Attachment S: Customer Service Representative Survey (referred to in the 30 Day Federal Register Notice as the Key Informant Survey)

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Customer Service Representative Survey

1. Please provide a brief description of training you found helpful during the past month:

2. Please discuss any job-related challenges you encountered during the past month:

3. From your perspective, what recent improvements have you see at CDC-INFO to effectively address callers and/or those submitting e-mail inquiries?

4. What have you personally learned recently regarding the handling of calls or e-mails from individuals struggling with health-related issues? How has this learning impacted your work?

5. Please share highlights of a recent call or e-mail where you feel you were particularly helpful:

6. Please rate yourself on the following by clicking the number or bubbles that apply:

- My ability to handle calls from the public
- My ability to handle calls from health professionals
- HIV: My knowledge and comfort in answering questions
- STDs: My knowledge and comfort in answering questions
- Immunization: My knowledge and comfort in answering questions
- Emergency Responses: My knowledge and comfort in answering questions

How can CDC-INFO be improved?

Public reporting burden of this collection of information is estimated to average of 7 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

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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 Reports Clearance Officer; 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-XXXX)