

**Attachment A:**  
**Assessing of Cancer Information Service (CIS) Client Actions after being given Clinical  
Trials Information from Cancer Information Specialists**

**Intro for Respondents Who Contacted CIS by Phone, Email and Received Mail from CIS**

Thank you again for contacting the Cancer Information Service (CIS). As part of a research project for the National Cancer Institute, we are asking people who received information from the NCI's Cancer Information Service (CIS) about their experience, the information they received, and how they used the information.

The questions should take about 10 minutes to answer. Your participation is voluntary, and if you choose not to participate it will not affect your relationship with the National Cancer Institute. You are also free to exit the survey at any time without penalty and without any questions being asked of you.

Your input will help the CIS better understand how people use our information so we can improve our services. All information collected in this study will be kept secure to the extent provided by law. Any findings will be reported in aggregated form. We won't be asking anything personal and no identifying information will be shared.

**[Respondents who E-mailed CIS or were Mailed Information:]**

To access the survey, please go to:

<http://www>.

**[Respondents who Phoned CIS]**

Do you have any questions at this time?

If you agree to participate, you are saying that you understand what I've told you and that any questions you have were satisfactorily answered. You are also saying that you are at least 18 years old, and that you voluntarily agree to participate.

Do you agree to participate in this study?

**[If the participant says yes, fill out the information below]**

Great. So we can send you an email with a link to the survey, I would like to ask for your:

Email Address: \_\_\_\_\_

Participant's first name and last initial: \_\_\_\_\_

Date: \_\_\_\_\_

Researcher's signature: \_\_\_\_\_

Thank you in advance for your participation!

**[If the participant says no, then follow the script below]**

Thank you for taking the time to with me today and have a great (day/evening).