

**APPENDIX B**  
**NIMH Online Publications Ordering Services Customer Satisfaction Survey**

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Public reporting burden for this collection of information is estimated to average 3 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, Maryland 20892-7974, ATTN: PRA (0925-0648). Do not return the completed form to this address.

This federal government-sponsored survey should take approximately 3 minutes to complete. Your responses will be protected to the extent allowed by law. Participation is voluntary; you may decline to answer any or all of the questions.

1. Which of the following categories best describes your role when ordering National Institute of Mental Health publications? (Check only one category.)
  - Seeking help for self
  - Seeking help for someone else
  - Military service member
  - Prisoner/inmate/detainee
  - Advocate or advocacy organization
  - NIMH Outreach Partner
  - Health educator/information specialist
  - Researcher
  - Educator K-12
  - Educator: Post-Secondary
  - Student: K-12
  - Student: Post-Secondary
  - Clinician: Medical doctor
  - Clinician: Nurse practitioner
  - Clinician: Nurse (e.g., RN)
  - Clinician: Psychiatrist
  - Clinician: Psychologist
  - Clinician: Social Worker
  - Other clinician (e.g., paramedic/EMT, substance use counselor, physician assistant)
  - Government employee or agency
  - Congressional Member or staff
  - Media (e.g., reporter)
  - Law enforcement/court system
  - Other (please specify) \_\_\_\_\_

2. Ongoing feedback from our customers is very important to us. May we contact you in the future to get your additional feedback on our materials?

- Yes
- No

If Yes, please provide the best email to reach you: [open text field]

3. How easy was it for you to locate our online publications catalog?

- Very easy
- Easy
- Somewhat easy
- Difficult
- Very Difficult

4. How easy was it for you to navigate the online catalog (including searching and ordering publications)?

- Very easy
- Easy
- Somewhat easy
- Difficult
- Very Difficult

5. Did you find the publication(s) you were looking for?

- Yes
- No

6. Would you use the online ordering service again?

- Yes
- No

If no, why not? [Open text field]

7. Overall how satisfied are you with the NIMH online catalog?

- Very satisfied
- Satisfied
- Somewhat satisfied
- Unsatisfied
- Very unsatisfied

8. On a scale of 0 to 4, with 0 indicating least likely and 4 indicating most likely, how likely are you to recommend the National Institute of Mental Health and its publications and services to others?

Very Unlikely      Very likely

0    1    2    3    4

9. Do you have additional comments about our online catalog? [Open text field]

**Thank you for your time and participation!**

Submit