

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 <i>Ease of obtaining information about services offered?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Accessibility <i>Ease of reaching someone to interpret results?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Timeliness <i>Was it [service, results?] delivered within the time promised?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Forms <i>Ease of using current specimen submission form</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Reports <i>Ease of reading and interpreting laboratory results</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Overall <i>Overall impression of CDC's ID reference laboratory services</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

II. Open-Ended Questions:

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

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

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

III. Your Information:

Name:

Position:

City, State: