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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)**
 - a. National Diabetes Information Clearinghouse (NDIC)
 - b. National Digestive Diseases Information Clearinghouse (NDDIC)
 - c. National Kidney and Urologic Diseases Information Clearinghouse (NKUDIC)
 - d. Not sure
2. **How did you first hear about the Clearinghouse(s)? (check all that apply)**
 - a. Health professional (physician, nurse, dietitian, etc.)
 - b. Newspaper or magazine
 - c. Professional meeting
 - d. Internet or email
 - e. NIDDK publications
 - f. Friend or family
 - g. Other (please specify)_____
3. **How did you contact the Clearinghouse(s)? (check all that apply)**
 - a. Phone
 - b. Email
 - c. NIDDK website
 - d. Mail
 - e. Conference / Exhibit
 - f. Fax
4. **Including this most recent contact, how many times have you contacted the Clearinghouse(s) in the last 12 months?**
 - a. Once
 - b. Twice
 - c. Three or more times

5. **Please rate the helpfulness of the person with whom you most recently communicated.**
 - a. Excellent
 - b. Above average
 - c. Average
 - d. Below average
 - e. Poor
 - f. Not applicable
6. **What products or services did you receive? (check all that apply)**
 - a. Booklets
 - b. Fact sheets
 - c. Photocopied articles
 - d. Referral to other organizations
 - e. Information over the phone
 - f. Other (please specify)_____
 - g. Did not receive products or services
7. **Overall, how would you rate the usefulness of the information you received?**
 - a. Excellent
 - b. Above average
 - c. Average
 - d. Below average
 - e. Poor
8. **If you received material in the mail, how soon did you receive it after ordering?**
 - a. Less than 3 weeks
 - b. 3-5 weeks
 - c. Longer than 5 weeks
9. **If you requested information by email, how soon did you get a response?**
 - a. 1-4 business days
 - b. 5-8 business days
 - c. 9 or more business days
10. **If you used the NIDDK website, how easy was it to access information?**
 - a. Very easy
 - b. Somewhat easy
 - c. Average
 - d. Somewhat difficult
 - e. Very difficult
11. **Do you have additional comments or suggestions?**

12. Please check which category best describes you in your search for health information.

- a. Dietitian
- b. Educator
- c. Friend or family
- d. Nurse / Nurse practitioner
- e. Other health professional
- f. Patient
- g. Physician
- h. Student
- i. Writer / Editor
- j. Other (please specify) _____

13. I am

- a. 18 years old or younger
- b. 19-30 years old
- c. 31-55 years old
- d. 56-75 years old
- e. 76 years old or older