

## Customer Service Feedback Survey of 2016 NSSP Annual Grantee Meeting

Form Approved  
OMB No. 0920-0974  
Expiration Date: 06/30/2016

Thank you for attending the NSSP Annual Grantee Meeting, held on May 16-18, 2016

To help us improve next year's meeting, please complete a survey by accessing the link below. It should take approximately 10 minutes to complete. To finish the survey at a later point, please click on the "Finish Later" button which will bring you to a prompt asking for an email address. You will receive an email from the Epi Info Helpdesk and it will have the name of the survey, a survey link and a passcode. This passcode is very important because it saves your answers and allows you to re-enter the survey where you left off. Please click on the link in the email and enter the passcode to pick up where you left off.

If you have any questions or problems please contact your project officer.

By continuing on to the next screen, you will have consented to complete this survey.

NSSP Program

The public reporting burden of 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 - CDC/ATSDR Reports Clearance Officer; 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333 ATTN: PRA (0920-0974)

60fc

Please note down this pass code in reference to your survey response.

[Begin Survey](#)

Survey Starting Date: Thursday, April 14, 2016 12:00 AM

Survey Closing Date: Friday, April 15, 2016 11:59 PM

## Customer Service Feedback Survey of 2016 NSSP Annual Grantee Meeting

1 2 3 4 5 6 7 8 9 10 ▶



Exit Survey

### Session Satisfaction

Please indicate your level of agreement with the following statements regarding the meeting sessions.

Overall, I was satisfied with each of the following sessions:

Essence Training

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

DHIS, National Syndromic Surveillance Program (NSSP) Panel

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

NSSP Success Stories from the Field

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

Onboarding and Data Use Agreement

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

Representativeness and Recruitment Roundtable

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

Data Quality and Data Flow Roundtable

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

Strengthening Syndromic Surveillance Roundtable

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

Finish later

Continue

## Customer Service Feedback Survey of 2016 NSSP Annual Grantee Meeting

1 2 3 4 5 6 7 8 9 10



Exit Survey

### Session Satisfaction continued

Overall, I was satisfied with each of the following sessions:

Meaningful Use and Healthcare Transformation Roundtable

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

Data flow and Onboarding QA

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

Essence Q&A

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

Evaluation Q&A

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

Performance Measurement and Evaluation

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

Partnership Panel

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

← Previous

Finish later

Continue →

## Customer Service Feedback Survey of 2016 NSSP Annual Grantee Meeting

1 2 3 4 5 6 7 8 9 10



Exit Survey

### Session Clarity

Please indicate your level of agreement with the following statements regarding the meeting sessions.

The following sessions were clear and understandable.

Essence Training

Strongly agree     Agree     Neutral     Disagree     Strongly disagree     NA/ Did not attend

DHIS, National Syndromic Surveillance Program (NSSP) Panel

Strongly agree     Agree     Neutral     Disagree     Strongly disagree     NA/ Did not attend

NSSP Success Stories from the Field

Strongly agree     Agree     Neutral     Disagree     Strongly disagree     NA/ Did not attend

Onboarding and Data Use Agreement

Strongly agree     Agree     Neutral     Disagree     Strongly disagree     NA/ Did not attend

Representativeness and Recruitment Roundtable

Strongly agree     Agree     Neutral     Disagree     Strongly disagree     NA/ Did not attend

Data Quality and Data Flow Roundtable

Strongly agree     Agree     Neutral     Disagree     Strongly disagree     NA/ Did not attend

Strengthening Syndromic Surveillance Roundtable

Strongly agree     Agree     Neutral     Disagree     Strongly disagree     NA/ Did not attend

Previous

Finish later

Continue



## Customer Service Feedback Survey of 2016 NSSP Annual Grantee Meeting

1 2 3 4 5 6 7 8 9 10

Exit Survey

### Session Clarity continued

The following sessions were clear and understandable.

Meaningful Use and Healthcare Transformation Roundtable

Strongly agree  Agree  Neutral  Disagree  Strongly disagree  NA/ Did not attend

Data flow and Onboarding QA

Strongly agree  Agree  Neutral  Disagree  Strongly disagree  NA/ Did not attend

Essence Q&A

Strongly agree  Agree  Neutral  Disagree  Strongly disagree  NA/ Did not attend

Performance Measurement and Evaluation

Strongly agree  Agree  Neutral  Disagree  Strongly disagree  NA/ Did not attend




Partnership Panel

Strongly agree  Agree  Neutral  Disagree  Strongly disagree  NA/ Did not attend

Evaluation Q&A

Strongly agree  Agree  Neutral  Disagree  Strongly disagree  NA/ Did not attend

Previous Finish later Continue

Powered by:  Version: 1.3.0.1  

## Customer Service Feedback Survey of 2016 NSSP Annual Grantee Meeting

1 2 3 4 5 6 7 8 9 10

Exit Survey




### Sessions Meeting Needs

Please indicate your level of agreement with the following statements regarding the meeting sessions.

The following sessions met an underlying need or gap in knowledge.

Essence Training	<input checked="" type="radio"/> Strongly agree	<input type="radio"/> Agree	<input type="radio"/> Neutral	<input type="radio"/> Disagree	<input type="radio"/> Strongly disagree	<input type="radio"/> NA/ Did not attend
DHIS, National Syndromic Surveillance Program (NSSP) Panel	<input type="radio"/> Strongly agree	<input type="radio"/> Agree	<input type="radio"/> Neutral	<input type="radio"/> Disagree	<input type="radio"/> Strongly disagree	<input type="radio"/> NA/ Did not attend
NSSP Success Stories from the Field	<input type="radio"/> Strongly agree	<input type="radio"/> Agree	<input type="radio"/> Neutral	<input type="radio"/> Disagree	<input type="radio"/> Strongly disagree	<input type="radio"/> NA/ Did not attend
Onboarding and Data Use Agreement	<input type="radio"/> Strongly agree	<input type="radio"/> Agree	<input type="radio"/> Neutral	<input type="radio"/> Disagree	<input type="radio"/> Strongly disagree	<input type="radio"/> NA/ Did not attend
Representativeness and Recruitment Roundtable	<input type="radio"/> Strongly agree	<input type="radio"/> Agree	<input type="radio"/> Neutral	<input type="radio"/> Disagree	<input type="radio"/> Strongly disagree	<input type="radio"/> NA/ Did not attend
Data Quality and Data Flow Roundtable	<input type="radio"/> Strongly agree	<input type="radio"/> Agree	<input type="radio"/> Neutral	<input type="radio"/> Disagree	<input type="radio"/> Strongly disagree	<input type="radio"/> NA/ Did not attend
Strengthening Syndromic Surveillance Roundtable	<input type="radio"/> Strongly agree	<input type="radio"/> Agree	<input type="radio"/> Neutral	<input type="radio"/> Disagree	<input type="radio"/> Strongly disagree	<input type="radio"/> NA/ Did not attend

[Previous](#) [Finish later](#) [Continue](#)

Powered by:  Version: 1.3.0.1  

## Customer Service Feedback Survey of 2016 NSSP Annual Grantee Meeting

1 2 3 4 5 6 7 8 9 10

Exit Survey

### Sessions Meeting Needs Continued

The following sessions met an underlying need or gap in knowledge.

Meaningful Use and Healthcare Transformation Roundtable

Strongly agree  Agree  Neutral  Disagree  Strongly disagree  NA/ Did not attend

Data flow and Onboarding QA

Strongly agree  Agree  Neutral  Disagree  Strongly disagree  NA/ Did not attend

Essence Q&A

Strongly agree  Agree  Neutral  Disagree  Strongly disagree  NA/ Did not attend

Performance Measurement and Evaluation

Strongly agree  Agree  Neutral  Disagree  Strongly disagree  NA/ Did not attend




Partnership Panel

Strongly agree  Agree  Neutral  Disagree  Strongly disagree  NA/ Did not attend

Evaluation Q&A

Strongly agree  Agree  Neutral  Disagree  Strongly disagree  NA/ Did not attend

[Previous](#) [Finish later](#) [Continue](#)

Powered by:  Version: 1.3.0.1  

### Customer Service Feedback Survey of 2016 NSSP Annual Grantee Meeting

1 2 3 4 5 6 7 8 9 10

[Exit Survey](#)




#### Session Applicability

Please indicate your level of agreement with the following statements regarding the meeting sessions.

The following sessions are applicable to my daily work as part of the National Syndromic Surveillance Program.

Essence Training	<input checked="" type="radio"/> Strongly agree	<input type="radio"/> Agree	<input type="radio"/> Neutral	<input type="radio"/> Disagree	<input type="radio"/> Strongly disagree	<input type="radio"/> NA/ Did not attend
DHIS, National Syndromic Surveillance Program (NSSP) Panel	<input type="radio"/> Strongly agree	<input type="radio"/> Agree	<input type="radio"/> Neutral	<input type="radio"/> Disagree	<input type="radio"/> Strongly disagree	<input type="radio"/> NA/ Did not attend
NSSP Success Stories from the Field	<input type="radio"/> Strongly agree	<input type="radio"/> Agree	<input type="radio"/> Neutral	<input type="radio"/> Disagree	<input type="radio"/> Strongly disagree	<input type="radio"/> NA/ Did not attend
Onboarding and Data Use Agreement	<input type="radio"/> Strongly agree	<input type="radio"/> Agree	<input type="radio"/> Neutral	<input type="radio"/> Disagree	<input type="radio"/> Strongly disagree	<input type="radio"/> NA/ Did not attend
Representativeness and Recruitment Roundtable	<input type="radio"/> Strongly agree	<input type="radio"/> Agree	<input type="radio"/> Neutral	<input type="radio"/> Disagree	<input type="radio"/> Strongly disagree	<input type="radio"/> NA/ Did not attend
Data Quality and Data Flow Roundtable	<input type="radio"/> Strongly agree	<input type="radio"/> Agree	<input type="radio"/> Neutral	<input type="radio"/> Disagree	<input type="radio"/> Strongly disagree	<input type="radio"/> NA/ Did not attend
Strengthening Syndromic Surveillance Roundtable	<input type="radio"/> Strongly agree	<input type="radio"/> Agree	<input type="radio"/> Neutral	<input type="radio"/> Disagree	<input type="radio"/> Strongly disagree	<input type="radio"/> NA/ Did not attend

[Previous](#) [Finish later](#) [Continue](#)

Powered by:  Version: 1.3.0.1  



## Customer Service Feedback Survey of 2016 NSSP Annual Grantee Meeting

1 2 3 4 5 6 7 8 9 10



Exit Survey

### Session Applicability continued

The following sessions are applicable to my daily work as part of the National Syndromic Surveillance Program.

Meaningful Use and Healthcare Transformation Roundtable

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

Data flow and Onboarding QA

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

Essence Q&A

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

Performance Measurement and Evaluation

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

Partnership Panel

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

Evaluation Q&A

Strongly agree    Agree    Neutral    Disagree    Strongly disagree    NA/ Did not attend

← Previous

Finish later

Continue →

### Customer Service Feedback Survey of 2016 NSSP Annual Grantee Meeting

1 2 3 4 5 6 7 8 9 10




Exit Survey

#### Session Improvements

Please indicate how any of these sessions could be improved. Please indicate the particular session or if this is a general comment.


Please indicate topic areas/ areas of need that you would like further guidance on from CDC and/ or other grantees.

[Previous](#) [Finish later](#) [Continue](#)

Powered by:  Version: 1.3.0.1  

## Customer Service Feedback Survey of 2016 NSSP Annual Grantee Meeting

1 2 3 4 5 6 7 8 9 10

 Exit Survey

### Meeting Logistics

Please indicate your level of satisfaction with the following logistical components of the meeting.

Transportation

Very Satisfied    Satisfied    Neutral    Unsatisfied    Very Unsatisfied

Housing/ Accommodations

Very Satisfied    Satisfied    Neutral    Unsatisfied    Very Unsatisfied




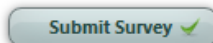
Meeting Venues




Very Satisfied    Satisfied    Neutral    Unsatisfied    Very Unsatisfied

Please indicate ways in which we can improve the meeting in terms of logistics.

### Additional Comments

Please provide any additional comments or suggestions in regards to the meeting.

 Previous    Finish later    Print    Submit Survey ✓

Powered by:  Version: 1.3.0.1    

## Customer Service Feedback Survey of 2016 NSSP Annual Grantee Meeting



Thank you again for your participation at the annual grantee meeting and for providing feedback.  
We look forward to continuing to work with you!