CDC Centers for Disease Control and Prevention
CDC 24/7: Saving Lives, Protecting People™

National Center for Health Statistics Users' Survey

You've been invited to participate in a brief, 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 confidentially. Thank you for helping NCHS.

This survey has been approved by the Executive Office of the President Office of Management and Budget (OMB). (Form Approved OMB No. 0920-0729 Exp. Date 09/30/2020).

NOTICE - Public reporting burden of this collection of information is estimated to average less than 10 minutes per person, including the time for reviewing instructions, 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: CDC/ATSDR Reports Clearance Officer, 1600 Clifton Road, MS D-74, Atlanta, GA 30333, ATTN: PRA (0920-0729).

1. Before today, about how many times have you visited the NCHS web site in the last year?

◯ Never

◯ 1-5 times

◯ 6-11 times (less than once a month)

◯ 12-23 times

○ 24 times or more (twice a month or more)

○ Don't recall

2. Please indicate your opinion about the NCHS web site and the information you obtain from it.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
Information is easy to find	○	○	○	○	○	○
Information is easy to interpret	○	○	○	○	○	○
Information is relevant	○	○	○	○	○	○
Information is accurate	○	○	○	○	○	○
Information is timely	○	○	○	○	○	○

If you [Disagree or Strongly Disagree] with any of the items above, please provide explanation.

[ ]

3. On the most recent occasion that you visited the NCHS website, why did you visit it? (Check all that apply)

☐ To obtain statistics on a health topic

☐ To download a specific report, publication, or data table

☐ To download public use micro-data files or obtain information about these files

☐ To identify survey methods or data collection forms to apply to your own research

☐ Received an e-mail about survey through NCHS listserv

☐ To view a presentation

Other (please specify)

[ ]

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4. Please rate each of the following NCHS services and data products that you have used in the last year.

	Excellent	Very good	Good	Fair	Poor	N/A
Print reports/publications available on the website	◯	◯	◯	◯	◯	◯
Public use microdata files	◯	◯	◯	◯	◯	◯
Listserv for one or more NCHS surveys	◯	◯	◯	◯	◯	◯
Customer service from an NCHS employee by e-mail, U.S. mail, or telephone	◯	◯	◯	◯	◯	◯

5. In the past year, have you accessed *Health, United States*, the annual report on the health status of the Nation?

◯ Yes

◯ No

◯ I am not familiar with the *Health, United States* report

6. Have you obtained birth or death statistics (National Vital Statistics System) from NCHS publications or other parts of the website in the last year?

◯ Yes

◯ No

○ Don't know/not applicable

7. 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)

☐ National Health Interview Survey (NHIS)

☐ National Health and Nutrition Examination Survey (NHANES)

☐ National Survey of Family Growth (NSFG)

☐ State and Local Area Integrated Telephone Survey (SLAITS)

☐ None of the above

☐ Don't know/not applicable

8. 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)

☐ National Ambulatory Medical Care Survey (NAMCS)

☐ National Hospital Ambulatory Medical Care Survey (NHAMCS)

☐ National Hospital Discharge Survey (NHDS)

☐ National Home and Hospice Care Survey (NHHCS)

☐ National Nursing Home Survey (NNHS)

☐ National Survey of Ambulatory Surgery (NSAS)

☐ National Survey of Residential Care Facilities (NSRCF)

☐ National Study of Long-Term Care Providers (NSL TCP)

☐ None of the above

☐ Don't know/not applicable

9. Have you used any of the following on-line query-based systems to access data in the past year? (Check all that apply)

☐ Health Indicators Warehouse

☐ Health Data Interactive

☐ VitalStats

☐ NCHS Data Online Query System (DOQS)

10. What is your preferred analytical software for data files?

○ SAS

○ STATA

○ SPSS

○ Excel

○ N/A

Other (please specify)

11. How do you use NCHS information? (Check all that apply)

☐ Academic research/school project

☐ Health program planning, administration or evaluation

☐ To inform/develop policy or legislation

☐ Media/journalism

☐ Market research/product development

☐ Personal interest

Other (please specify)

12. Which best describes your occupation?

○ Health care provider

○ Health/public health professional

○ Health researcher/scientist

○ Legal professional

○ Market researcher, analyst, or consultant

○ Media professional

○ Policy-maker, policy analyst, or advocate

○ Retired

○ Student

○ Other (please specify)

[ ]

13. How would you best describe your organization?

○ Academic/research institution

○ Health care facility

○ Medical drug or device industry or healthcare consulting

○ Media/communications firm

○ Non-profit advocacy or policy organization

○ Federal government

○ State government

○ Not affiliated with an organization

Other (please specify)

[ ]

14. Other comments, including compliments or suggested improvements on the website and its content :

[ ]