**Self-Queriers Survey: Module 20**

**Number of questions: 8**

**Satisfaction with NPDB Products & Services**

**Q 20.1.** Please rate your organization’s level of satisfaction with each of the following resources. (Only one answer per row.)

Rating Scale For Each Item

Very Satisfied / Satisfied / Neither Satisfied Nor Dissatisfied / Dissatisfied / Very Dissatisfied / Unfamiliar with this resource

Webinars/Webcasts

Insights (NPDB Newsletter)

Infographics

Guidebook

Policy Corner

Data Analysis Tool

Public Use Data File

Compliance Results Map

NPDB Website (npdb.hrsa.gov)

Customer Service Center Phone Number: 800­-767-­6732

Customer Service Center Email: help@npdb.hrsa.gov

Other (Please Explain) \_\_\_\_\_

Survey Page Break

**Q 20.2.** Customer Service Center hours are: Monday – Thursday 8:30am – 6:00pm EST, Friday 8:30am – 5:30pm EST. Are these NPDB customer service hours sufficient?

Yes

No 🡪 If yes, show the next question; otherwise skip the next question.

Other (Please Explain)

**Q 20.3.** What NPDB customer service hours would be sufficient for you? (Please indicate your response in EST.)

Text box

**Q 20.4.** Has your organization ever contacted the NPDB Customer Service Center?

Yes

No 🡪 Skip to 20.7

**Q 20.5.** What is the typical wait time when you call the Customer Service Center? If you have never called the Customer Service Center, type NA in the textbox.

Text box

**Q 20.6.** When your organization contacts the NPDB Customer Service Center, how often are the customer service personnel able to answer your questions?

All the Time

Most of the Time

More than Half the Time

About Half the Time

Less than Half the Time

Rarely

Never

Not Applicable

Other (Please Explain)

Survey Page Break

**Q 20.7.** Please rate your organization’s level of agreement with the following statements concerning the NPDB website. (Only one answer per row.)

Rating Scale

Completely Agree / Agree / Neither Agree or Disagree / Disagree / Completely Disagree

The NPDB website is easy to navigate.

The NPDB website is well organized.

I am able to quickly find what I need on the NPDB website.

The NPDB website content is easy to understand.

It is easy to find information about self-query on the NPDB website.

It is hard to find the link to complete a self-query on the NPDB website.

Survey Page Break

**Q 20.8.** Please let us know if your organization would like to see any other features, products or services from the NPDB in the future.

Text box

Piping Logic:

Survey will be directed to Module 21.