

CDC NPIN Web Site User Survey (OMB No. 0920-0768) - Windows Internet Explorer

http://www.keysurvey.com/Member/ObjectDesign/DesignPreviewObject.jsp?VMODE=1&authStart=1&AR

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Results from the 2007 NSD... Results from the 2007 NSD... Facebook: CDC NPIN (2) Facebook: CDC NPIN SAIS Online Learning Cente...

CDC NPIN Web Site User Survey (OMB No. 0920-0768)

**1. How would you rate the overall quality of the NPIN Web site?**

- Excellent
- Good
- Average
- Below average
- Poor

**2. Considering your expectations and experiences with NPIN, to what extent has the NPIN Web site met your expectations?**

- Exceeds expectations
- Meets expectations
- Somewhat meets expectations
- Neutral
- Does not meet expectations

**3. Did you find the NPIN Web site easy to navigate?**

- Very easy to navigate
- Easy to navigate
- Somewhat easy to navigate
- Undecided
- Not easy to navigate

**Relevance to Your Work**

**4. What type of content do you look for on the NPIN Web site? (Please check all that apply.)**

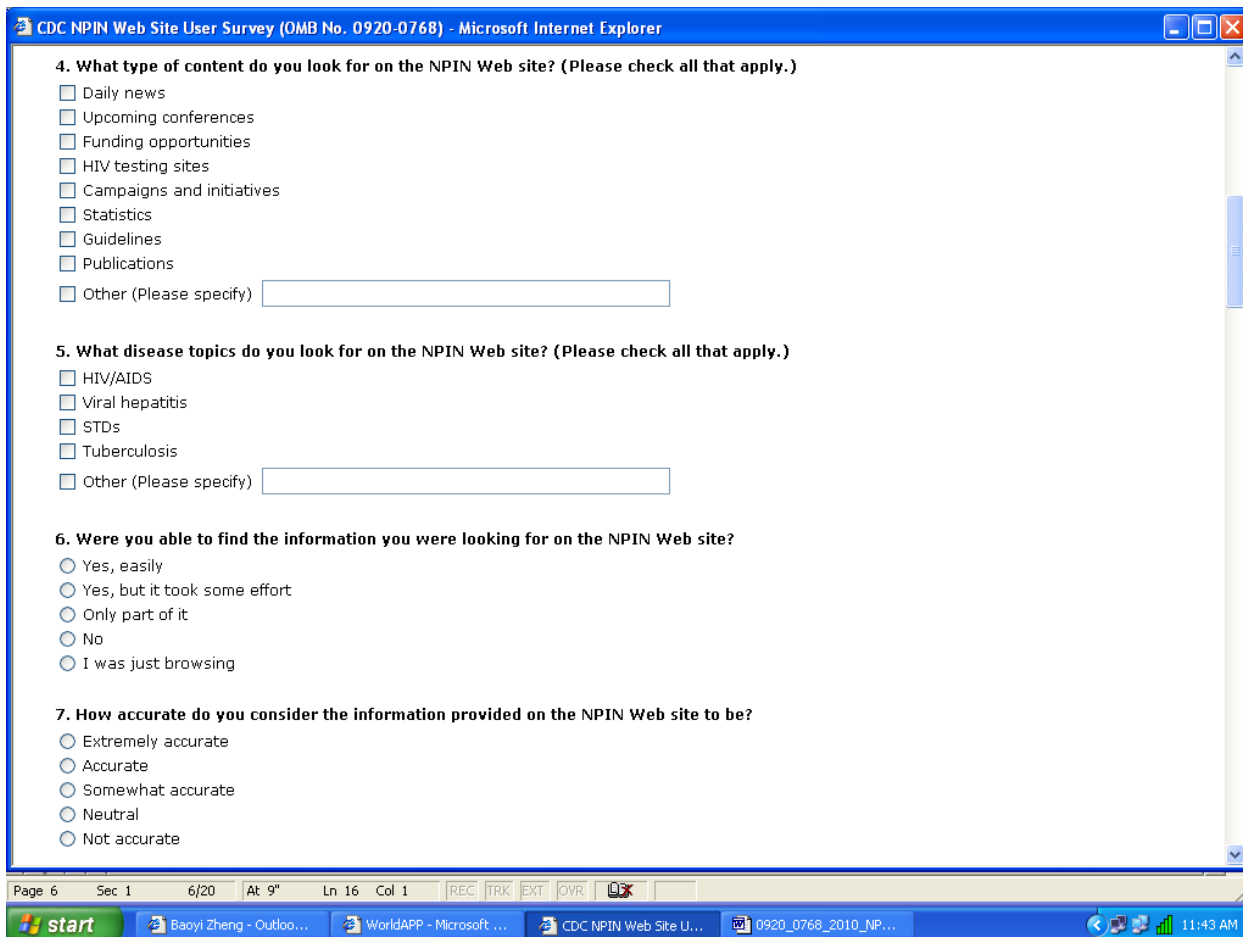
- Daily news
- Upcoming conferences

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Inbox - Microso... NPIN OMB Final 0920\_0768\_20... Document1 - Mi... WorldAPP - Win... CDC NPIN Web ...

10:38 AM Thursday 3/10/2011



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**8. On a scale of 1 to 5, how useful are the following sections of the NPIN Web site? (1=not at all useful, 5=very useful; N/A=not applicable)**

	5. Very useful	4. Somewhat useful	3. Neutral	2. Somewhat useless	1. Very useless	Did not use
Links to related sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Testing sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Daily news	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conferences and conference database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New funding and funding database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organization database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ordering educational materials and other resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic mailing lists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
News feed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conference feed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Funding feed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**9. What do you think of the process of subscribing to the electronic mailing lists?**

Very easy      Relatively easy      Complicated      Very complicated      I am not an electronic mailing list subscriber      If no, why not?

**10. How do you plan to use the information provided on the NPIN Web site?**

**Use of the NPIN Web Site**

**11. Which of the following sections of the NPIN Web site do you use most frequently? (Please check all that apply.)**

Links to related sites

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**Use of the NPIN Web Site**

**11. Which of the following sections of the NPIN Web site do you use most frequently? (Please check all that apply.)**

- Links to related sites
- Testing sites
- Daily news
- Conferences and conference database
- New funding and funding database
- Organization database
- Ordering educational materials and other resources
- Statistics
- Campaigns and initiatives

**12. In the past 12 months, how often have you visited the NPIN Web site?**

- Daily
- Weekly
- Monthly
- Occasionally
- This is my first time

**Future Use of the NPIN Web Site**

**13. How likely are you to use the NPIN Web site in the future?**

- Very likely
- Likely
- Somewhat likely
- Not sure
- Not likely

**14. Would you recommend the NPIN Web site to a colleague or friend?**

Yes  No  If no, why not?

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**14. Would you recommend the NPIN Web site to a colleague or friend?**

Yes  No  If no, why not?

**15. To what extent do you rely on the NPIN Web site for information on prevention and treatment of HIV/AIDS, viral hepatitis, STDs, and TB compared with other Web sites that provide similar information?**

I rely solely on the NPIN Web site  
 I rely heavily on the NPIN Web site  
 I rely moderately on the NPIN Web site  
 I rely very little on the NPIN Web site  
 I do not rely at all on the NPIN Web site

**16. What other Web sites do you frequently use to obtain information about the prevention and treatment of HIV/AIDS, viral hepatitis, STDs, and TB?**

**17. Using the following 5-point scale, please rate how the NPIN Web site compares with the Web sites specified in Question 16 on the following characteristics.**

	5. NPIN Web site is better	4. NPIN Web site is somewhat better	3. All the Web sites are about the same	2. NPIN Web site is somewhat worse	1. NPIN Web site is worse	I don't have an opinion
Ease of accessing the Web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of navigating the Web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of searching for information on the Web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of information obtained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of information obtained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of information obtained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**18. Please list suggestions about how to improve the look and feel of the NPIN Web site**

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Usefulness of information obtained

Accuracy of information obtained

Relevance of information obtained

**18. Please list suggestions about how to improve the look and feel of the NPIN Web site.**

**19. Please list suggestions about how to improve the content and organization of the NPIN Web site.**

**20. What information would be helpful to your work that is currently not available on the NPIN Web site?**

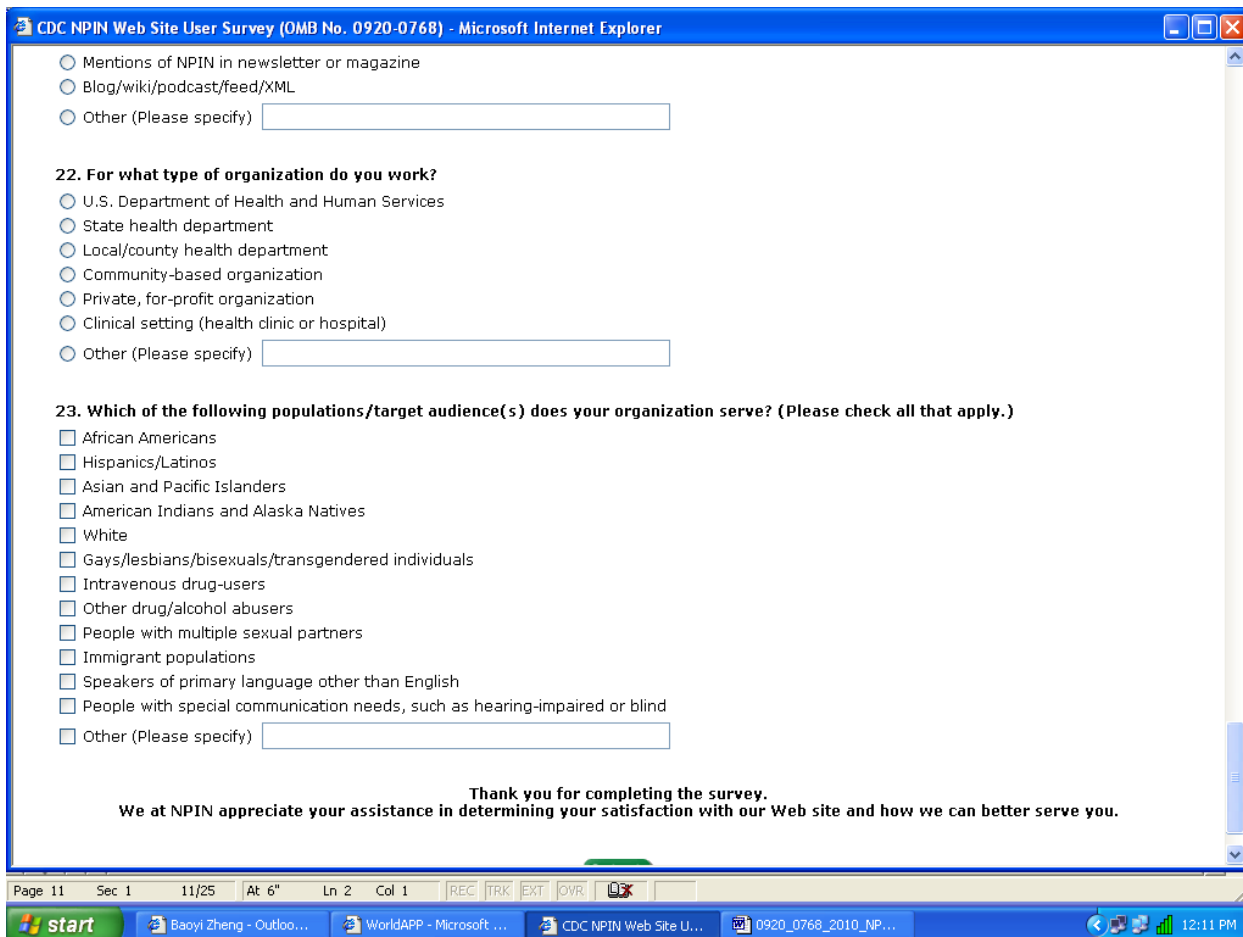
**Background Information**

**21. How did you first learn about the NPIN Web site?**

- Internet search engine
- Link from a Web site
- NPIN booth/exhibit at conference
- Word-of-mouth from professional colleague
- CDC source
- Online NPIN products

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**CDC NPIN Products and Services User Survey**  
(OMB No. 0920-0768)

Form Approved  
OMB No.: 0920-0768  
Exp. Date: March 31, 2014

CDC NPIN Products and Services User Survey

Public reporting burden of this collection of information is estimated to average 13 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 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 CDC/ATSDR Reports Clearance Officer, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-0768).

Dear NPIN products and services user,

We are conducting a brief survey on NPIN users' experiences with the products and services provided by NPIN. The feedback you provide will help NPIN enhance our products and services to better meet your needs. 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 and reported in the aggregate. Your participation is completely voluntary.

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 and services, what expectations did you have for the overall quality of the products and services?**

Very high expectations  
 High expectations

Done

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Results from the 2007 NSD... Facebook CDC NPIN (2) Facebook CDC NPIN SAIS Online Learning Cente...

CDC NPIN Products and Services User Survey (OMB N...

Sincerely,  
CDC NPIN Team

**Your Expectations and Satisfaction**

**1. Before you started to use NPIN products and services, what expectations did you have for the overall quality of the products and services?**

Very high expectations  
 High expectations  
 Neutral  
 Low expectations  
 Very low expectations

**2. Now, after having used NPIN products and services, how would you rate their overall quality?**

Excellent  
 Good  
 Average  
 Below average  
 Poor

**3. How satisfied are you with NPIN products and services?**

Very satisfied  
 Satisfied  
 Neutral  
 Dissatisfied  
 Very dissatisfied

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Neutral  
 Dissatisfied  
 Very dissatisfied

**4. Considering your expectations and experiences with NPIN, to what extent has the products and services met your expectations?**

Exceeds expectations  
 Meets expectations  
 Somewhat meets expectations  
 Neutral  
 Does not meet expectations

CDC NPIN Customer Service

**5. In the past 12 months, how often have you ordered products from NPIN?**

Daily  
 Weekly  
 Monthly  
 Once  
 Never  
 Other (Please specify)

**6. What methods do you use to order products from NPIN? (Please check all that apply.)**

Mail  
 Internet  
 Over the phone  
 Fax  
 Email  
 Live Chat  
 N/A  
 Other (Please specify)

**7. How satisfied are you with the delivery of your order(s)?**

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Live chat  
 N/A  
 Other (Please specify)

**7. How satisfied are you with the delivery of your order(s)?**

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
- N/A

**8. How satisfied are you with the customer service you receive from NPIN?**

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
- N/A

**9. How responsive is NPIN staff to your request(s)?**

- Very responsive
- Responsive
- Somewhat responsive
- Neutral
- Not responsive
- N/A

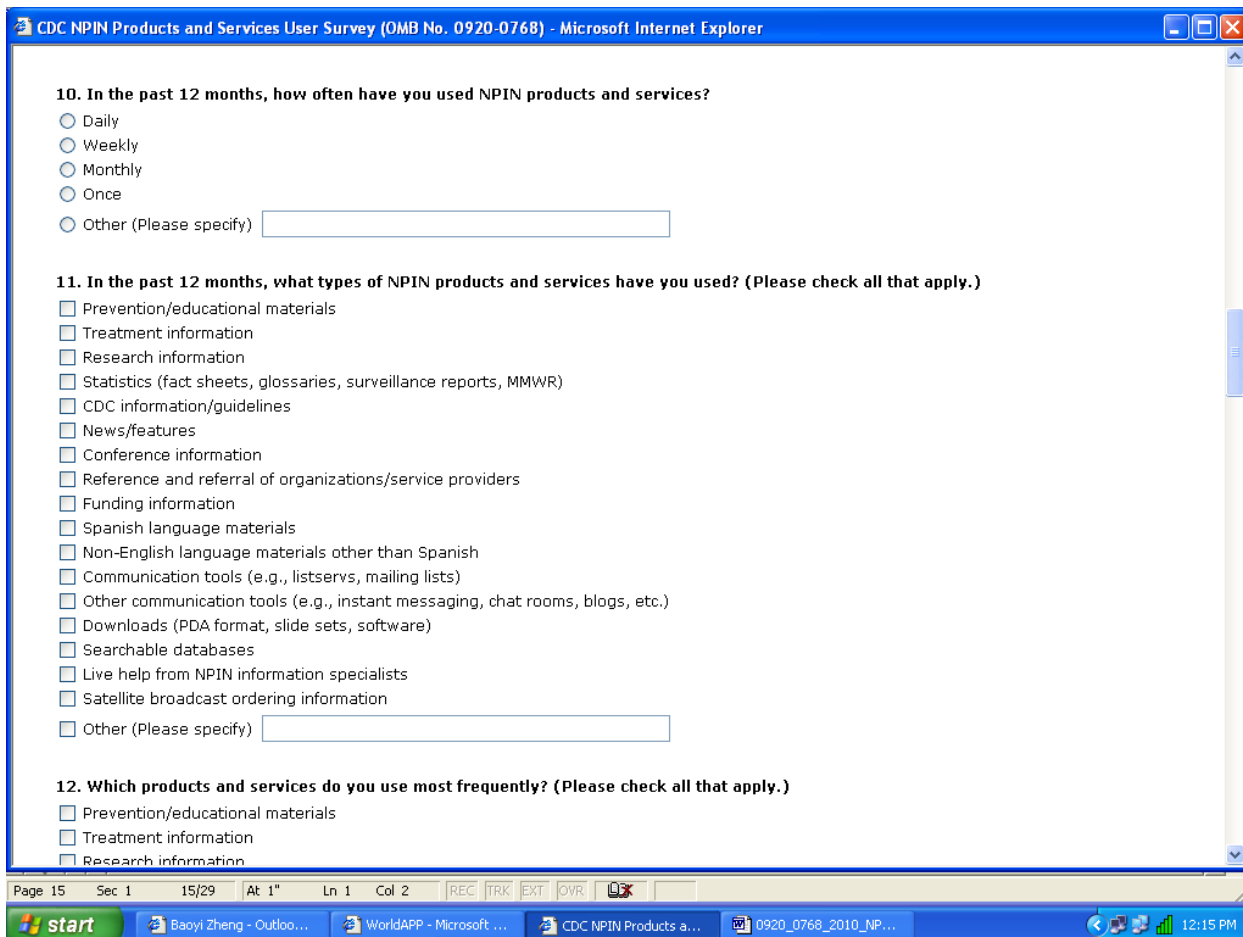
**Use of CDC NPIN Products and Services**

**10. In the past 12 months, how often have you used NPIN products and services?**

- Daily
- Weekly

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**12. Which products and services do you use most frequently? (Please check all that apply.)**

- Prevention/educational materials
- Treatment information
- Research information
- Statistics (fact sheets, glossaries, surveillance reports, MMWR)
- CDC information/guidelines
- News/features
- Conference information
- Reference and referral of organizations/service providers
- Funding information
- Spanish language materials
- Non-English language materials other than Spanish
- Communication tools (e.g., listservs, mailing lists)
- Other communication tools (e.g., instant messaging, chat rooms, blogs, etc.)
- Downloads (PDA format, slide sets, software)
- Searchable databases
- Live help from NPIN information specialists
- Satellite broadcast ordering information
- Other (Please specify)

**Relevance to Your Work**

**13. On a scale of 1 to 5, how useful are the following NPIN products and services to your work? (1=not at all useful, 5=very useful; 0=not applicable)**

	Not at all useful				Very useful	N/A
Prevention/educational materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treatment information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CDC information/guidelines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
News/features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conferences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference and referral of organizations/services providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Reports, MIMWVK

**14. How accurate do you consider the information provided by NPIN to be?**

- Extremely accurate
- Accurate
- Somewhat accurate
- Neutral
- Not accurate

**15. How have NPIN's products and services facilitated your work?**

**Future Use of NPIN Products and Services**


**16. How likely are you to use NPIN products and services in the future?**

- Very likely
- Likely
- Somewhat likely
- Not sure
- Not likely

**17. How likely are you to order products from NPIN again?**

- Very likely
- Likely
- Somewhat likely
- Not sure
- Not likely

**18. Would you recommend NPIN products and services to a colleague or friend?**

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Somewhat likely  
 Not sure  
 Not likely

**18. Would you recommend NPIN products and services to a colleague or friend?**

Yes       No       If no, please tell us why.

**How to Better Meet Your Needs**

**19. To what extent do you rely on NPIN products and services for information on prevention and treatment of HIV/AIDS, viral hepatitis, STDs, and TB compared with other sources of similar products and services?**

I rely solely on NPIN.  
 I rely heavily on NPIN.  
 I rely moderately on NPIN.  
 I rely very little on NPIN.  
 I do not rely at all on NPIN.

**20. What other sources of products and services on the prevention and treatment of HIV/AIDS, viral hepatitis, STDs, and TB do you frequently use?**

**21. Using the following 5-point scale, please rate how NPIN compares with the sources of products and services specified in Question #20 on the following characteristics.**

	1. NPIN is worse	2. NPIN is somewhat worse	3. All the sources of information are about the same	4. NPIN is somewhat better	5. NPIN is better	0. I don't have an opinion
Ordering products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**21. Using the following 5-point scale, please rate how NPIN compares with the sources of products and services specified in Question #20 on the following characteristics.**

	1. NPIN is worse	2. NPIN is somewhat worse	3. All the sources of information are about the same	4. NPIN is somewhat better	5. NPIN is better	0. I don't have an opinion
Ordering products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness to the customer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of product and service delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**22. Please list your suggestions to enhance NPIN's products and services.**

**23. What products and services would be useful to your work but are not currently available from NPIN?**

**Background Information**

**24. How did you first learn about NPIN?**

- Internet search engine
- Link from a website
- National Prevention Information Network booth/exhibit at conference
- Word-of-mouth from professional colleague
- CDC source

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Mentions of NPIN in newsletter or magazine  
 Blog/wiki/podcast/feed/XML  
 Other (Please specify)

**25. For what type of organization do you work?**

U.S. Department of Health and Human Services  
 State health department  
 Local/county health department  
 Community-based organization  
 Private, for-profit organization  
 Clinical setting (health clinic or hospital)  
 Other (Please specify)

**26. Which of the following populations/target audience(s) does your organization serve? (Please check all that apply.)**

African Americans  
 Hispanics/Latinos  
 Asian and Pacific Islanders  
 American Indians and Alaska Natives  
 White  
 Gays/lesbians/bisexuals/transgendered individuals  
 Intravenous drug-users  
 Other drug/alcohol abusers  
 People with multiple sexual partners  
 Immigrant populations  
 Speakers of primary language other than English  
 People with special communication needs, such as hearing-impaired or blind  
 Other (Please specify)

**Thank you for completing the survey.**  
**We at CDC NPIN appreciate your assistance in determining your satisfaction with NPIN products and services and how we can better serve you.**

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