

## **Attachment A: Summary of Changes**

Due to CDC-INFO budget cuts, the following evaluation activities approved in OMB 0920-0753 will be discontinued and are not requested as part of this revised package:

- CDC-INFO Live Phone Follow-up Survey
- Postcard Survey for Single Publication Orders
- Postcard Survey for Bulk Mailing
- Web Survey for Internet Publication Orders
- Web Survey for E-Mailed Publication Orders
- Customer Representative Survey
- Special Outreach Surveys (General Public)
- Special Outreach Surveys (Professionals)
- Emergency Response Surveys (General Public)
- Emergency Response Surveys (Professionals)

CDC-INFO will continue to offer two customer satisfaction surveys, both of which were approved under the previous OMB package. The surveys require minimal changes from the previously approved versions. The changes to the surveys will allow CDC-INFO to collect race/ethnicity data that is consistent with the Census form that gives participants the opportunity to identify as multi-racial. Previously CDC-INFO respondents were only able to identify with one race or ethnicity. The following revisions to these two surveys are requested:

### **1) Interactive Voice Response Survey – offered in English and Spanish**

- Addition of survey item responses to align the CDC-INFO Interactive Voice Response Survey (English and Spanish) to the U.S. Census 2010 short form:

#### **Added Question #10**

- o *Do you identify with any other race or ethnicity?*  
*If yes, press 1. (continue to item 11)*  
*If no, press 2. (skip to item 12)*

#### **Added Question #11**

- o *What other race or ethnicity do you identify with?*  
*If you are Hispanic or Latino, press 1.*  
*If you are Black or African American, press 2.*  
*If you are White, press 3.*  
*If you are Asian, press 4.*  
*If you are American Indian or Alaska Native, press 5.*  
*If you are Native Hawaiian or Other Pacific Islander, press 6.*

- Deletion of survey item which mentions the CDC-INFO Live Phone Follow-up Survey since the CDC-INFO Live Phone Follow-Up Survey has been discontinued, the survey item requesting participation will be deleted.

**Deleted Question #9 (from currently approved version of instrument)**

*Finally, would you be willing to have someone call you back within 30 days to conduct a follow-up interview about your call to CDC-INFO? It will take just 7 minutes of your time. You need to be at least 18 years old to take this survey. Information about this call will be sent to an independent survey research firm which has no connection to CDC-INFO. The independent survey research firm will not share this information with any other agencies.*

*If you would like to participate in the survey, please enter the 10-digit phone number you would like us to call. If “no”, please press 2.*

*(Callers who consent to participate in the follow up survey will hear:)*

*“We will contact you within the next 30 days for a telephone survey. You will be asked for a code word in order to participate. The code word is CDC-INFO. Thank you for calling CDC-INFO. Goodbye.”*

**2) Web Survey for E-Mail Inquirers – offered in English and Spanish**

- Addition of survey item responses to align the CDC-INFO Web Survey for E-Mail Inquirers (English and Spanish) to the U.S. Census 2010 short form

**Added Question #11**

- o *What race or ethnicity do you identify with most? (You may select up to 2 options)*
  - o *Hispanic or Latino*
  - o *Black or African American*
  - o *White*
  - o *Asian*
  - o *American Indian or Alaska Native*
  - o *Native Hawaiian or Other Pacific Islander*