



Very efficient	Somewhat efficient	Reasonable	Somewhat inefficient	Very inefficient

**3. Did the Email that was sent to you seem to have an appropriate point of view?**

Very appropriate	Somewhat appropriate	Reasonable	Somewhat inappropriate	Very inappropriate

**4. If you received references to further sources of information, did these seem appropriate?**

Very appropriate	Somewhat appropriate	Reasonable	Somewhat inappropriate	Very inappropriate

**4. What references were sent to you?**

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**5. Had you already investigated these references to find an answer to this problem?**

- ? Yes, I had previously investigated these references
- ? No, these references were new to me for this problem

**5. Besides the references, was there any other information that was sent to you?**

- ? Yes, there was other information
- ? No, there was no further information

**6. If yes, did that information seem appropriate to the questions you asked?**

Very appropriate	Somewhat appropriate	Reasonable	Somewhat inappropriate	Very inappropriate

**Please tell us any further details that seem appropriate.**

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**7. Have ever gotten materials from the NIAMS Information Clearinghouse before?**

- ? Yes
- ? No

If you have previously contacted the NIAMS Information Clearinghouse, how did you make contact?

- ? Web site
- ? Telephone answering machine
- ? Telephone with a real person
- ? Postal mail
- ? E-mail
- ? FAX
- ? Other, please describe \_\_\_\_\_

**7. How does this experience compare with the former experience(s)?**

Significantly better	Somewhat better	About the same	Somewhat worse	Significantly worse

**Please tell us any further details that seem appropriate.**

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**If you are interested in helping us further by answering some further questions, please give us the following information so we can contact you.**

Name \_\_\_\_\_

Street address \_\_\_\_\_

City and State \_\_\_\_\_

Phone Number \_\_\_\_\_

E-mail \_\_\_\_\_

Thank you for your help. Your responses will help the NIAMS Information Clearinghouse improve services.