Follow-up Survey for Quitline Clients

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Section A. Consent

See Appendix 7 for the informed consent language for both the telephone and web-based versions of the survey for the Web-based program clients.

A1. IS RESPONDENT CONTINUING WITH THE INTERVIEW?	Web Based Survey:
Telephone Based Survey:	☐ Yes ☐ NO
Yes 1 No Assign disposition code	

Section B. Current Tobacco Use

B1. Since you first contacted the quitline on (Date of first contact), seven months ago, did you stop using tobacco for 24 hours or longer because you were trying to quit?

Telephone Based	Survey:	Web Based Survey:
Yes No REFUSED DON'T KNOW	1 2 -7 -8	☐ Yes ☐ NO

GO TO B2 IF B1=="YES" TO MAKING A QUIT ATTEMPT ABOVE, ELSE GO TO B4 IF PARTICIPANT RESPONDED "NO" TO DID YOU STOP USING TOBACCO FOR 24 HOURS OR LONGER.

B2.	Have you smoked any	cigarettes of	or used	other t	tobacco,	even a	puff c	or pinch,	in the
last	7 days?								

Telephone Based	Survey:	Web Based Survey:
Yes No REFUSED DON'T KNOW	1 2 -7 -8	☐ Yes ☐ NO

GO TO B3 IF PARTICIPANT RESPONDED "NO" TO USING TOBACCO IN THE PAST 7 DAYS, ELSE GO TO B4.

B3. Have you smoked any cigarettes or used other tobacco, even a puff or pinch, in the last 30 days?

Telephone Based	Survey:	Web Based Survey:
Yes No REFUSED DON'T KNOW	1 2 -7 -8	☐ Yes ☐ NO

GO TO B4 IF PARTICIPANT RESPONDED "YES" TO USING TOBACCO IN THE PAST 30 DAYS, ELSE GO TO SECTION D.

B4. What types of tobacco have you used in the past 30 days?

Telephone Based Survey:	Web Based Survey:
B4a. CIGARETTES B4b. CIGARS, CIGARILLOS, OR	(Check all that apply)
LITTLE CIGARS	□CIGARETTES
B4c. PIPE [NOTE: THIS IS A	☐ CIGARS, CIGARILLOS, OR LITTLE

TRADITIONAL PIPE, NOT A	CIGARS	
WATER PIPE OR "HOOKAH"]	☐ PIPE [NOTE: THIS IS A	
B4d. CHEWING TOBACCO,	TRADITIONAL PIPE, NOT A WATER	
SNUFF, OR DIP	PIPE OR "HOOKAH"]	
B4e. OTHER	☐ CHEWING TOBACCO, SNUFF, OR	
	DIP	
	□OTHER	
[Read each type of tobacco from		
B4a – B4e and record answer using		
the codes below]		
Yes 1		
No 2		
REFUSED -7		
DON'T KNOW -8		
GO TO B5a IF PARTICIPANT RESPONDED "YES" TO CIGARETTES (B4a);		
ELSE GO TO B6a.		
D5 D 1 1 0704	DECEMBER 1	
B5a Do you currently smoke CIGA	RETTES every day some days or not at all?	

GO TO B5b IF PARTICIPANT RESPONDED "SOMEDAYS" TO B5a; ELSE GO TO B5c.

Web Based Survey: (please check one)

☐ Everyday

☐ Somedays

☐ Not at all

B5b. How many days did you smoke in the last 30 days?

Telephone Based Survey:

1 2

3

-7

-8

(do not read)

Everyday

Somedays Not at all

REFUSED

DON'T KNOW

Telephone Based Survey:	Web Based Survey:
Days	Days
[NUMBER; RANGE 1-30] REFUSED -7 DON'T KNOW -8	[pull down menu; or limit text box to numeric responses with max response=30]

B5c. How many cigarettes do you smoke per day on the days that you smoke?

Telephone Based Survey:	Web Based Survey:
Cigarettes per day	Cigarettes per day
[NUMBER SOFT RANGE 1-60; HARD RANGE 1-120]	[pull down menu with max 40+ cigs or limit text box to numeric responses]
(If caller says over 100, confirm. 20 cigarettes = 1 pack in the U.S.;100 cpd ≅ 5 packs per day) If caller cannot identify a specific number, probe: "Give me your best guess – it is OK if it is not perfect	Optional error messaging: If response is over 100, confirm. 20 cigarettes = 1 pack in the U.S.; 100 cpd ≅ 5 packs per day);
REFUSED -7 DON'T KNOW -8	
B6a. Do you currently smoke CIG day, some days, or not at all? Telephone Based Survey:	ARS, CIGARILLOS, OR LITTLE CIGARS even Web Based Survey:
(do not read)	(please check one)
Everyday 1 Somedays 2	☐ Everyday ☐ Somedays
Not at all 3 REFUSED -7 DON'T KNOW -8	□ Not at all
GO TO B6b IF PARTICIPANT R. TO B6c.	ESPONDED "SOMEDAYS" TO B6a; ELSE GO Ke a CIGAR, CIGARILLO, OR LITTLE CIGAR in
Telephone Based Survey:	Web Based Survey:
Days	Days
[NUMBER; RANGE 1-30] REFUSED -7 DON'T KNOW 9	[pull down menu; or limit text box to numeric responses with max response=30]

B6c. How many CIGARS, CIGARILLOS, OR LITTLE CIGARS do you smoke per week during the weeks that you smoke?

Telephone Based Survey:	Web Based Survey:
cigars, cigarillos, or little cigars per week	cigars, cigarillos, or little cigars per week
[NUMBER SOFT RANGE 1-60; HARD RANGE 1-120]	[pull down menu with max 40+ cigars or limit text box to numeric responses]
REFUSED -7 DON'T KNOW -8	

GO TO B7a IF PARTICIPANT RESPONDED "YES" TO PIPES (B4c); ELSE GO TO B8a.

B7a. Do you currently smoke PIPES every day, some days, or not at all?

Telephone Based S	Survey:	Web Based Survey: (please check one)
(do not read)		
Everyday	1	☐ Everyday
Somedays	2	☐ Somedays
Not at all	3	□ Not at all
REFUSED	-7	
DON'T KNOW	-8	

GO TO B7b IF PARTICIPANT RESPONDED "SOMEDAYS" TO B7a; ELSE GO TO B7c.

B7b. How many days did you smoke a pipe in the last 30 days?

Telephone Based Survey:	Web Based Survey:
Days	Days
[NUMBER; RANGE 1-30]	[pull down menu; or limit text box to
REFUSED -7	numeric responses with max response=30]
DON'T KNOW -8	

B7c. How many pipes do you smoke per week during the weeks that you smoke?				
(pipes per week)				
Telephone Based Survey:	Web Based Survey:			
pipes per week	pipes per week			
[NUMBER SOFT RANGE 1-60; HARD RANGE 1-120]	[pull down menu with max 40+ pipes or limit text box to numeric responses]			
REFUSED -7 DON'T KNOW -8				
GO TO B8a IF PARTICIPANT RE TO B9a.	SPONDED "YES" TO PIPES (B4d); ELSE GO			
B8a. Do you currently use CHEWIN days, or not at all?	NG TOBACCO, SNUFF, OR DIP every day, some			
Telephone Based Survey:	Web Based Survey:			
(do not read)	(please check one)			
Everyday 1 Somedays 2	☐ Everyday ☐ Somedays			
Not at all 3	□ Not at all			
REFUSED -7	2 Tite at all			
DON'T KNOW -8				
GO TO <i>B8b IF PARTICIPANT RESPONDED</i> "SOMEDAYS" TO <i>B8a</i> ; ELSE GO TO <i>B8c</i> . B8b. How many days did you use chewing tobacco, snuff or dip in the last 30 days?				
Telephone Based Survey:	Web Based Survey:			
Days	Days			
[NUMBER; RANGE 1-30] REFUSED -7 DON'T KNOW -8	[pull down menu; or limit text box to numeric responses with max response=30]			

B8c. How many POUCHES OR TINS do you use per week during the weeks that yo	u
use chewing tobacco or snuff?	

use the wing tobacco of sharr.				
Telephone Based Survey:	Web Based Survey:			
pouches/tins per week	pouches/tins per week			
[NUMBER SOFT RANGE 1-60; HARD RANGE 1-120]	[pull down menu with max 40+ pipes or limit text box to numeric responses]			
REFUSED -7 DON'T KNOW -8				
GO TO B9a IF PARTICIPANT RI	ESPONDED "YES" TO PIPES (B4e); ELSE GO			
B9a. Do you currently use OTHER not at all? Telephone Based Survey:	TYPES OF TOBACCO every day, some days, or Web Based Survey:			
Telephone Based Survey.	(please check one)			
(do not read)	(France carrotte carro)			
Everyday 1	☐ Everyday			
Somedays 2	☐ Somedays			
Not at all 3	□ Not at all			
REFUSED -7				
DON'T KNOW -8				
GO TO <i>B9b IF PARTICIPANT RESPONDED "SOMEDAYS" TO B9a; ELSE GO TO B9c.</i> B9b. How many days did you use other types of tobacco in the last 30 days?				
Telephone Based Survey:	Web Based Survey:			
Days	Days			
[NUMBER; RANGE 1-30] REFUSED -7 DON'T KNOW -8	[pull down menu; or limit text box to numeric responses with max response=30]			

B9c. How much [how many] [OTHER TOBACCO NAME] do you use per week during the weeks that you use other tobacco? Telephone Based Survey: Web Based Survey: _ (other tobacco name) per _____ (other tobacco name) per week week [pull down menu with max 40+ pipes or limit text box to numeric responses] [NUMBER SOFT RANGE 1-60; HARD RANGE 1-120] REFUSED -7 -8 DON'T KNOW B10. About how old were you when you first started smoking cigarettes fairly regularly? Telephone Based Survey: Web Based Survey: ____ Number of years _____ Number of years [pull down menu or limit text box to numeric responses] REFUSED DON'T KNOW -8 **Section C. Intentions to quit** ASK C1 ONLY IF PARTICIPANT REPLIED THEY HAVE USED CIGARETTES IN THE PAST 30 DAYS (B4a="YES"); ELSE GO TO D1. C1. Do you intend to quit using cigarettes within the next 30 days? Telephone Based Survey: Web Based Survey: Yes 1 ☐ Yes \square NO No 2 REFUSED -7 DON'T KNOW -8

Section D. Quitting Behaviors

Now we want to ask you about your use of different strategies people use to quit smoking.

ASK OF ALL RESPONDENTS

Web Intervention Website)

D2d. Telephone program (Please

D2c. Other Website (Please

Website

Specify)

D1. Since you first contacted the quitline, seven months ago, have you used any of the following products or medications to help you quit?

Telephone Based Survey:	Web Based Survey:		
D1a. Nicotine patches D1b. Nicotine gum D1c. Nicotine lozenges D1d. Nicotine spray D1e. Nicotine inhaler D1f. Zyban (also called Wellbutrin or bupropion) D1g. Chantix (also called varenicline) D1h. Other medications to help you quit (if yes, please specify)	(Check all that apply) ☐ Nicotine patches ☐ Nicotine gum ☐ Nicotine lozenges ☐ Nicotine spray ☐ Nicotine inhaler ☐ Zyban (also called Wellbutrin or bupropion) ☐ Chantix (also called varenicline) ☐ Other medications to help you quit (if yes, please specify)		
[Read each type of medication from D1a – D1h and record answer using the codes below] Yes 1 No 2 REFUSED -7 DON'T KNOW -8			
D2. Other than the quitline or medications, did you use any other kinds of assistance to help you quit over the past seven months?			
Telephone Based Survey:	Web Based Survey:		
D2a. Advice from a health professional D2b.(Insert name of State specific	(CHECK ALL THAT APPLY) ☐ Advice from a health professional ☐ (Insert name of State specific Web		

Intervention Website) Website

☐ Telephone program (Please Specify)

☐ Other Website (Please Specify)

☐ Counselling program

☐ Self-help materials

Specify)	☐ Other (Please Specify)
D2e. Counselling program	
D2f. Self-help materials	
D2g. Other (please specify)	
[Read each type of assistance from	
D2a – D2f and record answer using	
the codes below]	
Yes 1	
No 2	
REFUSED -7	
DON'T KNOW -8	

Section E. User Satisfaction

Next we want to ask you about your experience with the quitline services.

All Respondents

F1. Overall, how satisfied were you with the service you received from the quitline?

Telephone based survey:	Web based survey		
(READ ALL, CHECK ONE ONLY)	(CHECK ONE ONLY)		
	Very satisfied		
Very satisfied	Mostly satisfied		
Mostly satisfied	Somewhat satisfied		
Somewhat satisfied Not at all satisfied	Not at all satisfied		
DO NOT READ			
REFUSED -7 DON'T KNOW -8			

F2. To what extent has the services from the quitline met your quitting needs?

Telephone based survey:	Web based survey		
(READ ALL, CHECK ONE ONLY)	(CHECK ONE ONLY)		

 □ Almost all of my needs have been met □ Most of my needs have been met □ Only a few of my needs have been met □ None of my needs have been met 	☐ Almost all of my needs have been met ☐ Most of my needs have been met ☐ Only a few of my needs have been met ☐ None of my needs have been met ☐ If no, why not?		
If no, why not?			
DO NOT READ			
REFUSED -7 DON'T KNOW -8			
F3. If you were to seek help again, v	vould you contact the quitline?		
Telephone based survey:	Web based survey		
(READ ALL, CHECK ONE ONLY) Yes, definitely Yes, I think so No, I don't think so No, definitely not If no, why not? DO NOT READ REFUSED -7 DON'T KNOW -8	(CHECK ONE ONLY) ☐ Yes, definitely ☐ Yes, I think so ☐ No, I don't think so ☐ No, definitely not If no, why not?		
F4. If a friend were in need of similar help, would you recommend the quitline to him/her?			
Telephone based survey:	Web based survey		
(READ ALL, CHECK ONE ONLY)	(CHECK ONE ONLY)		

☐ Yes, definitely ☐ Yes, I think so ☐ No, I don't think so ☐ No, definitely not If no, why not? DO NOT READ	☐ Yes, definitely ☐ Yes, I think so ☐ No, I don't think so ☐ No, definitely not If no, why not?			
REFUSED -7 DON'T KNOW -8				
Section G. Use of Technology				
Now we would like to learn more about	out your use of the internet and other technology			
G1. Do you ever go on-line to access	s the Internet or World Wide Web?			
Telephone Based Survey:	Web Based Survey:			
Yes 1 No 2 REFUSED -7 DON'T KNOW -8	☐ Yes ☐ NO			
(Ask G2 if G1=1 (yes); else go to G4)				
G2. When you use the Internet, how	do you access it?			
Telephone Based Survey: G2a. A home computer G2b. A work computer G2c. A shared computer at a school, public library, or a community center G2d. Wireless device (i.e. mobile phone, iPad)	Web Based Survey: (check all that apply) A home computer A work computer A shared computer at a school, public library, or a community center Wireless device (i.e. mobile phone, iPad)			
[Read each location from G2a – G2d and record answer using the codes below]				

Yes	1	
No	2	
REFUSED	-7	
DON'T KNOW	-8	

G3. How often do you access the internet, including checking your e-mail?

Telephone based survey:	Web based survey		
(READ ALL, CODE ONE ONLY)	(CHECK ONE ONLY)		
Several times a day 5 About once a day 4 Every few days 3 Once a week 2 Less often 1	□ several times a day □ about once a day □ every few days □ once a week □ less often		
DO NOT READ			
REFUSED -7 DON'T KNOW -8			

G4. We're also interested in the kinds of telephone services people have. Please tell me whether you have any of the following. Do you have a...

web survey: check boxes (directions: check all that apply) telephone survey: Read each activity from G4a – G4c and record answer using the codes below

		Yes =1	No =2	Refused = -7	Don't Know = -8
a.	Landline or home telephone?				
b.	Mobile telephone?				
c.	(<i>If yes to b, then ask c</i>) A mobile phone with internet access?				

G5. Thinking about all the different ways you socialize or communicate with friends, about how often do you...

web survey: table of activities and response categories telephone survey: Read each activity/response category from G5a – G5e and record answer using the codes below

	Everyda y	Several times a	At least	Less than	Never =1	RE- FUSED	DON'T KNOW
	=5	week	once a	once	1	= -7	= -8
	J	=4	week	a		,	o l
		_	=3	wee			
				k			
				=2			
(ask G5a if G4a=1)							
a. Talk to friends on a							
landline or home							
telephone?							
(ask G5b if G4b=2)							
b. talk to friends							
on your mobile							
phone?							
(ask G5c if G4b=2)							
c.send text messages							
to each other on							
your mobile phone?							
(ask G5d if G1=1)							
d. send instant							
messages to each							
other through a							
service such as							
Yahoo messenger							
or G-chat, etc?							
(Ask G5d if G1=1							
e.send messages							
through social							
networking sites							
like Facebook or							
Myspace via wall							
posts, private							
messages, or chat?							

GO TO G6 if G1=1 (USES THE INTERNET); ELSE GO TO H1.

G6. Do you have an account or profile on the following social network sites?:

		Yes =1	No =2	Refused = -7	Don't Know
					= -8
a.	Facebook?				
b.	Twitter?				
c.	Myspace?				
d.	Google+?				

G7. How often do you access your account/profile on _____?

	Everyda	Several	At	Less	Never	RE-	DON'T
	y	times a	least	than	=1	FUSED	KNOW
	=5	week	once a	once		= -7	= -8
		=4	week	a			
			=3	wee			
				k			
				=2			
(ask G7a if G6a=1)							
a. Facebook?							
(ask G7b if G6b=1)							
b. Twitter?							
(ask G7c if G6c=1)							
c. Myspace							
(ask G7d if G6d=1)							
d. Google+							

G8. We're interested in the kinds of things you have done when you used the Internet to learn more about quitting smoking. Not everyone has done these things. Please just tell me whether you ever do each one, or not. Have you ever...

web survey: check boxes (directions: check all that apply)

telephone survey: Read each activity from G5a – G5d and record answer using the codes below

	Yes =1	No =2	Refused = -7	Don't Know = -8
a. started or joined a quit smoking- related group on a social networking site like Facebook of Myspace?				
b. read an online article about quitting smoking on a website such as CNN or WebMD?				
c. Used a search engine (e.g. Google, Bing, Yahoo!) to find information about quitting smoking?				

H. ENVIRONMENTAL SMOKE

//Ask of all respondents//

H1. Other than yourself, does anyone who lives in your household smoke cigarettes now?

Telephone Based S	Survey:	Web Based Survey:
Yes No REFUSED DON'T KNOW	1 2 -7 -8	□ Yes □ NO

H2. Which statement best describes the rules about smoking in your home:

Telephone Based Survey:	Web Based Survey:		
No one is allowed to smoke anywhere 1 Smoking is allowed in some places or at some times 2 Smoking is permitted anywhere 3 REFUSED -7 DON'T KNOW -8	 □ No one is allowed to smoking anywhere □ Smoking is allowed in some places or at some times □ Smoking is permitted anywhere 		

H3. What is your current occupational status?

Telephone Based Survey:	Web Based Survey: (please check one)
Employed 1 Unemployed 2 Homemaker 3 Student 4 Retired 5 Disabled 6 Other (please specify) 7	☐ Employed ☐ Unemployed ☐ Homemaker ☐ Student ☐ Retired ☐ Disabled ☐ Other/ Please specify below
REFUSED -7 DON'T KNOW -8	
Co to III if annious d (III) - 1). Fil-	o ao to Closina Domographica
Go to H4 if employed (H3=1); Elso	go to Closing Demographics.
H4. Are you currently employed or	utside the home?
Telephone Based Survey:	Web Based Survey:
Yes 1 No 2 REFUSED -7 DON'T KNOW -8	☐ Yes ☐ NO
	e home (H4=1); Else go to Closing Demographic
H5. Which of these best describes	your place of work's smoking policy for work area
Telephone Based Survey:	Web Based Survey:
Not allowed in any areas 1 Allowed in some area 2 Allowed in all areas 3 REFUSED -7 DON'T KNOW -8	☐ Not allowed in any areas ☐ Allowed in some area ☐ Allowed in all areas
Section I. Closing Demographics	
I1. What is your marital status?	

Telephone Based Survey: Married 1 Living as married 2 Divorced 3 Widowed 4 Separated 5 Single, never been married 6 Other (please specify) 7 REFUSED -7 DON'T KNOW -8	Web Based Survey: (please check one) Married Living as married Divorced Widowed Separated Single, never been married
Telephone Based Survey: Less than grade 9 1 Grade 9 to 11, no degree 2 GED 3 High school degree 4 Some college or university (includes some technical or trade school) 5 College or university degree (includes AA, BA, Masters, Ph.D.) 6 Other (please specify) 7 REFUSED -7 DON'T KNOW -8	Web Based Survey: (please check one) Less than grade 9 Grade 9 to 11, no degree GED High school degree Some college or university (includes some technical or trade school) College or university degree (includes AA, BA, Masters, Ph.D.)
I3. Are you of Hispanic or Latino or Telephone Based Survey: Yes 1 No 2 REFUSED -7 DON'T KNOW -8	gin? Web Based Survey: Yes NO

I4. What is your race? Which one or more of these groups would you say best describes you?

Telephone Based Survey: (select one or more)	Web Based Survey: (CHECK ALL THAT APPLY)
White 1 Black or African American 2 Asian 3 Native Hawaiian/Pacific Islander 4 American Indian/Alaska Native 5 REFUSED -7 DON'T KNOW -8	 □ White □ Black or African American □ Asian □ Native Hawaiian or other Pacific Islander □ American Indian or Alaska Native