Attachment A: Changes to the previously approved NCHS Website User Customer Satisfaction Survey Questions

You've been invited to participate in a brief, ~~17~~14-question customer satisfaction survey. This survey will NOT capture any personally-identifiable information. All submissions are voluntary and anonymous. Your participation is extremely important, and will be used to improve NCHS' products and services. All information will be treated in a secure manner ~~confidentially~~. Thank you for helping NCHS.

1. Before today, about how many times have you visited the NCHS web site in the last year?
   a. Never
   b. 1-5 times
   c. 6-11 times (less than once a month)
   d. 12-23 times
   e. 24 times or more (twice a month or more)
   f. Don't recall

2. Please indicate your opinion about the NCHS web site and the information you obtain from it.
   a. Information is easy to find.
      i. Strongly agree
      ii. Agree
      iii. Neutral
      iv. Disagree
         1. If select disagree or strongly disagree, ask additional question of "Please describe what information you are looking for and how it was not easy to find."
      v. Strongly disagree

> > > > 1. If select disagree or strongly disagree, ask additional question of "Please describe what information you are looking for and how it was not easy to find."
> > > vi. N/A
> > b. Information is easy to interpret.
> > > i. Strongly agree
> > > ii. Agree
> > > iii. Neutral
> > > iv. Disagree
> > > > 1. If select disagree or strongly disagree, ask additional question of "Please describe what information you obtained and how it was not easy to interpret."
> > > v. Strongly disagree
> > > > 1. If select disagree or strongly disagree, ask additional question of "Please describe what information you obtained and how it was not easy to interpret."
> > > vi. N/A
> > c. Information is relevant.
> > > i. Strongly agree
> > > ii. Agree
> > > iii. Neutral
> > > iv. Disagree
> > > v. Strongly disagree
> > > vi. N/A
> > d. Information is accurate.
> > > i. Strongly agree
> > > ii. Agree
> > > iii. Neutral
> > > iv. Disagree
> > > v. Strongly disagree
> > > vi. N/A
> > e. Information is timely
> > > i. Strongly agree
> > > ii. Agree
> > > iii. Neutral
> > > iv. Disagree
> > > v. Strongly disagree
> > > vi. N/A

3. ~~How do you usually access the NCHS web site?~~
   a. ~~Bookmark or favorites~~
   b. ~~Link from other site~~
   c. ~~Search engine (such as Google, Yahoo, or Bing)~~
   d. ~~Typed the web address directly~~
   e. ~~Other (specify)~~

4. On the most recent occasion that you visited the NCHS website, why did you visit it? (Check all that apply)
    a. To obtain statistics on a health topic
    b. To download a specific report, publication, or data table
    c. To download public use micro-data files or obtain information about these files
    d. To identify survey methods or data collection forms to apply to your own research
    e. Received an e-mail about survey through NCHS listserv
    f. To view a presentation
    g. Other (specify)

5. Please rate each of the following NCHS services and data products that you have used in the last year.
    a. Print reports/publications available on the website
        i. Excellent
        ii. Very good
        iii. Good
        iv. Fair
        v. Poor
        vi. N/A
    b. Public use microdata files
        i. Excellent
        ii. Very good
        iii. Good
        iv. Fair
        v. Poor
        vi. N/A
    c. Listserv for one or more NCHS surveys
        i. Excellent
        ii. Very good
        iii. Good
        iv. Fair
        v. Poor
        vi. N/A
    d. Customer service from an NCHS employee by e-mail, U.S. mail, or telephone
        i. Excellent
        ii. Very good
        iii. Good
        iv. Fair
        v. Poor
        vi. N/A

6. What is your preferred format for NCHS publications?
    a. Print
    b. Electronic (i.e. PDF)
    c. Other (specify)
    d. N/A

7. In the past year, have you accessed *Health, United States*, the annual report on the health status of the Nation?
   a. Yes
   b. No
   c. I am not familiar with the *Health, United States* report

8. Have you obtained birth or death statistics (National Vital Statistics System) from NCHS publications or other parts of the website in the last year?
   a. Yes
   b. No
   c. Don't know/not applicable

9. From which of the following household surveys have you obtained statistics from NCHS publications or other parts of the website in the last year? (Check all that apply)
   a. National Health Interview Survey (NHIS)
   b. National Health and Nutrition Examination Survey (NHANES)
   c. National Survey of Family Growth (NSFG)
   d. State and Local Area Integrated Telephone Survey (SLAITS)
   e. ~~National Immunization Survey (NIS)~~No longer on the NCHS site--moved to CDC
   f. None of the above
   g. Don't know/not applicable

10. From which of the following health care surveys have you obtained statistics from NCHS publications or other parts of the website in the last year? (Check all that apply)
    a. National Ambulatory Medical Care Survey (NAMCS)
    b. National Hospital Ambulatory Medical Care Survey (NHAMCS)
    c. National Hospital Discharge Survey (NHDS)
    d. National Home and Hospice Care Survey (NHHCS)
    e. National Nursing Home Survey (NNHS)
    f. National Survey of Ambulatory Surgery (NSAS)
    g. National Survey of Residential Care Facilities (NSRCF)
    h. National Study of Long-Term Care Providers (NSLTCP)
    i. None of the above
    j. Don't know/not applicable

11. Have you used any of the following on-line query-based systems to access data in the past year? (Check all that apply)
    a. Health Indicators Warehouse
    b. Health Data Interactive
    c. VitalStats
    d. NCHS Data Online Query System (DOQS)

12. What is your preferred analytical software for data files?
    a. SAS
    b. STATA

       c. SPSS
       d. Excel
       e. Other (specify)
       f. N/A

13. How do you use NCHS information? (Check all that apply)
       a. Academic research/school project
       b. Health program planning, administration or evaluation
       c. To inform/develop policy or legislation
       d. Media/journalism
       e. Market research/product development
       f. Personal interest
       g. Other (specify)

14. Please describe any important gaps in the information or data that NCHS provides.

15. Which best describes your occupation?
       a. Health care provider
       b. Health/public health professional
       c. Health researcher/scientist
       d. Legal professional
       e. Market researcher, analyst, or consultant
       f. Media professional
       g. Policy-maker, policy analyst, or advocate
       h. Retired
       i. Student
       j. Other (specify)

16. How would you best describe your organization?
       a. Academic/research institution
       b. Health care facility
       c. Medical drug or device industry or healthcare consulting
       d. Media/communications firm
       e. Non-profit advocacy or policy organization
       f. Federal government
       g. State government
       h. Not affiliated with an organization
       i. Other (specify)

17. Other comments, including compliments or suggested improvements on the website and it's content :