

## CDC-INFO Telephone Service Customer Satisfaction Survey

0. We want to hear from you! Please tell us about your experience with the CDC-INFO telephone service.
  1. If you would like to participate in a very brief customer satisfaction survey, please press 1
  2. If you do not wish to offer feedback about your experience... press 2.
    - i. "Thank you for calling CDC-INFO. Goodbye." The call will disconnect.

(For all question, they will end with "To repeat, press 0")

1. How satisfied are you with the overall service you received from CDC-INFO today?
  - Very satisfied, press 5
  - Satisfied, press 4
  - Neutral, press 3
  - Dissatisfied, press 2
  - Very dissatisfied, press 1
2. The call center agent I interacted with today was professional
  - Strongly agree, press 5
  - Agree, press 4
  - Neither agree nor disagree, press 3
  - Disagree, press 2
  - Strongly disagree, press 1
3. This telephone interaction increased my trust in CDC to provide accurate health information.
  - Strongly agree, press 5
  - Agree, press 4
  - Neither agree nor disagree, press 3
  - Disagree, press 2
  - Strongly disagree, press 1
4. Did you visit the CDC.gov website prior to calling us?
  - Yes, press 1
  - No, press 2

Please help us better understand the audience we are reaching.

5. Do you have regular access to the Internet?
  - Yes, press 1
  - No, press 2
6. How old are you?
  - If you are age 19 or under, press 1.

Public reporting burden of this collection of information is estimated to average 3 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 CDC/ATSDR Information Collection Review Office, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-1050).

- If you are 20-34 years old, press 2
- If you are 35-49 years old, press 3.
- If you are 50-64 years old, press 4.
- If you are age 65 or older, press 5.

7. What ethnicity do you identify with?

- If you are Hispanic or Latino, press 1.
- If you are Not Hispanic or Latino, press 2.
- If you prefer not to answer, press 3.

8. Which of the following would you say is your race?

- If you are American Indian or Alaska Native, press 1
- If you are Asian, press 2
- If you are Black or African American, press 3
- If you are Native Hawaiian or Other Pacific Islander, press 4
- If you are White, press 5
- If you identify with more than one race, press 6
- If you prefer not to answer, press 7

9. If you'd like to leave a voice message to provide feedback about our service today, please press 9 now.  
(Optional goes to voicemail to collect)

“Again, CDC thanks you for participating in this survey, thank you, good bye.”