

Model Name	NIH-OAR Clinicalinfo Digital Survey		
Model ID			
Partitioned	No		
Date		8/16/2024	
Model Version	17.3.Y		OMB control number1090-0008 Expiring 10/31/2024

Label	Model Questions		Model Questions - SP
1 Satisfaction - Overall	<p><b>Satisfaction</b></p> <p>What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)</p>		
2 Satisfaction - Expectations	<p>How well does this site <b>meet your expectations</b>? (1=Falls Short, 10=Exceeds)</p>		
3 Satisfaction - Ideal	<p>How does this site <b>compare to an ideal website</b>? (1=Not Very Close, 10=Very Close)</p>		
4 Recommend	<p><b>Recommend (NPS)</b> (1=Very Unlikely, 10=Very Likely)</p> <p>How likely are you to <b>recommend clinicalinfo.hiv.gov</b> to someone else?</p>		
5 Return	<p><b>Return</b> (1=Very Unlikely, 10=Very Likely)</p> <p>How likely are you to <b>return to clinicalinfo.hiv.gov</b> in the future?</p>		

**Paperwork Reduction Act Statement:** We are collecting this information subject to the Paperwork Reduction Act (44 U.S.C. 3501 et seq.) To ensure data-driven and statistically valid approach to understanding customer satisfaction with agency websites, which are playing a strategic role of ever-increasing importance. The ultimate objective is to help agencies become more citizen-centric and achieve higher levels of citizen trust and confidence. Your response is voluntary and we will not share the results publicly. We may not conduct or sponsor and you are not required to respond to a collection of information unless it displays a currently valid OMB Control Number. OMB has reviewed and approved this survey and assigned OMB Control Number 1090-0008.

**Estimated Burden Statement:** We estimate the survey will take you 2.5 minutes to complete, including time to read instructions, gather information, and complete and submit the survey. You may submit comments on any aspect of this information collection to the Information Collection Clearance Officer,

Department of the Interior, Office of the Secretary, 1849 C Street, NW  
Washington, DC 20240.

Model Name	NIH-OAR ClinicalInfo Digital Survey	0
Model ID		
Partitioned	Yes - 2MQ	
Date	4/1/2024	OMB control number1090-0008 Expiring 10/31/2024

QID	Skip From	Question Text	Question Text - SP	Answer Choices	Answer Choices - SP	Skip To	CQ Label
6		What type of information were you looking for today?		i. Basic information about HIV (e.g., fact sheets, infographics) ii. Contact information for resources and services iii. Definitions iv. Clinical Guidelines v. Drug Database vi. Available clinical trials looking for participants vii. Other resources (please specify below)			
7		Did you find what you were looking for?		i. Yes, and it was easy to find. ii. Yes, but it was difficult to find. iii. No iv. No I was looking for (open text)			
8		How likely are you to recommend this website to someone in your personal or professional network?		i. Very likely ii. Likely iii. Not likely iv. Not at all			
9		How are you involved with the HIV community?		i. I provide care for people with HIV, as a clinician. ii. I am a caregiver for someone with HIV. iii. I create policies that affect people with HIV. iv. I advocate for the HIV community. v. I conduct research related to HIV. vi. I am pursuing a degree in an HIV-related field. vii. I have questions about my own HIV risk or diagnosis. viii. I have questions about a family member or friend's HIV risk or diagnosis. ix. I want to learn about HIV for myself and/or others. x. Other (please specify below):			
10		Please provide any additional thoughts in the box below:		[open text]			