Form Approved OMB No: 0920-1026 Exp. Date: 7/31/2017 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.

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.

	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.				\bigcirc		0
b. Customer Service Representatives at the Contact Center have provided accurate information to solve the issue(s) we raise.		\bigcirc		\bigcirc		
c. Customer Service Representatives have provided us with regular status updates when we have had less-routine ssues requiring time to get resolved.		0		0		
d. Customer Service Representatives have treated us in a professional manner.				\circ	\bigcirc	\bigcirc
In general, how do	you prefer to co	mmunicate	with the Contact	Center?		
		mmunicate	with the Contact	Center?		
Telephone		mmunicate	with the Contact	Center?		
Email Telephone Depends on the nature		mmunicate	with the Contact	Center?		
Email Telephone Depends on the nature No preference N/A	re of the inquiry					
Email Telephone Depends on the nature No preference	re of the inquiry					

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.	

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

TrckS Access						
. Please indicate you	ur level of agreer	nent with the	e following state	ements regardi	ing VTrckS acce	ess:
	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.	0	0	0		0	0
b. We know how to request VTrckS deactivation for specific awardee staff and/or provider users, when appropriate.						\bigcirc
ease further explain any	of your responses to	the questions	above, or provide	other comments a	as desired.	

9. Please indicate your level of agreement with the following statements regarding your experience with Spend Plan functionality: Strongly Agree Agree Neutral Disagree Disagree N/A	Spend Plan Functionality						
Strongly Agree Agree Neutral Disagree Disagree N/A a. We are able to complete monthly Spend Plan update requirements in VTrckS. b. Spend Plan data are accurately reflected in VTrckS. c. Spend Plan reports are timely, accurate, and complete.							
Spend Plan functionality: Strongly Agree Agree Neutral Disagree Disagree N/A a. We are able to complete monthly Spend Plan update requirements in VTrckS. b. Spend Plan data are accurately reflected in VTrckS. c. Spend Plan reports are timely, accurate, and complete.							
Spend Plan functionality: Strongly Agree Agree Neutral Disagree Disagree N/A a. We are able to complete monthly Spend Plan update requirements in VTrckS. b. Spend Plan data are accurately reflected in VTrckS. c. Spend Plan reports are timely, accurate, and complete.	O. Diagon indicate value level of agreement	with the fell	ovina ototi	amanta rag	ordina vour	· ovnorionoo	with
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Agree Agree Neutral Disagree Disagree N/A a. We are able to complete monthly Spend Plan update requirements in VTrckS. b. Spend Plan data are accurately reflected in VTrckS. c. Spend Plan reports are timely, accurate, and complete.	,	Strongly				Strongly	
update requirements in VTrckS. b. Spend Plan data are accurately reflected in VTrckS. c. Spend Plan reports are timely, accurate, and complete.			Agree	Neutral	Disagree		N/A
vTrckS. c. Spend Plan reports are timely, accurate, and complete.							
complete.							
Please further explain any of your responses to the questions above, or provide other comments as desired.							
the questions above, or provide other confinences as desired.	Plages further explain any of your responses to the a	uestions abov	e or provide	other comme	inte ae deeired	1	
	Tease further explain any or your responses to the q	uestions abov	e, or provide	Other Committee	into as desired	ı. 	

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
a. We can successfully upload files through all ExIS nterfaces that we have implemented.						
 We can easily find the list of orders and inventory hat were uploaded through the ExIS interface for a given time period. 						
c. We can easily download the VTrckS shipment ile and the data are correct.						
d. We can easily use error log files to address data ssues for ExIS files. ease further explain any of your responses to the qu	estions abov	e, or provide	other comme	nts as desired	I	
ssues for ExIS files.	estions abov	e, or provide	other comme	nts as desired	I.	
ssues for ExIS files.	estions abov	e, or provide	other comme	nts as desired	I.	
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ssues for ExIS files.	estions abov	e, or provide	other comme	nts as desired	I.	

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

	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.						
q. We can successfully modify vaccine returns in VTrckS.						
r. We can successfully create and complete wastage orders in VTrckS.						
s. We can successfully cancel a non-direct ship vaccine request in VTrckS, if necessary.						
t. We can successfully manage orders for allocated vaccines in VTrckS.					\bigcirc	
ease further explain any of your responses to the qu	uestions above	e, or provide	other comme	nts as desired	d	

Reports							
12. Please indicate yo	our opinion about t	he ease of us	ing the follow	ving repo	ts in SAP B	usiness Ob	iects:
			3	3 1			I Do Not
		Very Easy t Use	o Easy to Use	Neutral	Not Easy to Use	Not At All Easy to Use	Use This Report
a. Provider enrollment							
b. Provider profile							
c. Bulk order status							
d. Provider orders and de	liveries						
e. Spend plan monitoring							
f. Spend plan advanced	purchase						
g. CDC Allocation Balanc	e Report						
If there are any additional reports you need.							
L							

a. CDC effectively communicates VTrckS information that we need/want. b. CDC communications regarding VTrckS are timely and occur with appropriate frequency (e.g., neither too often nor too rarely). lease share any additional feedback for the questions above, or regarding VTrckS communications in general. 5. Please indicate your opinion of the usefulness of each of the CDC's VTrckS communications pols/mechanisms listed below: Very Useful	ations in general. kS communications Not At All	a. CDC effectively communicates VTrckS information that we need/want. b. CDC communications regarding VTrckS are timely and occur with appropriate frequency (e.g., neither too often nor too rarely). lease share any additional feedback for the questions above, or regarding VTrckS communications in general. 5. Please indicate your opinion of the usefulness of each of the CDC's VTrckS communications pols/mechanisms listed below: Very Useful	rectively communicates VTrckS In that we need/want. Immunications regarding VTrckS are occur with appropriate frequency (e.g., offen nor too rarely). It is any additional feedback for the questions above, or regarding VTrckS communications in general. It is indicate your opinion of the usefulness of each of the CDC's VTrckS communications hanisms listed below: Very Useful Useful Neutral Not Useful Useful Nid Useful	a. CDC effectively communicates VTrckS information that we need/want. b. CDC communications regarding VTrckS are timely and occur with appropriate frequency (e.g., neither too often nor too rarely). lease share any additional feedback for the questions above, or regarding VTrckS communications in general. 5. Please indicate your opinion of the usefulness of each of the CDC's VTrckS communications pols/mechanisms listed below: Very Useful Useful Neutral Not Useful Useful Not At All Useful Use	CDC effectively communicates VTrckS formation that we need/want. CDC communications regarding VTrckS are mely and occur with appropriate frequency (e.g., either too often nor too rarely). Please share any additional feedback for the questions above, or regarding VTrckS communications in general. Please indicate your opinion of the usefulness of each of the CDC's VTrckS communications als/mechanisms listed below: Very Useful Useful Neutral Not Useful Useful Not Useful Useful N/A VTrckS User Group Calls OTrckS ExIS Community Site ExIS Bi-Monthly Calls Emails sent from the NCIRD Immunization		Strongly	Agros	Noutral	Discaree	Strongly Disagree	NI/A
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antee Mailbox						s/mechanisms listed below: VTrckS User Group Calls /TrckS ExIS Community Site ExIS Bi-Monthly Calls Emails sent from the NCIRD Immunization					Not At All	N/A
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						a. VTrckS User Group Calls b. VTrckS ExIS Community Site c. ExIS Bi-Monthly Calls d. Emails sent from the NCIRD Immunization					Not At All	N/A

/TrckS Training						
16. Please indicate your level of agreement	with the fo	llowing sta	itements re	garding you	ur experienc	e with
VTrckS trainings:						
	Strongly				Strongly	
	Agree	Agree	Neutral	Disagree	Disagree	N/A
a. The VTrckS training webinars offered by CDC						
are effective and timely (neither too frequent nor too rare).						
b. The VTrcks Training Library is a helpful support						
tool.						
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.						
Please share any additional feedback for the questions	s above, or re	egarding VTr	ckS trainings i	n general.		
<u> </u>	<u> </u>	<u> </u>				

Overall Satisfaction						
17. Please indicate your level of agreement	with the fo	llowing sta	tements:			
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
a. VTrckS is an effective tool for vaccine ordering and inventory/funds management.						
b. We can access the necessary functionality in VTrckS for all of our staff to do our jobs / perform our roles.						
18. What is the most positive impact your of	ffice has se	en from V	TrckS?			
19. What is the most challenging aspect of	the current	system?				
20. Please feel free to share any additional	feedback r	egarding y	our overall	satisfactior	with VTrck	S.
Thank you very much for completing the 2015 VTrckS	S Survey DI E	ASE CLICK :	THE 'DONE' I	RUTTON REI	OW TO SURA	AIT If you
have any questions or concerns regarding this assess						mr. n you