Attachment B Clinical Centers of Excellence

WTC Health Program Call Center Customer Satisfaction Survey: English

Was the agent who took your call courteous and professional? Please rate the agent from 1 to 5 using the following scale.

- 1. Not very Courteous
- 2. Somewhat Courteous and Professional
- 3. Undecided
- 4. Courteous and Professional
- 5. Very Courteous and Professional

Was the agent knowledgeable in the subject matter? Please rate the agent from 1 to 5 using the following scale.

- 1. Not Very Knowledgeable
- 2. Somewhat Knowledgeable
- 3. Undecided
- 4. Knowledgeable
- 5. Very Knowledgeable

How satisfied were you with the overall time it took to handle your request – from the time you dialed our number to the time the agent completed your call? Rate our timeliness from 1 to 5 using the following scale.

- 1. Not Very Satisfied
- 2. Somewhat Satisfied
- 3. Undecided
- 4. Satisfied
- 5. Very Satisfied

Overall, how satisfied are you with how your call was handled? Rate the experience from 1 to 5 using the following scale.

- 1. Not Very Satisfied
- 2. Somewhat Satisfied
- 3. Undecided
- 4. Satisfied
- 5. Very Satisfied

Public reporting burden of this collection of information is estimated to average 1 minute 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 (0920-0953).