

NLM Site-wide Survey for Website Satisfaction Rating

Survey Disclosure Statement

NLM Website Survey for Website Satisfaction Rating

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Start of Block: NLM Main Standard Questions



Q1 Thank you for visiting the National Library of Medicine (NLM), the world's largest biomedical library and part of the U.S. National Institutes of Health (NIH). Please help us continuously improve our digital products and services by taking this quick survey about your overall experience on the website.



Q2 Which role most closely describes you? (Please choose the best option.)

- Researcher
- Student
- Patient, family, caregiver, or friend of patient
- Librarian or information professional
- Educator/trainer
- Healthcare professional
- Other

Display This Question:

If Q2 = Other

Q3 You selected “other” for “what best describes you?” – please specify:



Q4 What is your primary reason for visiting our site today? (Please choose the best option.)

- Find information about medical conditions, medications, devices, or clinical trials
- Learn about NLM services, policies, or standards
- Find historical information about medicine or health
- Find information about grants
- Find information about developing medical or data science information systems
- Find biomedical data
- Find biomedical literature
- Other

Display This Question:

If Q4 = Other

Q5 You selected “other” for your primary reason for visiting the site today – please specify:

Q6 How frequently do you visit this site? (Please choose the best answer)

- First time
- Daily
- Once a week
- Once a month
- Every six months or less



Q7 Did you find the information that you were seeking?

- Yes
- Partially
- No

Display This Question:

If Q7 = Partially

Or Q7 = No

Q8 Please tell us what information you were not able to find.

Display This Question:

If Q7 = Yes

Q9 How easy was it to find what you were looking for on this site?

- Very easy (1)
- Somewhat easy (2)
- Neither easy nor difficult (3)
- Somewhat difficult (4)
- Very difficult (5)

Q10 How easy is it to understand the information on this site?

- Very easy (1)
 - Somewhat easy (2)
 - Neither easy nor difficult (3)
 - Somewhat difficult (4)
 - Very difficult (5)
-

Q11 Overall, how well did the site meet your needs?

- Very well (1)
 - Somewhat well (2)
 - Neither well nor poorly (3)
 - Somewhat poorly (4)
 - Very poorly (5)
-

Q12 How likely are you to return to this website in the future?

- Very likely (1)
 - Somewhat likely (2)
 - Neither likely nor unlikely (3)
 - Somewhat unlikely (4)
 - Very unlikely (5)
-

Display This Question:

If Q12 = Very likely

Or Q12 = Somewhat likely



Q13 Why do you think you would return to this website in the future?

- Credibility of the information
- Ability to find and view the information easily
- Ability to understand the information
- Free of charge
- Not linked to another company or business
- Ability to find information without providing my personal information
- Other (specify)

Display This Question:

If Q13 = Other (specify)

Q14 Please specify why you would return to this website in the future.

Q15 On a scale from 0-10, how likely are you to recommend our site to a friend, family member, or colleague?

(0 being Not at all Likely | 10 being Extremely Likely)

- 0 (0)
- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)
- 6 (6)
- 7 (7)
- 8 (8)
- 9 (9)
- 10 (10)

Q16 Do you have any other comments about how we could improve this website?

End of Block: NLM Main Standard Questions
