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.