

APPENDIX C
NIMH Telephone Service Customer Satisfaction Survey

Public reporting burden for this collection of information is estimated to average 2 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.

Your feedback is very important to the National Institute of Mental Health. Please press 1 if you would like to take a 3-question customer satisfaction survey.

Please press 2 if you do not want to take a 3-question customer satisfaction survey.

Thank you.

1. Did the National Institute of Mental Health information specialist who helped you with your request meet your needs?

Press 1 for “YES”

Press 2 for “NO”

2. On a scale of 1 to 5, where ‘1’ is ‘Not Satisfied’ and ‘5’ is ‘Completely Satisfied,’ how satisfied are you with the National Institute of Mental Health customer service you received today?

Please press 1, 2, 3, 4, or 5

3. How likely are you to recommend the National Institute of Mental Health and its publications and services to others? Please press the number on a scale of 0 to 9, with 0 indicating very unlikely and 9 very likely:

Very Unlikely

Very likely

0 1 2 3 4 5 6 7 8 9

4. If you have additional feedback about the service you received today from the National Institute of Mental Health, please feel free to state it verbally after the beep. If you have no additional feedback, simply hang up. Thank you.