Attachment 1: NIAMS Website User Feedback Survey Questions

Priority Survey Questions

1. Was this page helpful?
    a. Yes [move onto question 2]
    b. No [probe for check all that apply question]

    1a. I did not find this page helpful because the page (check all that apply):

    a. Had too little information
    b. Had too much information
    c. Was confusing
    d. Was out of date
    e. Other [please specify]

2. Did you find what you were looking for?
    a. Yes [move on to question 3]
    b. No [probe for open ended response] What were you looking for?

3. Which of the following best describes your primary role in coming to the site? Knowing your background will help us develop resources that meet your interests and needs.
    a. General public
    b. Patient
    c. Family member of a patient
    d. Scientist/Researcher
    e. Student
    f. Teacher
    g. Health professional/primary care
    h. Government staff/policy professional
    i. Other
    j. If Other is selected, follow up will be: Please specify [open ended]

Question Bank

The following questions could be swapped in and out for the aforementioned "Priority Survey Questions," as needed, to capture additional feedback. This would not impact the overall burden.

1. What specific information were you looking for? [open ended]

2. Would you return to this website in the future?
    a. Yes
    b. No

3. Why would you return to this website in the future? [choose one or more]
    a. I trust NIAMS' information
    b. I can find and view the information easily
    c. I can understand the information
    d. The information is free
    e. Other
    f. If Other is selected, follow up will be: Please specify [open ended]

4. For whom are you seeking information today? [choose one]
    a. Myself
    b. A family member or friend
    c. A patient or client
    d. Educational setting (e.g., classroom)
    e. Community setting (public health resources)
    f. No one in particular; I'm just curious
    g. Other
    h. If Other is selected, follow up will be: Please specify [open ended]

5. How can we improve [this website/ these search results/ this page]? [open ended]

6. What is the purpose of your visit to our website today?

7. When you are looking for health information online, which of these formats is helpful to you?
    a. Frequently asked questions
    b. Fact sheets
    c. Articles that summarize recent research
    d. A collection of links and resources about a drug topic
    e. Lesson plans or activities for students
    f. Community education resources
    g. Resources for patients/clients
    h. Blog posts about drug topics
    i. Illustrations
    j. Photographs

k. Graphs, charts, and infographics (pictures that included text and data)
l. Videos
m. Resources for social media use
n. Chat bots
o. Other
p. If Other is selected, follow up will be: Please specify [open ended]

8. I did not find this page helpful because the page (check all that apply):
    a. Had too little information
    b. Had too much information
    c. Was confusing
    d. Was out of date
    e. Other [please specify]