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National Institute of Diabetes and Digestive and Kidney Disease Customer Satisfaction Survey Submission Questions

1. **Which Clearinghouse(s) did you contact? (check all that apply)**
   1. National Diabetes Information Clearinghouse (NDIC)
   2. National Digestive Diseases Information Clearinghouse (NDDIC)
   3. National Kidney and Urologic Diseases Information Clearinghouse (NKUDIC)
   4. Not sure
2. **How did you first hear about the Clearinghouse(s)? (check all that apply)**
   1. Health professional (physician, nurse, dietitian, etc.)
   2. Newspaper or magazine
   3. Professional meeting
   4. Internet or email
   5. NIDDK publications
   6. Friend or family
   7. Other (please specify)\_\_\_\_\_\_\_
3. **How did you contact the Clearinghouse(s)? (check all that apply)**
   1. Phone
   2. Email
   3. NIDDK website
   4. Mail
   5. Conference / Exhibit
   6. Fax
4. **Including this most recent contact, how many times have you contacted the Clearinghouse(s) in the last 12 months?**
   1. Once
   2. Twice
   3. Three or more times
5. **Please rate the helpfulness of the person with whom you most recently communicated**.
   1. Excellent
   2. Above average
   3. Average
   4. Below average
   5. Poor
   6. Not applicable
6. **What products or services did you receive? (check all that apply)**
   1. Booklets
   2. Fact sheets
   3. Photocopied articles
   4. Referral to other organizations
   5. Information over the phone
   6. Other (please specify)\_\_\_\_\_\_\_\_
   7. Did not receive products or services
7. **Overall, how would you rate the usefulness of the information you received?**
   1. Excellent
   2. Above average
   3. Average
   4. Below average
   5. Poor
8. **If you received material in the mail, how soon did you receive it after ordering?**
   1. Less than 3 weeks
   2. 3-5 weeks
   3. Longer than 5 weeks
9. **If you requested information by email, how soon did you get a response?**
   1. 1-4 business days
   2. 5-8 business days
   3. 9 or more business days
10. **If you used the NIDDK website, how easy was it to access information?**
    1. Very easy
    2. Somewhat easy
    3. Average
    4. Somewhat difficult
    5. Very difficult
11. **Do you have additional comments or suggestions?**
12. **Please check which category best describes you in your search for health information.**
    1. Dietitian
    2. Educator
    3. Friend or family
    4. Nurse / Nurse practitioner
    5. Other health professional
    6. Patient
    7. Physician
    8. Student
    9. Writer / Editor
    10. Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
13. **I am**
    1. 18 years old or younger
    2. 19-30 years old
    3. 31-55 years old
    4. 56-75 years old
    5. 76 years old or older