needs?

- Extremely helpful
- Somewhat helpful
- Not very helpful
- Not at all helpful

4. If you DID FIND IT, how easy was it to understand?

- Very easy
- Somewhat easy
- Somewhat difficult
- Very difficult

5. Please rate your level of agreement with the following statements:

| | Strongly agree | Agree | Disagree | Strongly disagree |
|--|----------------|-------|----------|-------------------|
| It was easy to navigate through the site. | 0 | 0 | 0 | 0 |
| I like the Web site's appearance. | 0 | 0 | 0 | 0 |
| I would recommend the site to a friend or colleague. | 0 | 0 | 0 | 0 |
| I am likely to use this site again. | 0 | 0 | 0 | 0 |
| Overall, I am satisfied with the NEI Web site. | 0 | 0 | 0 | 0 |

6. How would you describe yourself?

- Patient
- Family or friend of patient
- Student
- Teacher
- Librarian
- Health care provider
- Scientist/researcher
- Grant applicant
- Journalist/media professional
- General public

7. What is your age?

- 20 or under
- 21-30
- 31-40
- 41-50
- 51-60
- 61-70
- 71 or over

8. About how often do you visit NEI's Web site?

- This was my first visit
- Once or twice a year
- Once every 2 or 3 months
- About once a month
- A few times a month

- More than once a week

9. How did you first find out about our site?

- Search engine (for example, Google, Yahoo, Ask Jeeves, etc.)
- Link from another Web site
- A friend or family member
- My health care provider
- A co-worker or colleague
- A person or publication from NEI
- At a conference or scientific meeting
- Media (magazine, newspaper, television, radio)
- I don't recall

Thank you for your time and participation. If you have any additional comments or questions, please contact us at 2020@nei.nih.gov or (301) 496-5248.

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