

Area Health Resources Files (AHRF) Customer Satisfaction Survey

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1. What best describes the setting in which you use the Area Health Resources Files (AHRF)?

- Personal use
- State or Local government
- Federal government
- University/Academic
- Non-Profit Organization
- Private sector
- Other (identify):

2. Which version(s) of the AHRF do you currently use?

- ASCII
- Access
- Both

3. How have you obtained the AHRF file?

- Via CD
- Via download
- Both

3a. How did you learn about obtaining the AHRF file? Select all that apply.

- The new AHRF release notification announcement
- HRSA website
- AHRF website
- Previously ordered
- Called/emailed the HRSA representative for the AHRF
- Called/emailed AHRF contractor
- Received notification from the AHRF contractor
- N/A
- Other (Identify source and/or link):

3b. How did you learn about the free, downloadable availability of the AHRF? Select all that apply.

- HRSA website
- AHRF website
- Called/emailed the HRSA representative for the AHRF
- Called/emailed AHRF contractor
- Received notification from the AHRF contractor
- N/A
- Other source (Identify):

**4. We'd like to learn about your experiences with accessing the AHRF.
How easy was it to download the AHRF?**

- Very easy
- Somewhat easy
- Somewhat difficult (please describe difficulty)
- Very difficult (please describe difficulty)
- N/A

If responded "Somewhat difficult" or "Very difficult" please describe the difficulty with downloading the file



5. We'd like your feedback about the AHRF content.

5a. Overall, are you satisfied with the AHRF and how it meets your data needs?

- Yes
- No (please comment):

5b. How satisfied are you regarding the types of data included on the AHRF?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied (please describe dissatisfaction)
- Very dissatisfied (please describe dissatisfaction)

If responded "Somewhat dissatisfied" or "Very dissatisfied" please describe dissatisfaction with the types of data included on the AHRF

5c. Are there additional types of data you would like included on the AHRF?

- No
- Yes (if yes, please suggest particular data of interest)

6. Have you had the opportunity to use the recently developed AHRF State/National data file?

- Yes
- No



6a. If so, how satisfied are you regarding the types of data included on the AHRF State/National data file?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied (please describe dissatisfaction)
- Very dissatisfied (please describe dissatisfaction)

If responded "Somewhat dissatisfied" or "Very dissatisfied" please describe dissatisfaction with the types of data included on the file



6b. Are there additional types of data you would like included on the AHRF State/National data file?

- No
- Yes
(if yes, please suggest particular data of interest)



7. Have you used the Health Resources Comparison Tool (HRCT)?

- Yes
- No
- N/A



7a. If yes, did you find the HRCT easy to use?

- Very easy
- Somewhat easy
- Somewhat difficult (please describe difficulty)
- Very difficult (please describe difficulty)
- N/A

If responded "Somewhat difficult" or "Very difficult" please describe difficulty with using the Tool



7b. Also, if yes, did you find the HRCT useful?

- Yes, very useful
- Somewhat useful
- Not very useful (please describe)
- Not useful at all (please describe)
- N/A

If responded "Not very useful" or "Not useful at all" please describe why.



8. Have you used the AHRF Mapping Tool?

- Yes
- No
- N/A

8a. If yes, did you find the AHRF Mapping Tool easy to use?

- Very easy
- Somewhat easy
- Somewhat difficult (please describe difficulty)
- Very difficult (please describe difficulty)
- N/A

If responded "Somewhat difficult" or "Very difficult" please describe difficulty with using the Tool

8b. Also, if yes, did you find the AHRF Mapping Tool useful?

- Yes, very useful
- Somewhat useful
- Not very useful (please describe)
- Not useful at all (please describe)
- N/A

If responded "Not very useful " or "Not useful at all" please describe why.

9. If you've had questions about using the AHRF, data on the AHRF, the AHRF website, or the AHRF web tools, have these questions been answered sufficiently?

- N/A
- Yes
- No (please describe issues you've had getting your questions answered)

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10. Please provide any general comments you may have about improving the data included on the AHRF, the accessibility or usefulness of the data, or the usefulness of the AHRF website or web tools.

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11. To obtain more information about the AHRF or receive updates about HRSA's National Center for Health Workforce Analysis, please provide your email. (Optional)

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