

2013



Data from the 2013 user satisfaction survey of the Orphanet website

www.orpha.net



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Methodology

An on-line survey was designed in November 2013, using the online survey tool Survey Monkey (www.surveymonkey.com). In the first part of the survey, questions were based on previous Orphanet surveys carried out in 2012 and earlier.

Questions focused on the professional activity of the users, their habits when they visit the Orphanet website and their opinion of the content.

The survey was launched in December 2013: a pop-up window was added to the first page users landed on. The survey was translated into the 7 languages of the website presently available at the moment (i.e.

English, French, Spanish, Italian, Portuguese, German or Dutch)) and was displayed respecting the language of consultation. The survey was closed after two weeks.

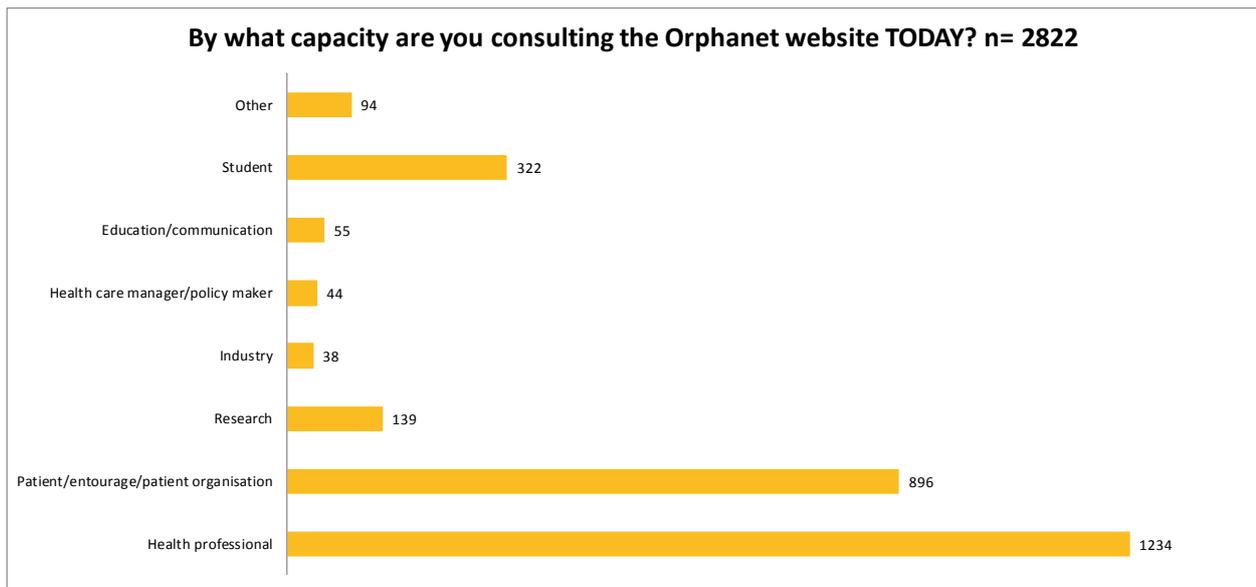
The results from all languages are presented in this document.

For any questions or comments, please contact us: contact.orphanet@inserm.fr

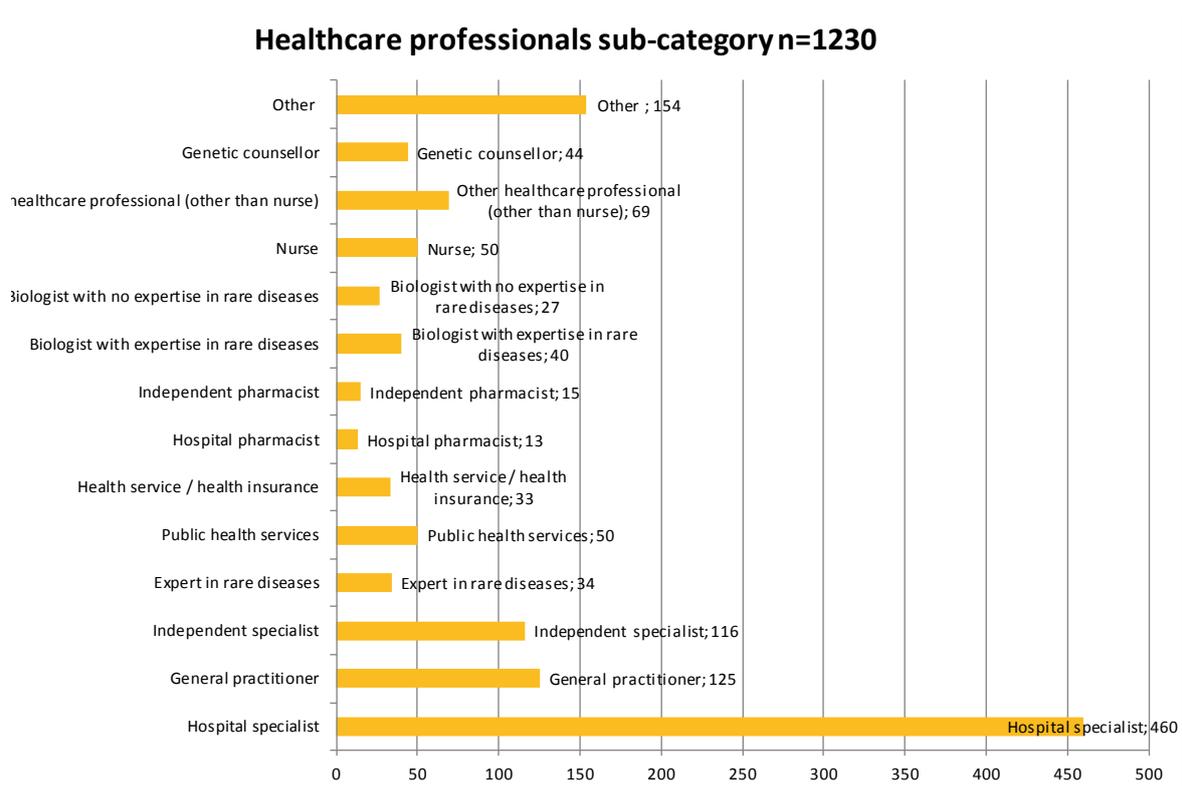
Results

QUESTION 1

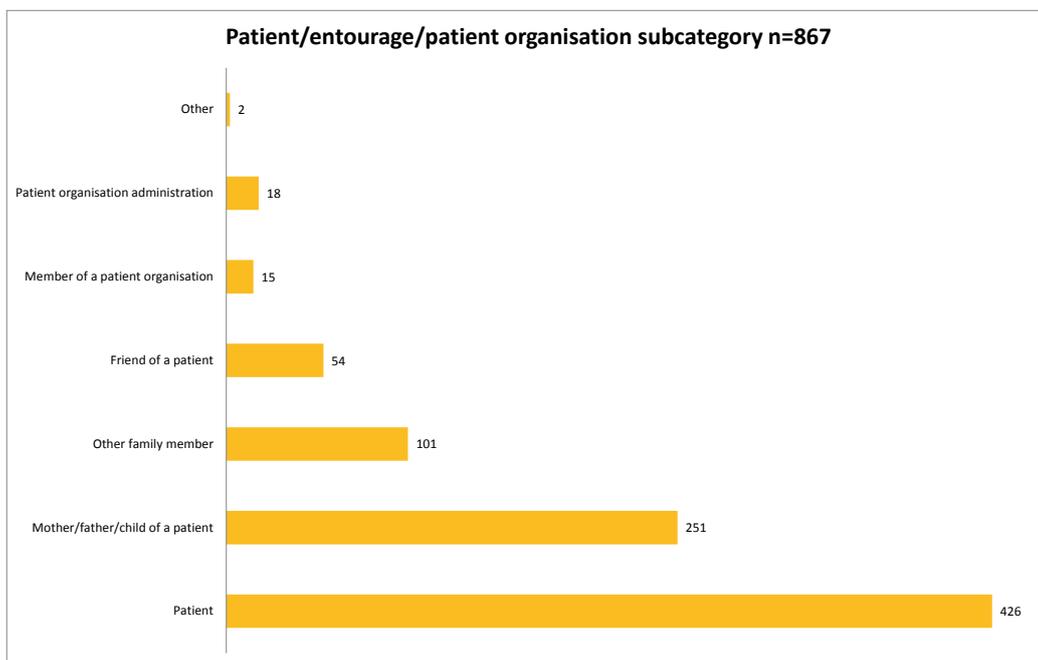
By what capacity are you consulting the Orphanet website TODAY?



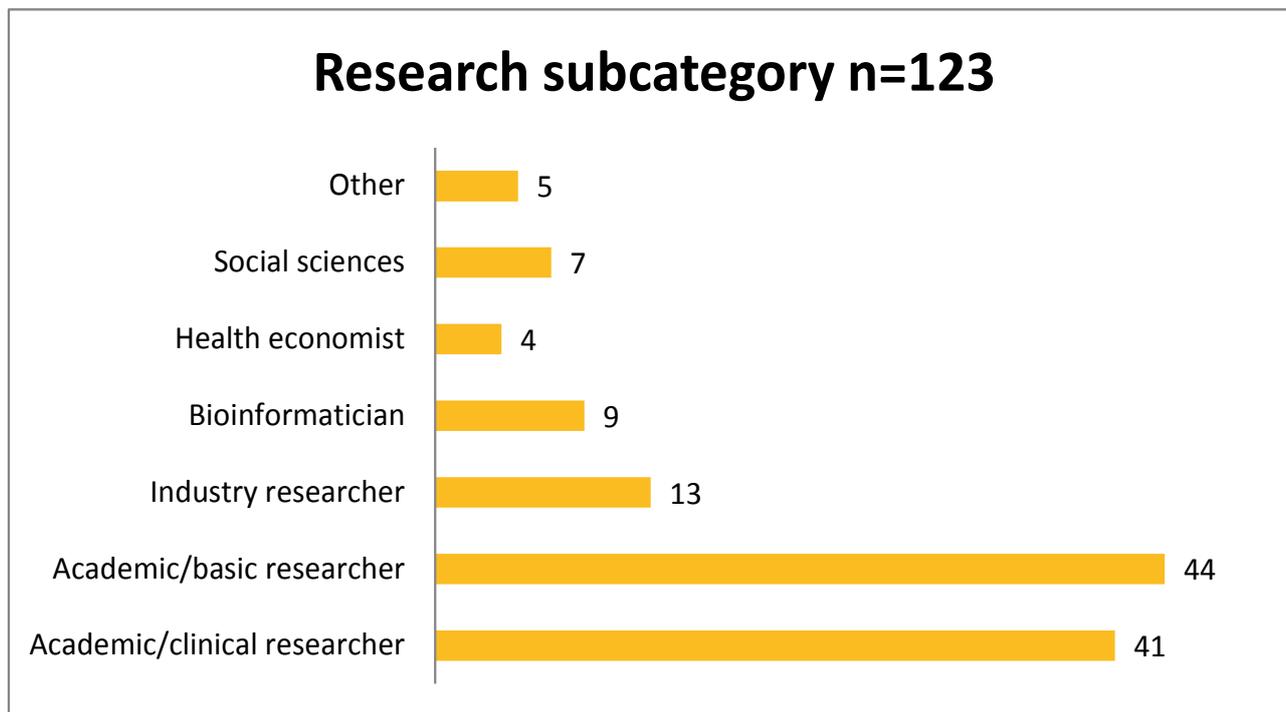
Health professionals (n=1230):



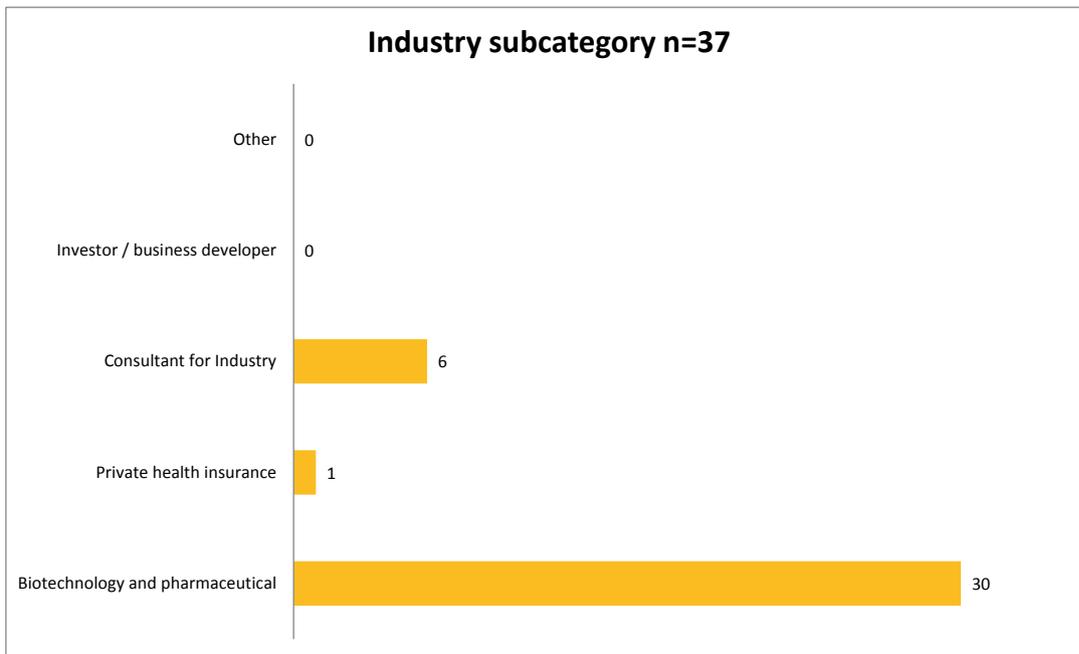
Patient/entourage (n=867):



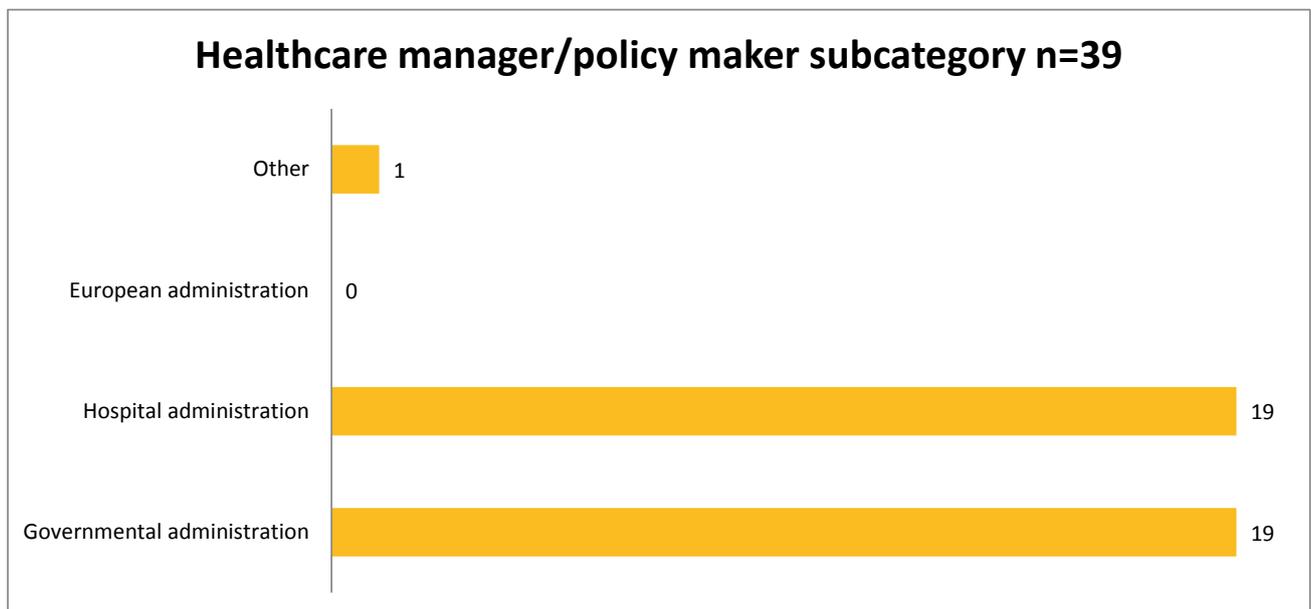
Research (n= 123):



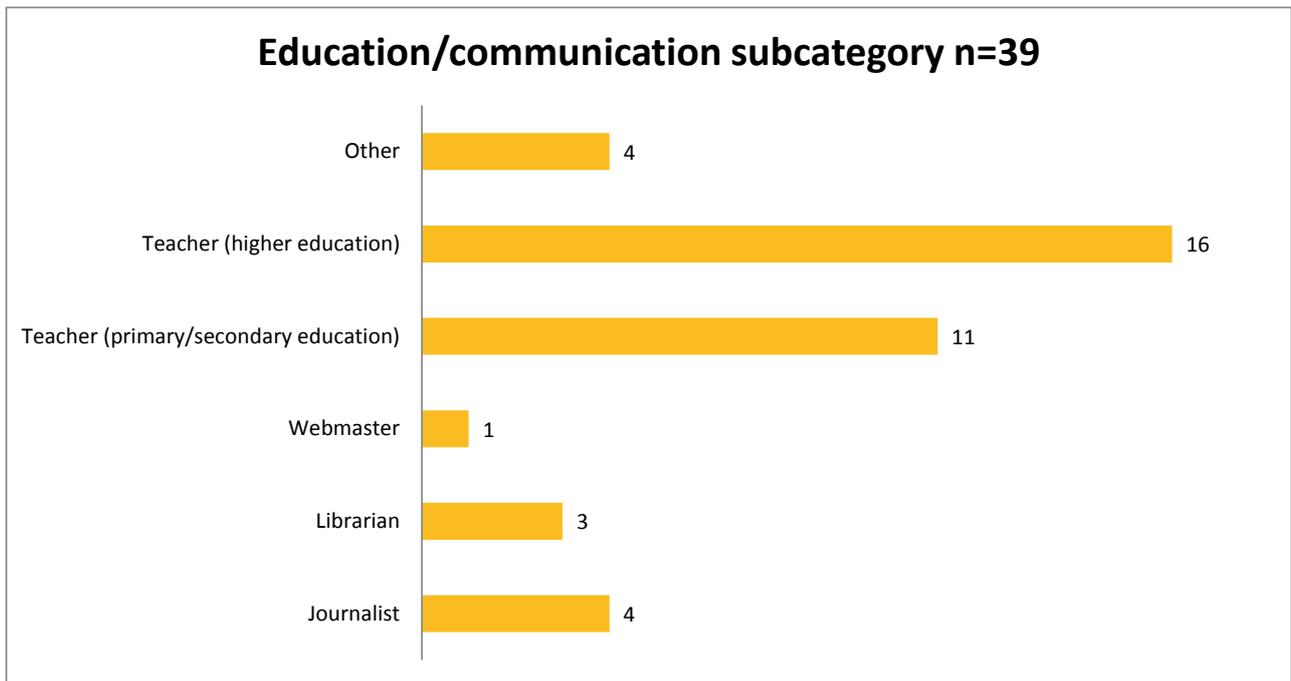
Industry (n=37):



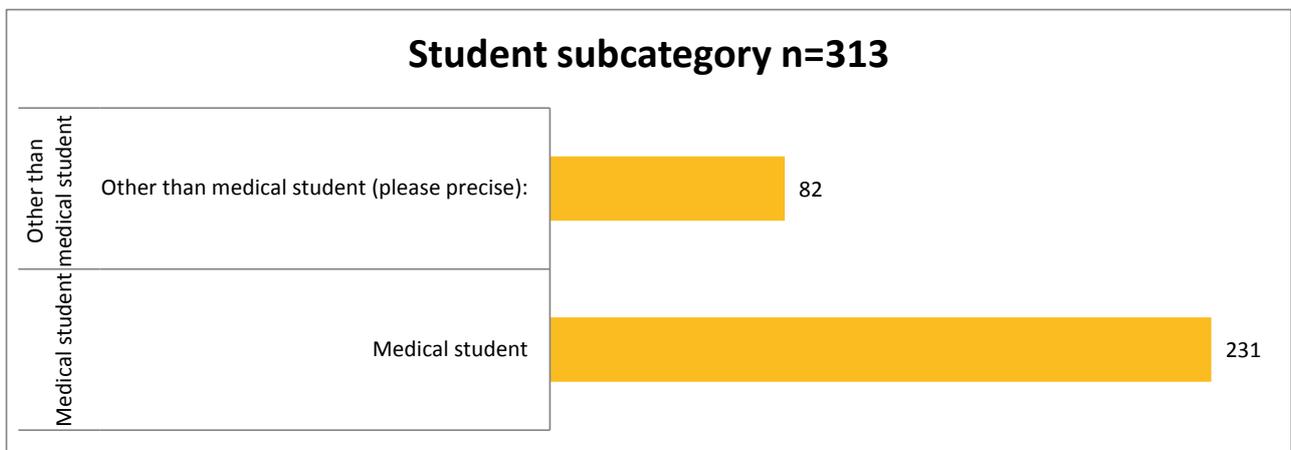
Health care manager/policy maker (n=39):



Education/communication (n=39):

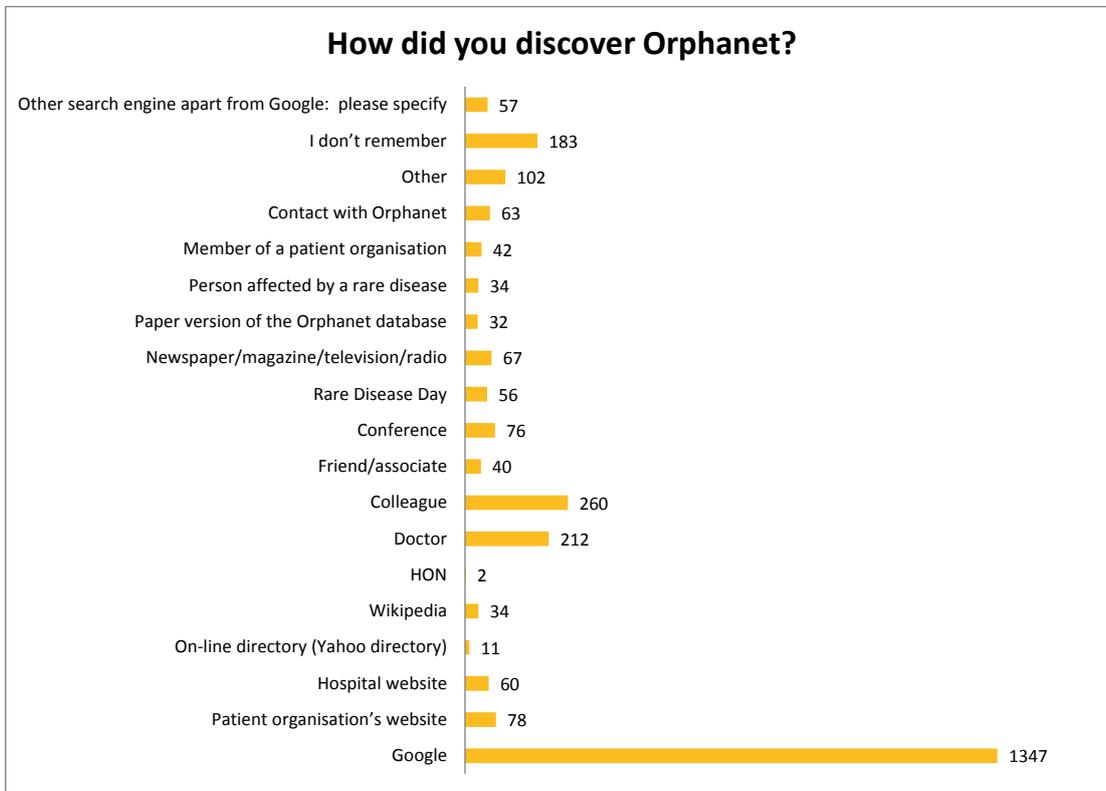


Students (n=313):



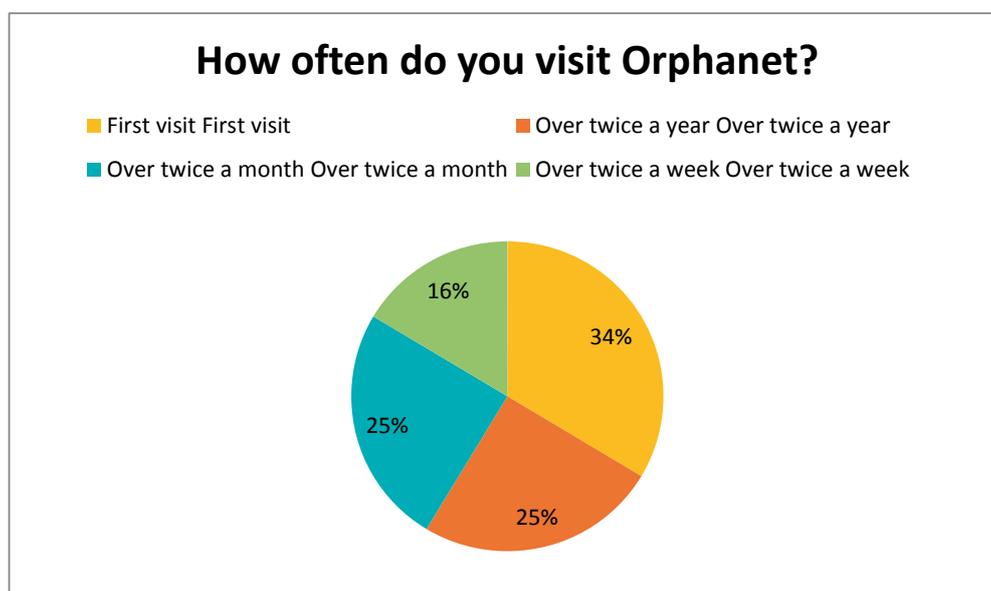
QUESTION 2

How did you discover Orphanet?



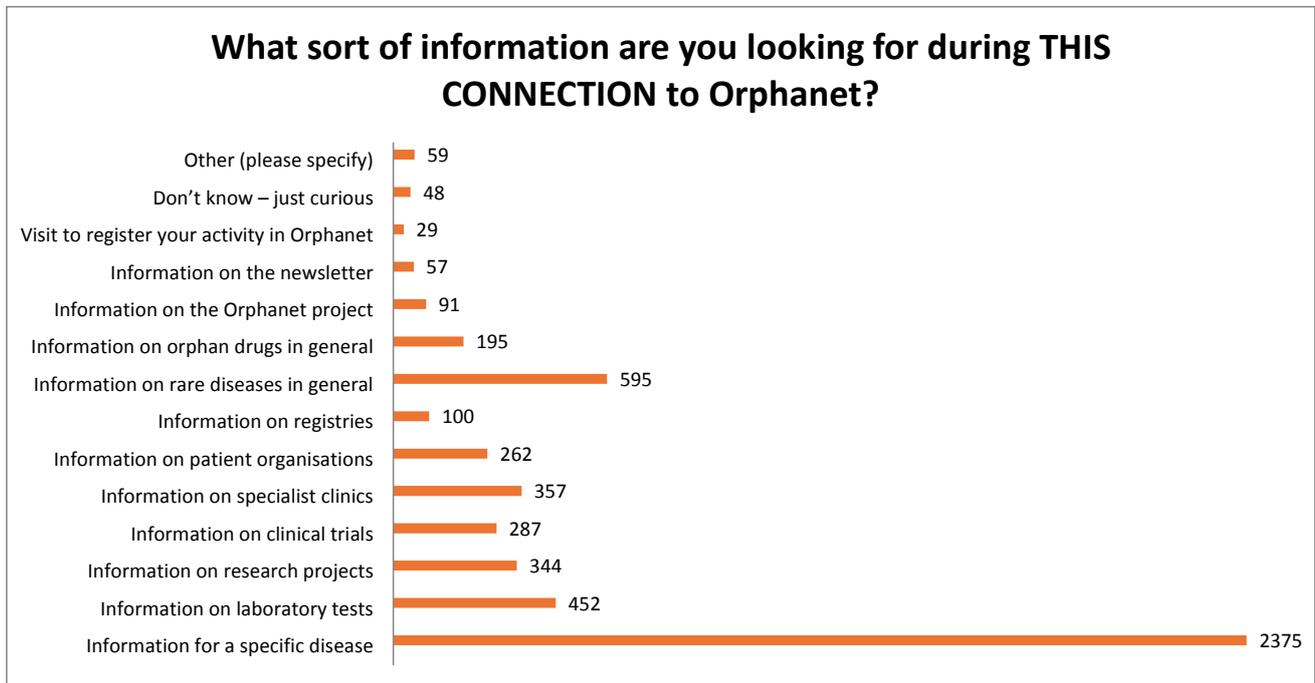
QUESTION 3

How often do you visit Orphanet?



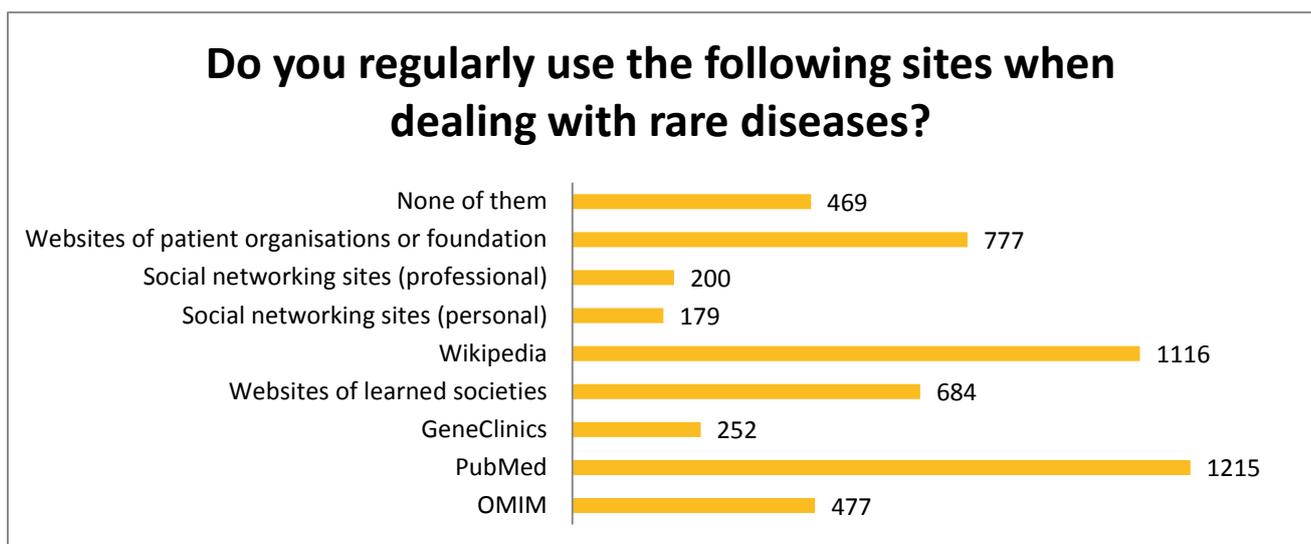
QUESTION 4

What sort of information are you looking for during THIS CONNECTION to Orphanet?



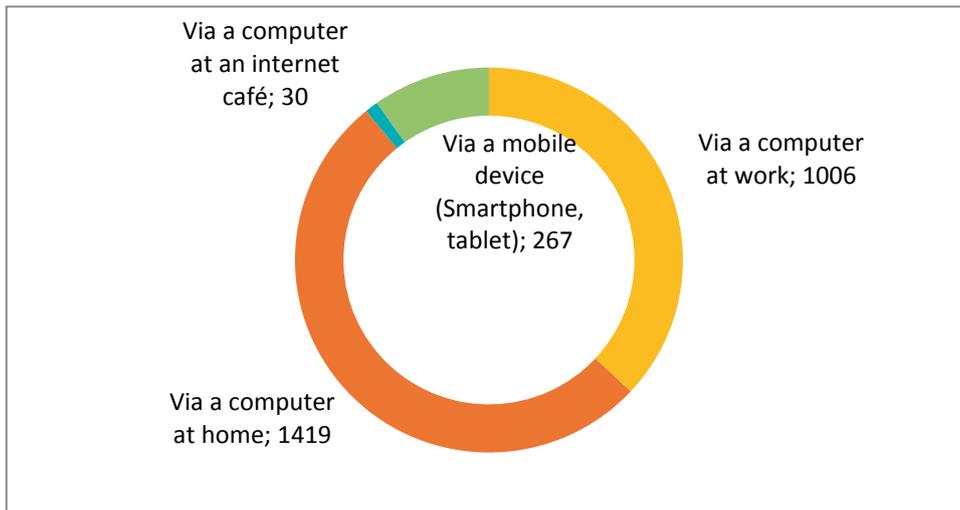
QUESTION 5

Do you regularly use the following sites when dealing with rare diseases?



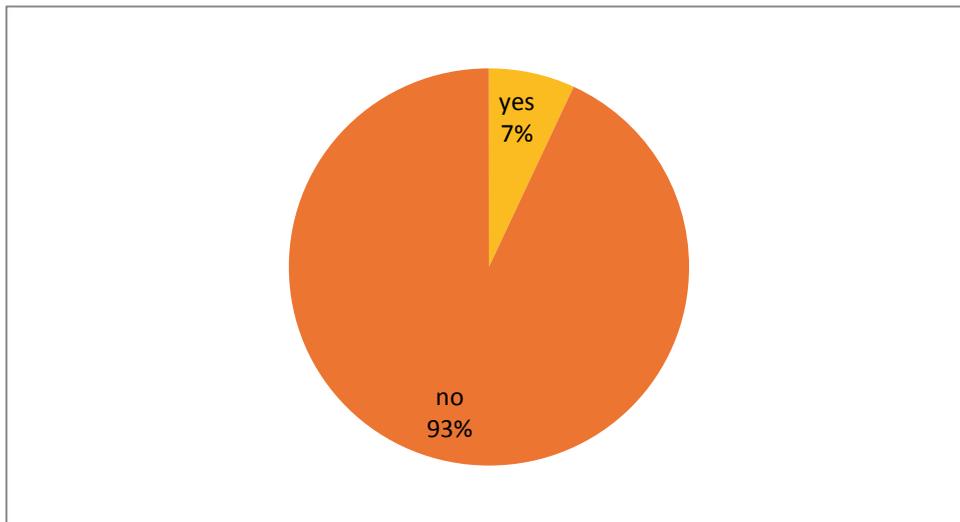
QUESTION 6

How are you accessing Orphanet TODAY?



QUESTION 7

Have you downloaded the Orphanet application?



For any questions or comments, please contact us: contact.orphanet@inserm.fr

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