

**Public reporting burden of this collection of information is estimated to average 60 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 (0920-1026)**

**CDC is seeking information on the overall awardee experience with both the Contact Center and the VTrckS IT system, so please coordinate with your VTrckS users to submit only ONE survey per awardee office. Questions marked with an asterisk (\*) require a response in order to proceed.  
Thank you!**

\* 1. Which awardee do you represent?

## Part I: Contact Center Customer Service

**This section solicits your feedback on the service you have received from the Vaccine Order Management Contact Center’s Customer Service Representatives. Your input should be based on the service quality you have received directly from the Customer Service Representatives, rather than the CDC team who handles escalated tickets or on VTrckS as an IT system. The section gauges service quality in terms of customer service standards such as professionalism, understanding your issue, and keeping you informed. After this Contact Center section you will find a separate section to record your opinions about VTrckS as an IT system.**

\* 2. The responses we have received from the Contact Center in the past year show that the Customer Service Representatives:

- Clearly understood our needs
- Somewhat understood our needs
- Did not understand our needs very well
- Did not understand our needs at all
- N/A

Please further explain your response to the question above, or provide other comments as desired.

\* 3. Please indicate your level of agreement with the following statements:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A
a. Responses from the Contact Center have been thorough and clearly communicated to us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Customer Service Representatives at the Contact Center have provided accurate information to solve the issue(s) we raise.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Customer Service Representatives have provided us with regular status updates when we have had less-routine issues requiring time to get resolved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Customer Service Representatives have treated us in a professional manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please further explain your responses to the questions above, or provide other comments as desired.

\* 4. In general, how do you prefer to communicate with the Contact Center?

- Email
- Telephone
- Depends on the nature of the inquiry
- No preference
- N/A

Please explain why you prefer to reach out to the Contact Center the way you answered above.

\* 5. Have you worked with certain Customer Service Representative(s) whom you feel is/are particularly helpful?

- Yes
- No
- N/A

If you answered "Yes," could you please share the Customer Service Representative(s)'s name(s)?

\* 6. In summary, how satisfied have you been with the information provided by Contact Center Customer Service Representatives when they have answered your questions?

- Very Satisfied
- More Satisfied than Dissatisfied
- More Dissatisfied than Satisfied
- Very Dissatisfied
- N/A

Please further explain your response to the question above, or provide other comments as desired.

7. Please share any additional information/comments about your experience with the Contact Center.

**This section solicits your feedback on the VTrckS application itself, such as system functionality, reporting, and level of user-friendliness.**

## VTrckS Access

\* 8. Please indicate your level of agreement with the following statements regarding VTrckS access:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
a. We know how to request VTrckS access for new awardee staff and/or provider users.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. We know how to request VTrckS deactivation for specific awardee staff and/or provider users, when appropriate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please further explain any of your responses to the questions above, or provide other comments as desired.

## Spend Plan Functionality

\* 9. Please indicate your level of agreement with the following statements regarding your experience with Spend Plan functionality:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
a. We are able to complete monthly Spend Plan update requirements in VTrckS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Spend Plan data are accurately reflected in VTrckS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Spend Plan reports are timely, accurate, and complete.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please further explain any of your responses to the questions above, or provide other comments as desired.

## ExIS Interfaces

\* 10. Please indicate your level of agreement with the following statements regarding your experience with ExIS interfaces:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
a. We can successfully upload files through all ExIS interfaces that we have implemented.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. We can easily find the list of orders and inventory that were uploaded through the ExIS interface for a given time period.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. We can easily download the VTrckS shipment file and the data are correct.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. We can easily use error log files to address data issues for ExIS files.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please further explain any of your responses to the questions above, or provide other comments as desired.

## Vaccine Management Functionality

\* 11. Please indicate your level of agreement with the following statements regarding your experience with Vaccine Management Functionality:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
a. We can successfully create, edit, and review formulary views and assign providers as necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. We can successfully create and submit vaccine requests.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. It is easy to enter NDCs without dashes when entering vaccine requests.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. It is easy to use the VTrckS review tool to help us manage provider vaccine requests.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. It is easy to use the Target Groups to help us manage provider orders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. We can review, modify, and approve provider-submitted vaccine requests.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. The Mass Upload of marketing attributes is easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. We can search and edit provider master data or marketing attributes as necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. It is easy to add an alternate address to the provider master data.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. We can manage orders and resolve issues in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. The fund type split template makes it easier and more efficient for us to manage individual provider orders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. It is easy to use VTrckS to place purchase orders using state/local and CHIP funds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. It is easy to use the Search function in the ECC portal to search for Purchase Orders and Purchase Order Returns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. It is easy to use VTrckS effectively to manage purchase orders placed using state/local and CHIP funds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. We can successfully create and complete vaccine returns in VTrckS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
p. The new label functionality for returns that allows the user to select a mailing address or an email address for return labels helps reduce staff time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
q. We can successfully modify vaccine returns in VTrckS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
r. We can successfully create and complete wastage orders in VTrckS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
s. We can successfully cancel a non-direct ship vaccine request in VTrckS, if necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
t. We can successfully manage orders for allocated vaccines in VTrckS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please further explain any of your responses to the questions above, or provide other comments as desired.

## Reports

\* 12. Please indicate your opinion about the ease of using the following reports in SAP Business Objects:

	Very Easy to Use	Easy to Use	Neutral	Not Easy to Use	Not At All Easy to Use	I Do Not Use This Report
a. Provider enrollment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Provider profile	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Bulk order status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Provider orders and deliveries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Spend plan monitoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Spend plan advanced purchase	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. CDC Allocation Balance Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Please further explain:

If there are any existing reports that are not meeting your needs.

If there are any additional reports you need.

## VTrckS Communications from CDC

\* 14. Please indicate your level of agreement with the following statements regarding your experience with VTrckS Communications from CDC staff (not the Contact Center):

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
a. CDC effectively communicates VTrckS information that we need/want.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. CDC communications regarding VTrckS are timely and occur with appropriate frequency (e.g., neither too often nor too rarely).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any additional feedback for the questions above, or regarding VTrckS communications in general.

\* 15. Please indicate your opinion of the usefulness of each of the CDC's VTrckS communications tools/mechanisms listed below:

	Very Useful	Useful	Neutral	Not Useful	Not At All Useful	N/A
a. VTrckS User Group Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. VTrckS ExIS Community Site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. ExIS Bi-Monthly Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Emails sent from the NCIRD Immunization Grantee Mailbox	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## VTrckS Training

\* 16. Please indicate your level of agreement with the following statements regarding your experience with VTrckS trainings:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
a. The VTrckS training webinars offered by CDC are effective and timely (neither too frequent nor too rare).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The VTrcks Training Library is a helpful support tool.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. If/when our office requests targeted VTrckS training and/or hands-on support from CDC, the instruction/help we receive is timely and effective.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any additional feedback for the questions above, or regarding VTrckS trainings in general.

## Overall Satisfaction

\* 17. Please indicate your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
a. VTrckS is an effective tool for vaccine ordering and inventory/funds management.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. We can access the necessary functionality in VTrckS for all of our staff to do our jobs / perform our roles.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 18. What is the most positive impact your office has seen from VTrckS?

\* 19. What is the most challenging aspect of the current system?

20. Please feel free to share any additional feedback regarding your overall satisfaction with VTrckS.

Thank you very much for completing the 2015 VTrckS Survey. PLEASE CLICK THE 'DONE' BUTTON BELOW TO SUBMIT. If you have any questions or concerns regarding this assessment, you may contact Julie Orta at [JOrta@cdc.gov](mailto:JOrta@cdc.gov).