

NHLBI Customer Satisfaction Survey Online Form

The screenshot shows a web browser window with the URL <http://testnhlibisolutions.com/catalog/customer/survey?lid=06g%2>. The browser tabs include "Cancer Treatment and Oral He...", "Default Error Page", "Oral Cancer: Causes and Symp...", and "Order Satisfaction Survey". The page header features the NIH logo and the text "National Heart, Lung, and Blood Institute". Navigation links include "Sign In", "Create an Account", "Advanced Search", "SEARCH", "Contact Us", "Help", "Catalog Home", and "NHLBI Home".

Your opinion matters! Please take a moment to answer a few questions about the quality of the service you received.

OMB #0925-XXXX, Expiration TBD
Public reporting burden for this collection of information is estimated to average 4 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-xxxx). Do not return the completed form to this address.

1. How did you contact the National Heart, Lung, and Blood Institute Health Information Center? *
2. What was the nature of your request? *
3. How satisfied were you with how quickly your request was handled? *
4. How satisfied were you with how the information specialist responded to your question or request? *
5. Did you receive or find the information you were looking for? *
6. What health topic did you receive information on from the National Heart, Lung, and Blood Institute? (Select as many as are applicable.) *

The Windows taskbar at the bottom shows the system clock as 3:49 PM on 9/10/2013.

http://testnhlbi.ig solutions.com/catalog/customer/survey/Id=06g%2D... Cancer Treatment and Oral He... Default Error Page Oral Cancer Causes and Symp... Order Satisfaction Survey

Keywords: NHLBI IQpedia Suggested Sites Get more Add-ons Free Hotmail

Select one

5. Did you receive or find the information you were looking for? *

Select one

6. What health topic did you receive information on from the National Heart, Lung, and Blood Institute? (Select as many as are applicable.) *

Healthy eating
Overweight and Physical Activity
Blood diseases and conditions
Heart and vascular diseases and conditions
Lung diseases and conditions
Sleep disorders
Clinical trials
Other

Please tell us about your overall impression of the National Heart, Lung, and Blood Institute

7. On a scale of 0 to 9, with 0 indicating least likely and 9 most likely, how likely are you to recommend the National Heart, Lung, and Blood Institute and its publications and services to others? *

Select one

8. Overall, how helpful was the information you received? *

Select one

9. Overall, was the information you received easy to understand? *

Select one

10. Do you have any comments concerning the service or information you received or how the National Heart, Lung, and Blood Institute can better serve you? *

3:50 PM
9/10/2013

http://testnhlbi.ig solutions.com/catalog/customer/survey/Id=06g%2D... Cancer Treatment and Oral He... Default Error Page Oral Cancer Causes and Symp... Order Satisfaction Survey

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Please tell us a little bit about you

11. Do you view or download health information from the Internet? *
(if No, skip to question 14)

Select one

12. In the first column, please place a check beside all devices you have access to in your home or business. In the second column, check the one device you prefer for viewing/accessing online health information.

	Home * (check all that apply)	Preferred * (Select one)
Desktop or laptop computer	<input type="checkbox"/>	<input type="radio"/>
Tablet or e-reader	<input type="checkbox"/>	<input type="radio"/>
Smartphone	<input type="checkbox"/>	<input type="radio"/>
Cell phone without Internet access	<input type="checkbox"/>	<input type="radio"/>

13. What format do you prefer to view/read health information?
(Select as many as are applicable.) *

Audio or Video
eBook
HTML (on computer)
Mobile (on a phone or tablet)
PDF
Printed copy
Other

14. Do you use social media to view or engage in discussions about health information? *

Select one

If yes, please check all the social media sites or types you use regularly.

Blogs
 Facebook
 Google
 Health forums or list-serves
 LinkedIn
 Pinterest
 Reddit
 StumbleUpon

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13. What format do you prefer to view/read health information?
(Select as many as are applicable.) *

Audio or Video
eBook
HTML (on computer)
Mobile (on a phone or tablet)
PDF
Printed copy
Other

14. Do you use social media to view or engage in discussions about health information? *

Select one

If yes, please check all the social media sites or types you use regularly.

Blogs
 Facebook
 Google
 Health forums or list-serves
 LinkedIn
 Pinterest
 Reddit
 StumbleUpon
 Tumblr
 Twitter
 YouTube
 Other

15. Please indicate your occupation: *

Select one

You have completed our survey. Thank you for your opinion!

Submit

Twitter Facebook YouTube

SEARCH | ACCESSIBILITY | READERS & PLAYERS | SITE INDEX | OTHER SITES | PRIVACY STATEMENT | FOIA | CONTACT US | OIG

Have a suggestion? Having Difficulties? We're here to help.

Email the NHLBI Health Information Center at NHLBIInfo@nhlbi.nih.gov or call 301-592-8573 (10 a.m. - 4 p.m., EST, M-F).

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U.S. Department of Health & Human Services NIH National Institutes of Health

National Heart, Lung, and Blood Institute

Sign In | Create an Account | Advanced Search

SEARCH

Contact Us | Help | Catalog Home | NHLBI Home

Catalog Home > Survey

Order Satisfaction Survey

Your response has been successfully submitted.

Return to catalog home.

Twitter Facebook YouTube

SEARCH | ACCESSIBILITY | READERS & PLAYERS | SITE INDEX | OTHER SITES | PRIVACY STATEMENT | FOIA | CONTACT US | OIG

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National Institutes of Health Department of Health and Human Services USA.gov

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9/10/2013