Attachment A. NCHS Website User Customer Satisfaction Survey

You've been invited to participate in a brief, 15-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. Thank you for helping NCHS.

1. Before today, about how many times have you visited the NCHS website in the last year?
Answer Choices:
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 website and the information you obtain from it (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree).
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)
Answer Choices:
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 a survey through NCHS listserv
Other (please specify)

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).
Reports/publications
Data tables
Public use microdata files
Data visualizations/visual abstracts
Customer service from an NCHS employee by e-mail, U.S. mail, or telephone

5. Which Health, United States publications or products have you used <u>in the past year</u>? (Check all that apply)
<u>Answer Choices:</u>
Health, United States annual reports
Data Finder (trend tables)
Spotlight Infographics
I know of the Health, United States products, but didn't use them
I don't know of any Health, United States products

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?
<u>Answer Choices:</u>
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)
<u>Answer Choices:</u>
National Health Interview Survey (NHIS)
National Health and Nutrition Examination Survey (NHANES)
National Survey of Family Growth (NSFG)
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)

<u>Answer Choices:</u>

National Ambulatory Medical Care Survey (NAMCS)

National Hospital Ambulatory Medical Care Survey (NHAMCS)
National Post-Acute Long-Term Care Survey (NPALS) (formerly National Study of Long-Term Care Providers (NSLTCP))
National Hospital Care Survey (NHCS)
National Electronic Health Records Survey (NEHRS)

None of the above

Don't know/not applicable

9. How do you prefer health data to be made available? (select your top choice)
Data files for download; I like to do my own statistical analyses.
Simple summary tables; I like to look up statistics without additional text or interpretation.
Simple graphics; I like to visualize data with pre-prepared graphics.
Interactive data visualizations; I like to customize the way I visualize data.
In-depth report; I like to read reports about specific topics with context and analysis.
Other (specify)

10. Which of the following topics do you usually search for? (check all that apply)

Topics:

Mortality/Cause of Death

Life Expectancy

Obesity

Cardiac/Heart Health

Diet/Nutrition

Smoking/Tobacco Use

Opioid Use/Drug Overdose

Mental Health

Health Insurance

Access to care

Health Care Costs

Other (please specify)

11. How do you prefer to access health data? (select top choice)

By health topic

By survey or data collection system

Both

I don't have a preference

12. What is your preferred analytical software for data files?
Answer Choices:
SAS

STATA
SPSS
Excel
R/R Studio Software
N/A
Other (please specify)

13. How do you use NCHS information? (Check all that apply)
<u>Answer Choices:</u>
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)

14. Which best describes your occupation?
<u>Answer Choices:</u>
Health care provider
Public health practitioner
Academic researcher/scientist
Legal professional
Market researcher, analyst, or consultant
Media professional
Policymaker or advocate
Educator
Student
Other (please specify)

15. How would you best describe your organization?
<u>Answer Choices:</u>
Academic/research institution
Health care facility
Pharmaceutical industry
Healthcare consulting
Media/communications firm
Non-profit advocacy or policy organization
Federal government
State/local government
Not affiliated with an organization
Other (please specify)