## Comments on NIAMS Information Clearinghouse E-mail Response

A link to the following questions shall be attached to the bottom of E-mail responses sent from niamsinfo@mail.nih.gov.

Public reporting burden for this collection of information is estimated to average 5 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, MD 20892-7974, ATTN: PRA (0925-0486). Do not return the completed form to this address.

We would appreciate your feedback on how the NIAMS Information Clearinghouse Email response is meeting the needs of its users. If you would answer our questionnaire at the following link, XXX@userworks.com, it would help us to improve services for our users.

Below are a number of areas on which we would appreciate your comments. Please comment based only on your **CURRENT** experience with the NIAMS Information E-mail response.

### 1. How did you find the NIAMS Web site to send an Email?

?	I knew the address	How?
?	Through the NIH Web site	
?	Through another government link	Which one?
?	Through a search engine	Which one?
?	Other, please describe	

2. How long did it take for you to receive this return e-mail from the NIAMS Information Clearinghouse (time from your original inquiry)?

Less than 1 day	One to two days	Less than a week	One to two weeks	More than two weeks

3. How would you judge this length of time?

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	Somewhat inappropriate	Very inappropriate

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

Very appropriate	Somewhat appropriate	Somewhat inappropriate	Very inappropriate

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

- 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	Somewhat inappropriate	Very inappropriate

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

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

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.