

HIC IVR Customer Satisfaction Survey for Quality Text

Public reporting burden for this collection of information is estimated to average 2 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: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0648*). Do not return the completed form to this address.

1. Were you satisfied with how quickly your call was answered? Press "1" for yes, "2" for no.
2. Did you receive the information you were looking for? Press "1" for yes, "2" for partially, and "3" for no.
3. How satisfied were you with how the information specialist responded to your question or request? Were you extremely satisfied, somewhat satisfied, satisfied, or not very satisfied. Press "1" for extremely satisfied, "2" for somewhat satisfied, "3" for satisfied, "4" for not very satisfied, or "5" for not at all satisfied.
4. How likely are you to recommend the National Heart, Lung, and Blood Institute and its publications and services to others? Please press the number on a scale of 0 to 9, with 0 indicating very unlikely and 9 very likely:

Least Likely Most Likely
0 1 2 3 4 5 6 7 8 9
5. Do you have any comments about the service you received or how the National Heart, Lung, and Blood Institute can better serve you? Press "1" for yes [note: redirects to a voicemail box], "2" for no.

Note: We will review the open-ended responses and transcribe a sampling for inclusion in the Quarterly Reports.