

Attachment G: Web Survey for E-Mail Inquirers (English)

Web Survey for E-Mail Inquirers (English)

English Survey Invitation:

Please visit CDC-INFO's Customer Satisfaction Survey and tell us about your recent experience with CDC-INFO. The survey results will help improve our services. The address for the survey is http://www.emtservices.org/cdcinfo/en/email_satisfaction_survey.htm. Your participation in the survey is voluntary. Thank you!

Thank you for participating in CDC-INFO's satisfaction survey. The survey will only take two minutes to complete and will help us improve this service. You can stop the survey at any time.

1. Was this the first time you e-mailed the CDC?
 - Yes
 - No

2. How well did the information provided by CDC-INFO answer your questions?
 - Very well
 - Fairly well
 - Not very well
 - Not at all well

3. Did the information you received answer your question?
 - Yes
 - No

4. Did the response you received from CDC-INFO show that they:
 - Clearly understood your needs
 - Somewhat understood your needs
 - Did not understand your needs very well
 - Did not understand your needs at all

5. How quickly was CDC-INFO able to respond to your questions?
 - Within 24 hours
 - Within 2-3 days
 - Up to a week
 - More than a week

6. How quickly was CDC-INFO able to respond to your questions? Were they:
 - Very quick
 - Fairly quick
 - Not very quick
 - Not at all quick

<p>Public reporting burden of this collection of information is estimated to average of 3 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 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 (0920-0753)</p>
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7. How satisfied are you with the services CDC-INFO provided?
- Very satisfied
 - More satisfied than dissatisfied
 - More dissatisfied than satisfied
 - Very dissatisfied
8. If you are less than “*Very Satisfied*”, please share with us the reason for your dissatisfaction, so we can better improve our services:_____
- _____

The last few questions will help CDC-INFO learn more about the people we’re reaching with our service.

9. Are you male or female?
- Male
 - Female
10. How old are you?
- 19 years old or younger
 - 20-34 years old
 - 35-49 years old
 - 50-64 years old
 - 65 or older
11. What race or ethnicity do you identify with most? (You may select up to 2 options)
- Hispanic or Latino
 - Black or African American
 - White
 - Asian
 - American Indian or Alaska Native
 - Native Hawaiian or Other Pacific Islander

This survey is hosted by an independent survey research firm.

Thank you for taking the time to complete the survey