Form approved

OMB No. 0920-0879

Expiration Date 03/31/2014

**CDC Infectious Diseases Reference Laboratories Customer Satisfaction Survey**

**I. How would you rate the following aspects of CDC’s infectious diseases (ID) reference laboratory services? (Does not include surveillance testing or outbreak investigations)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Very Poor** | **…** | | **Very Good** | **Not Applicable** |
|  | **- -** | **-** | **+** | **+ +** |  |
| 1. **Convenience**   Ease of obtaining information about services offered? | □ | □ | □ | □ | □ |
| 1. **Accessibility**   Ease of reaching someone to interpret results? | □ | □ | □ | □ | □ |
| 1. **Timeliness**   Was it [service, results?] delivered within the time promised? | □ | □ | □ | □ | □ |
| 1. **Forms**   Ease of using current specimen submission form | □ | □ | □ | □ | □ |
| 1. **Reports**   Ease of reading and interpreting laboratory results | □ | □ | □ | □ | □ |
| 1. **Overall**   Overall impression of CDC’s ID reference laboratory services | □ | □ | □ | □ |  |

**II. Open-Ended Questions:**

1. What are the three most important things CDC can do to improve the delivery of their ID reference laboratory services?

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1. What are two things currently provided by CDC’s ID reference laboratory services that are the most helpful to you?

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1. What should be included in CDC’s ID reference laboratory services that do not currently exist?

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**III. Your Information:**

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| Name: |

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| Position: |

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| City, State: |