

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.