

**APPENDIX 2**

**DATA COLLECTION INSTRUMENTS**

**EMAIL INTAKE FORM**

**(CUSTOMER SERVICE AND DEMOGRAPHICS QUESTIONS)**

Email Intake Form- (upper half of page)  
<http://www.cancer.gov/global/contact/email-us>

The screenshot shows a web browser window titled "E-mail Us - National Cancer Institute - Windows Internet Explorer". The address bar shows the URL "http://www.cancer.gov/global/contact/email-us". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The address bar also contains "print screen on a double monitor". The browser's toolbar shows "Favorites", "Content Change Request", "Welcome to Nice Universe", and "Free Hotmail". The browser's status bar shows "Done" and "Trusted sites".

The main content area of the page is titled "E-mail Us - National Cancer Institute" and contains the following sections:

- Page Options:** Includes links for "Print This Page", "Email This Document", and "Bookmark & Share".
- Popular Resources:** Includes links for "Director's Page", "Dictionary of Cancer Terms", "NCI Drug Dictionary", "NCI Publications", "Funding Opportunities", "NCI Funded Research Portfolio", "Advisory Boards and Groups", "Science Serving People", and "Español".
- NCI Highlights:** Includes a link for "NCI Director's Testimony Before".
- Main Form:** Contains the following text and fields:
  - "Please use this form to contact NCI. Your answers will help us give you the most useful information. Personal information will be kept confidential and used only to respond to your question."
  - "Information provided by NCI's Cancer Information Service is not a substitute for personal medical advice. If you need medical advice, please consult your health care provider"
  - "E-mail address\*:" followed by a text input field.
  - "Enter e-mail address again to confirm\*:" followed by a text input field.
  - "Would you rather speak with one of our Cancer Information Specialists? 1-800-4-CANCER (1-800-422-6237) 8 a.m. to 8 p.m. ET, M-F" (highlighted in a blue box).
  - "How would you describe yourself?" with radio button options: "Cancer patient/survivor", "Spouse, relative, or friend of cancer patient", "General public", "Organization", "Health professional", "Scientist/Researcher", "Media", and "Student".
  - "What is your question/comment about?" with checkbox options: "Cancer information (treatment, risk factors, screening)", "Clinical trials", "Complementary and alternative medicine", "Support (financial, emotional, medical supplies)", "Research and funding", "About NCI", "Website questions", and "Other".
  - "Zip code (if U.S. resident):" followed by a text input field.
  - "Country (if outside the U.S.):" followed by a text input field.
  - "Enter the subject of your e-mail:" followed by a text input field.
  - "Message\*:" (please limit your message to 2,00 characters) followed by a large text area.

## Email Intake Form- (lower half of page)

The screenshot shows a web browser window titled "E-mail Us - National Cancer Institute - Windows Internet Explorer". The address bar shows the URL "http://www.cancer.gov/global/contact/email-us". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The address bar also contains a search icon and a "print screen on a double monitor" button. The browser's toolbar shows "Page 1" and "E-mail Us - National Canc...".

The main content area is titled "Message\*:" with a note "(please limit your message to 2,00 characters)". Below this is a large text input field. To the left of the input field is a sidebar titled "NCI Highlights" containing several links: "NCI Director's Testimony Before Senate Appropriations Committee", "The Nation's Investment in Cancer Research, 2012", "The Provocative Questions Project", "NCI Funded Research Portfolio", "Interactive NCI Budget Analysis Tool", and "Recovery Act at NCI".

Below the input field, there is a message: "Should your message require a response, you may expect one within 5 business days." Below this message are two buttons: "SUBMIT >" and "CLEAR >".

Below the buttons is a link: "Privacy Policy on E-mail Messages Sent to the NCI Web Site".

Below the link is a note: "\* Required field".

Below the note is a text box containing the following text: "Public reporting burden for this collection of information is estimated to average 10 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: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0046-17). Do not return the completed form to this address."

The browser's status bar at the bottom shows "Done", a "Trusted sites" icon, and a "100%" zoom level.