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

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

Overall, I was satisfied with each of the following sessions [SessionSatisfaction]

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| **Session** | **Strongly agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** | **NA/ Did Not Attend** |
| Essence Training [SessionSatisfaction\_Training] |  |  |  |  |  |  |
| DHIS, National Syndromic Surveillance Program (NSSP) Panel [SessionSatisfaction\_NSSPPanel] |  |  |  |  |  |  |
| NSSP Success Stories from the Field [SessionSatisfaction\_Success] |  |  |  |  |  |  |
| Onboarding and Data Use Agreement [SessionSatisfaction\_DUA] |  |  |  |  |  |  |
| Representativeness and Recruitment Roundtable [SessionSatisfaction\_Representative] |  |  |  |  |  |  |
| Data Quality and Data Flow Roundtable [SessionSatisfaction\_DataQuality] |  |  |  |  |  |  |
| Strengthening Syndromic Surveillance Roundtable [SessionSatisfaction\_StrengthenSyS] |  |  |  |  |  |  |
| Meaningful Use and Healthcare Transformation Roundtable [SessionSatisfaction\_HCTransform] |  |  |  |  |  |  |
| Data flow and Onboarding Questions and Answers [SessionSatisfaction\_DataFlowQA] |  |  |  |  |  |  |
| Essence Q&A [SessionSatisfaction\_EssenceQA] |  |  |  |  |  |  |
| Performance Measurement and Evaluation [SessionSatisfaction\_PerfMeas] |  |  |  |  |  |  |
| Partnership Panel [SessionSatisfaction\_PartnershipPanel] |  |  |  |  |  |  |
| Evaluation Q&A [SessionSatisfaction\_EvalQA] |  |  |  |  |  |  |

The following sessions were clear and understandable. [SessionClear]

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| **Session** | **Strongly agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** | **NA/ Did Not Attend** |
| Essence Training [SessionClear\_Training] |  |  |  |  |  |  |
| DHIS, National Syndromic Surveillance Program (NSSP) Panel [SessionClear\_NSSPPanel] |  |  |  |  |  |  |
| NSSP Success Stories from the Field [SessionClear\_Success] |  |  |  |  |  |  |
| Onboarding and Data Use Agreement [SessionClear\_DUA] |  |  |  |  |  |  |
| Representativeness and Recruitment Roundtable [SessionClear\_Representative] |  |  |  |  |  |  |
| Data Quality and Data Flow Roundtable [SessionClear\_DataQuality] |  |  |  |  |  |  |
| Strengthening Syndromic Surveillance Roundtable [SessionClear\_StrengthenSyS] |  |  |  |  |  |  |
| Meaningful Use and Healthcare Transformation Roundtable [SessionClear\_HCTransform] |  |  |  |  |  |  |
| Dataflow and Onboarding Q&A [SessionClear\_DataFlowQA] |  |  |  |  |  |  |
| Essence Q&A [SessionClear\_EssenceQA] |  |  |  |  |  |  |
| Performance Measurement and Evaluation [SessionClear\_PerfMeas] |  |  |  |  |  |  |
| Partnership Panel [SessionClear\_PartnershipPanel] |  |  |  |  |  |  |
| Evaluation Q&A [SessionClear\_EvalQA] |  |  |  |  |  |  |

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

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| **Session** | **Strongly agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** | **NA/ Did Not Attend** |
| Essence Training [SessionGap\_Training] |  |  |  |  |  |  |
| DHIS, National Syndromic Surveillance Program (NSSP) Panel [SessionGap\_NSSPPanel] |  |  |  |  |  |  |
| NSSP Success Stories from the Field [SessionGap\_Success] |  |  |  |  |  |  |
| Onboarding and Data Use Agreement [SessionGap\_DUA] |  |  |  |  |  |  |
| Representativeness and Recruitment Roundtable [SessionGap\_Representative] |  |  |  |  |  |  |
| Data Quality and Data Flow Roundtable [SessionGap\_DataQuality] |  |  |  |  |  |  |
| Strengthening Syndromic Surveillance Roundtable [SessionGap\_StrengthenSyS] |  |  |  |  |  |  |
| Meaningful Use and Healthcare Transformation Roundtable [SessionGap\_HCTransform] |  |  |  |  |  |  |
| Dataflow and Onboarding Q&A [SessionGap\_DataFlowQA] |  |  |  |  |  |  |
| Essence Q&A [SessionGap\_EssenceQA] |  |  |  |  |  |  |
| Performance Measurement and Evaluation [SessionGap\_PerfMeas] |  |  |  |  |  |  |
| Partnership Panel [SessionGap\_PartnershipPanel] |  |  |  |  |  |  |
| Evaluation Q&A [SessionGap\_EvalQA] |  |  |  |  |  |  |

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

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| **Session** | **Strongly agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** | **NA/ Did Not Attend** |
| Essence Training [SessionApplicable\_Training] |  |  |  |  |  |  |
| DHIS, National Syndromic Surveillance Program (NSSP) Panel [SessionApplicable\_NSSPPanel] |  |  |  |  |  |  |
| NSSP Success Stories from the Field [SessionApplicable\_Success] |  |  |  |  |  |  |
| Onboarding and Data Use Agreement [SessionApplicable\_DUA] |  |  |  |  |  |  |
| Representativeness and Recruitment Roundtable [SessionApplicable\_Representative] |  |  |  |  |  |  |
| Data Quality and Data Flow Roundtable [SessionApplicable\_DataQuality] |  |  |  |  |  |  |
| Strengthening Syndromic Surveillance Roundtable [SessionApplicable\_StrengthenSyS] |  |  |  |  |  |  |
| Meaningful Use and Healthcare Transformation Roundtable [SessionApplicable\_HCTransform] |  |  |  |  |  |  |
| Dataflow and Onboarding Q&A [SessionApplicable\_DataFlowQA] |  |  |  |  |  |  |
| Essence Q&A [SessionApplicable\_EssenceQA] |  |  |  |  |  |  |
| Performance Measurement and Evaluation [SessionApplicable\_PerfMeas] |  |  |  |  |  |  |
| Partnership Panel [SessionApplicable\_PartnershipPanel] |  |  |  |  |  |  |
| Evaluation Q&A [SessionApplicable\_EvalQA] |  |  |  |  |  |  |

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

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

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**Please indicate your level of satisfaction with the following logistical components of the meeting.** [LogisticsSatisfaction]

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| **Logistical component** | **Very Satisfied** | **Satisfied** | **Neutral** | **Unsatisfied** | **Very Unsatisfied** |
| Transportation [LogisticsSatisfaction\_Transport] |  |  |  |  |  |
| Housing/ Accommodations [LogisticsSatisfaction\_Housing] |  |  |  |  |  |
| Meeting Venues [LogisticsSatisfaction\_Venue] |  |  |  |  |  |
| Meals [LogisticsSatisfaction\_Meals] |  |  |  |  |  |

**Please indicate ways in which we can improve the meeting in terms of logistics.** [LogisticsImprovements]

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**Please provide any additional comments or suggestions in regards to the meeting.** [AdditionalComments]

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