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CDC NPIN Products and Services Survey

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Dear CDC NPIN products and services user,

We are conducting a brief survey on users' experiences with the products and services provided by NPIN. Your feedback will help us enhance and improve our products and services to better meet your needs. Your responses are voluntary. We value your feedback, and your opinions and suggestions are important to us. We will not ask you for any identifying information, and all survey responses will be analyzed in the aggregate.

Please answer the following questions as candidly as you can. Thank you for your input!

Sincerely,

CDC NPIN Team

Your Expectations and Satisfaction

1. Before you started to use NPIN products/services, what expectations did you have for the overall quality of the products/services?
 - Very high expectations
 - High expectations
 - Neutral
 - Low expectations
 - Very low expectations

2. Now, after having used NPIN products/services, how would you rate their overall quality?
 - Excellent
 - Good
 - Average
 - Below Average
 - Poor

3. How satisfied are you with the products/services?
 - Very satisfied
 - Satisfied
 - Neutral
 - Dissatisfied
 - Very dissatisfied

4. Considering your expectations and experiences with NPIN, to what extent has the products/services met your expectations?
 - Exceeds expectations
 - Meets expectations

- Neutral
- Somewhat meets expectations
- Does not meet expectations

NPIN Customer Service

5. How satisfied are you with the customer service you receive from NPIN?
- Very Satisfied
 - Satisfied
 - Neutral
 - Dissatisfied
 - Very Dissatisfied
 - N/A
6. How responsive is NPIN staff to meeting your request(s)?
- Very responsive
 - Responsive
 - Neutral
 - Somewhat responsive
 - Not responsive
 - N/A

Use of NPIN Products/Services

7. In the past 12 months, how often have you used NPIN products/services?
- Daily
 - Weekly
 - Monthly
 - Annually
 - Occasionally
 - Once
8. In the past 12 months, what types of NPIN products/services have you used? (Please mark all that apply.)
- Conference Weekly Update electronic mailing list
 - Conferences searchable database
 - Connections bimonthly newsletter
 - Data Feeds/Web Services
 - Downloadable Materials searchable database
 - Facebook page
 - Find TB Resources E-Mail List
 - Funding searchable database
 - Funding Announcements Weekly Update electronic mailing list
 - HIV/STD Test Locator Widget

- LinkedIn Group
- Live help from NPIN information specialists
- News, Conferences, and Funding Feeds
- News/features
- Organizations Data Feeds/Web Services
- Organizations searchable database
- Other communication tools (e.g., instant messaging, chat rooms, blogs, etc.)
- Prevention News Daily Update electronic mailing list
- Stop TB in the African-American Community electronic mailing list
- TB-EDucate electronic mailing list
- TB-Related News and Journal Items Weekly Update electronic mailing list
- TB Behavioral and Social Science electronic mailing list
- Tollfree Line
- Twitter Feed
- Other (Specify _____)

9. Between Live Chat and 1-800 number, which one would you prefer and why?

Relevance to Your Work

10. On a scale of 1 to 5, how useful are the following NPIN products/services to your work? (1=not at all helpful, 5=very helpful; N/A=not applicable)

- Conference Weekly Update electronic mailing list
- Conferences searchable database
- Connections bimonthly enewsletter
- Data Feeds/Web Services
- Downloadable Materials searchable database
- Facebook page
- Find TB Resources E-Mail List
- Funding searchable database
- Funding Announcements Weekly Update electronic mailing list
- HIV/STD Test Locator Widget
- LinkedIn Group
- Live help from NPIN information specialists
- News, Conferences, and Funding Feeds
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- Organizations Data Feeds/Web Services
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- TB Behavioral and Social Science electronic mailing list
- Tollfree Line
- Twitter Feed
- Other (Specify _____)

Future Use of NPIN Products and Services

11. How likely are you to use NPIN products/services in the future?
- Very likely
 - Likely
 - Neutral
 - Somewhat likely
 - Not likely
12. Would you recommend NPIN products/services to a colleague or friend?
- Yes
 - No

How to Better Meet Your Needs

13. What other sources of products/services about the prevention and treatment of HIV/AIDS, STDs, TB, and viral hepatitis do you frequently use?
14. Please list your suggestions to enhance NPIN's products/services.
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15. What products/services would be useful to your work but are not currently available from NPIN?
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Background Information

16. How did you first learn about NPIN?
- Internet search engine
 - Link from a Web site
 - NPIN booth/exhibit at conference
 - Word-of-mouth from professional colleague
 - CDC source
 - Seeing NPIN products
 - Forwarded NPIN listserv
 - Mentions of NPIN in newsletter or magazine
 - Blog/wiki/podcast/feed/XML
 - Twitter
 - Facebook
 - LinkedIn
 - Other (*Please specify _____*)
17. For what type of organization do you work?
- State health department
 - Local/county health department
 - Community-based organization
 - Private, for profit organization
 - Clinical setting (health clinic or hospital)
 - Other (Specify _____)
18. Which of the following populations/target audiences(s) does your organization serve? (Please mark all that apply.)
- African American
 - Hispanic/Latino
 - Asian/Pacific Islander
 - American Indian/Alaska Native
 - White
 - Gay/Lesbian/Bisexual/transgender
 - Intravenous drug-user(s)/other drug/alcohol abuse
 - People with multiple sexual partners
 - Immigrant population(s)
 - Speakers of primary language other than English
 - Special communication needs, such as hearing-impaired or blind
 - Other (Specify _____)

Thank you for completing this survey!
We at NPIN appreciate your assistance in helping us identify how we can better serve you.