Appendix E

NPIN Products and Services User Survey

Form Approved
OMB No. 0920- XXXX
Exp. Date: __xx/xx/20xx____

NPIN Products and Services User Survey

Public reporting burden of this collection of information is estimated to average 15 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-XXXX).

Please respond to all survey items. This survey will take on average 15 minutes to complete.

Your Expectations and Satisfaction

1.	Before you started to use NPIN products/services, what expectations did you have for the		
		quality of the products/services? Very high expectations	
	П	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.	In the past 12 months, how often have you ordered products from NPIN? □ Daily □ Weekly □ Monthly □ Annually □ Occasionally □ Once □ Never
6.	What methods do you use to order products from NPIN? (Select all that apply.) Mail Internet Over the phone Fax Email Live Chat Other (Specify) N/A
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 meeting your request(s)? □ Very responsive □ Responsive □ Neutral □ Somewhat responsive □ Not responsive □ N/A

Use of NPIN Products/Services

10. In the past 12 months, how often have you used NPIN products/services?		
	Daily	
	Weekly	
	Monthly	
	Annually	
	Occasionally	
	Once	
11. In the p	past 12 months, what types of NPIN products/services have you used? (Please	
mark a	ll 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 (Specify)	

12. Which products/services do you use most frequently? (Please mark 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)	
	Live help from NPIN information specialists	
	Satellite broadcast ordering information	
	Other (Specify)	
	cale of 1 to 5, how useful are the following NPIN products/services to your work? at all helpful, 5=very helpful; N/A=not applicable) Prevention/educational materials Treatment information Research information CDC information/guidelines News/features Conferences Reference and referral of organizations/services 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	
- 14. Do voi	Statistics (fact sheets, glossaries, surveillance reports, MMWR) I find the information provided by NPIN to be current?	
	Yes No	

15. Hov	w accurate do you consider the information provided by NPIN to be? □ Extremely Accurate
	□ Accurate
	□ Neutral
	□ Somewhat Accurate
	□ Not Accurate
16. Hov	w have NPIN's products/services facilitated your work?
Future Use	of NPIN Products and Services
17. Hov	w likely are you to use NPIN products/services in the future?
	□ Very likely
	□ Likely
	□ Neutral
	□ Somewhat likely
	□ Not likely
18. Ho	w likely are you to order products from NPIN again?
	□ Very likely
	□ Likely
	□ Neutral
	□ Somewhat likely
	□ Not likely
19. Wo	uld you recommend NPIN products/services to a colleague or friend?
	□ Yes
	□ No
How to Bet	ter Meet Your Needs
20. To	what extent do you rely on NPIN for products/services about the prevention and
trea	tment of HIV/AIDS, STDs, TB, and viral hepatitis compared to other sources of
sim	ilar products/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.
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	at other sources of products/services about the prevention and treatment of
HIV	//AIDS, STDs, TB, and viral hepatitis do you frequently use?

22.	Using the following 5-point scale, please rate how NPIN compares to the sources of products/services specified in Question #21 on the following characteristics.
	NPIN is better 1
	NPIN is somewhat better 2
	All the sources of information are about the same
	NPIN is somewhat worse 4
	NPIN is somewhat worse 4 NPIN is worse 5
	I don't have an opinion 6
	aOrdering products/services
	bUsefulness of products/services
	cAccuracy of products/services
	dResponsiveness to the customer
	eTimeliness of product/service delivery
23.	Please list your suggestions to enhance NPIN's products/services.
24.	What products/services would be useful to your work but are not currently available from NPIN?
Backgr	ound Information
25.	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
	☐ Seeing National Prevention Information Network products
	☐ Receiving forwarded NPIN listserv
	☐ Mentions of NPIN in newsletter or magazine
	☐ Blog/wiki/podcast/RSS/XML
	☐ Other (Specify)
	- other (openly)
26.	For what type of organization do you work?
20.	☐ State health department
	☐ Local/county health department
	☐ Community-based organization
	☐ Private, for profit organization

L	Clinical setting (health clinic or hospital)
	Other (Specify)
27. Which	n of the following populations/target audiences(s) does your organization serve?
(Pleas	e 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)
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Thank you for completing the survey!

NPIN appreciates your assistance in determining your satisfaction with its products and services and how we can better serve you.