

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 shows "print screen on a double monitor". The browser's toolbar includes "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 a message: "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." Below this is a disclaimer: "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." The form includes fields for "E-mail address*", "Enter e-mail address again to confirm*", "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, 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, Other), "Zip code (if U.S. resident):", "Country (if outside the U.S.):", "Enter the subject of your e-mail:", and "Message*" (with a note to limit the message to 2,000 characters).

A blue box on the right side of the form contains the text: "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".

Email Intake Form- (lower half of page)

