

NGC - User Survey and Codebook



National Guideline Clearinghouse
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Eighth Annual Survey Instrument

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OMB statement:

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0935-0106. Response time for this collection is estimated to average 10 minutes, including the time to review instructions, gather information, and complete and review the collection of information. Send comments regarding burden estimate or any other aspect of this collection of information, including suggestions for reducing burden, to:

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or

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Thank you for your time! Your responses to this survey will help AHRQ make the National Guideline Clearinghouse™ Web site more responsive to your needs.

Section 1

1. Which one of the following categories best describes you? (Check all that apply)

- Physician
- Physician Assistant
- Nurse/Nurse Practitioner
- Pharmacist
- Dentist
- Other Clinical Specialist
- Hospital/Health Plan Administrator
- Health Care Consultant
- Health Services/Clinical Researcher
- Guideline Developer
- Health Care Purchaser/Employer
- Federal/State Policymaker

- Legal Professional
- Medical Librarian/Info Specialist
- Medical Writer/Editor
- Medical Student
- Nursing Student
- Pharmacy Student
- Patient/Consumer
- Quality Manager/Specialist
- Other: Please Specify

2. Where do you reside?

- United States Northeast Region (Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, New Jersey, Pennsylvania)
- United States Midwest Region (Ohio, Indiana, Illinois, Michigan, Wisconsin, Minnesota, Iowa, Missouri, North Dakota, South Dakota, Nebraska, Kansas)
- United States South Region (Delaware, Maryland, District of Columbia, Virginia, West Virginia, North Carolina, South Carolina, Georgia, Florida, Kentucky, Tennessee, Alabama, Mississippi, Arkansas, Louisiana, Oklahoma, Texas)
- United States West Region (Montana, Idaho, Wyoming, Colorado, New Mexico, Arizona, Utah, Nevada, Washington, Oregon, California, Alaska, Hawaii)
- Canada
- Latin America
- Europe
- Africa
- Asia
- Australia/New Zealand
- Other

3. Approximately how many times have you used the NGC web site?

- This is my first visit to NGC (You will skip to the last question of this survey)
- Two to four times
- Five to ten times
- More than ten times

Section 2

4. How long have you been using the NGC Web site?

- Less than 1 year
- 1 to 2 years
- 2 to 3 years
- 3 to 4 years
- 4 to 5 years
- More than 5 years

5. Overall, how would you rate your satisfaction with NGC?

- Very Satisfied
- Fairly Satisfied
- Neutral
- Fairly Dissatisfied
- Very Dissatisfied

6. How would you rate the breadth or comprehensiveness of NGC's guideline collection?

- Very Poor
- Poor
- Neutral
- Good
- Very Good

7. NGC's guideline summaries present all the important attributes of a guideline, when this information is available.

- Strongly Agree
- Somewhat Agree
- Neutral
- Somewhat Disagree
- Strongly Disagree

8. How useful do you find each of the following ways of viewing NGC's guideline content?

- a. Brief Summary**
- b. Complete Summary**
- c. Guideline Tabular Comparison**
- d. Guideline Synthesis**
- e. Full Text**
- f. Palm Download**
- g. Word Download**
- h. PDF Download**

- Don't Know/Never Used
- Not at All Useful
- Not Very Useful
- Somewhat Useful
- Fairly Useful
- Very Useful

9. When information you are seeking exists in NGC, how often are you able to find it in a reasonable amount of time?

- All of the time
- Most of the time
- Some of the time
- Rarely
- Never

10. When you type in a text keyword to perform a search of NGC, how would you rate the relevance of the resulting list of guidelines?

- Very Good
- Good
- Neutral
- Poor
- Very Poor

11. How easy or difficult is it to navigate the NGC Web site?

- Very Difficult
- Difficult
- Neutral
- Easy
- Very Easy

12. Which of the following ways of accessing NGC content do you find most useful (select all that apply)?

- Basic Search
- Detailed Search
- Organization Browse
- Disease/Condition Browse
- Treatment/Intervention Browse
- Complete Index
- What's New Weekly E-mail
- Frequently Requested Searches

13. From where do you primarily access NGC?

- From my computer at the office/work
- From my own computer at home
- From my computer at home and office/work, equally
- From a computer at a centralized facility (e.g., library, computer lab, community room)
- From a PDA (e.g., Pocket PC, Palm, other handheld device)
- Other: Please specify

14. How often do you use the Internet to find health care information?

- Daily or almost daily
- At least once a week
- Two to three times a month
- At least once a month
- Less than once a month

15. How often do you use NGC to find health care information?

- Less than once a month
- At least once a month
- Two to three times a month

- At least once a week
- Daily or almost daily

16. How would you describe your own level of experience with clinical practice guidelines (e.g., methodology, development, implementation)?

- "I am very experienced with clinical practice guidelines."
- "I am somewhat experienced with clinical practice guidelines."
- "I am somewhat inexperienced with clinical practice guidelines."
- "I am very inexperienced with clinical practice guidelines."

17. Please indicate your reason(s) for using NGC. Check all that apply.

- To find clinical practice guidelines
- To improve my practice/patient care
- To compare guidelines
- To aid in the development of a clinical practice guideline
- For academic/medical research
- For school assignment
- For personal research
- Because of the accessibility of guidelines
- Other (Please describe in space below)

18. Do you currently subscribe to the weekly "What's New" email?

- Yes
- No

(If no, skip to #21)

19. Please indicate which of the following components of the weekly "What's New" email feature are useful. Check all that apply:

- New/updated information posted to the NGC Web site
- Newly submitted guidelines
- Health Awareness Topics
- Effective Health Care
- Guideline Literature
- Conference News
- Healthy People 2010
- NGC Spotlight
- Recent U.S. Food and Drug Administration (FDA) Advisories
- NGC's Sister Resources
- Other Resources
- Search Box
- Subscription Management

20. What changes, if any, would you like to see in the weekly "What's New" feature?

(Text box)

21. What features and/or guideline attributes would you like to see added/changed in NGC or in the NGC Summary?

22. Please provide us with any additional comments you might have about NGC or about this survey.

23. Have you ever taken any of NGC's annual surveys in previous years?

- Yes
- No

24. Have you previously completed the 2008 8th Annual NGC survey?

- Yes
- No

Section 3

25. How did you learn about NGC?

- General-purpose Web search engine (e.g., Google, Yahoo, etc.)
- Link from another health-related Web site (e.g., NLM, Medscape, AMA, AHIP, etc.)
- Print media (e.g., healthcare trade publications, medical journals, general interest publications, etc.)
- Word of mouth, or from a colleague or friend
- Other: Please Describe

Please Note: If you are a first time user of NGC and have only completed sections 1 and 3 of the survey, we invite you to consider taking the survey in its entirety after you have had a chance to use the site. You can access the survey through a link included at the top of every Summary or through a link included in the "NGC News," on the NGC home page, www.guideline.gov.

Thank you for taking NGC's 8th Annual Customer Satisfaction Survey! If you would like to modify any of your answers to earlier questions, please press the "Previous" button below. Press the "Save survey" button to send us your responses and return to the NGC Home page.

[< Previous](#)

[Save survey and proceed to NGC home page](#)

If you have any questions about this survey, please contact:

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