

**APPENDIX 2**

**DATA COLLECTION INSTRUMENTS**

**EMAIL INTAKE FORM**

**(CUSTOMER SERVICE AND DEMOGRAPHICS QUESTIONS)**

Email Intake Form- (upper half of page)  
<http://www.cancer.gov/global/contact/email-us>

The screenshot shows a web browser window titled "E-mail Us - National Cancer Institute - Windows Internet Explorer". The address bar shows the URL "http://www.cancer.gov/global/contact/email-us". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The Favorites bar contains "Content Change Request", "Welcome to Nice Universe", and "Free Hotmail". The browser tabs show "Jill Schlotterback Shively", "Page 1", and "E-mail Us - National Canc...".

The main content area of the page is titled "E-mail Us - National Cancer Institute" and contains the following sections:

- Page Options:** Includes links for "Print This Page", "Email This Document", and "Bookmark & Share".
- Popular Resources:** Lists various resources such as "Director's Page", "Dictionary of Cancer Terms", "NCI Drug Dictionary", "NCI Publications", "Funding Opportunities", "NCI Funded Research Portfolio", "Advisory Boards and Groups", "Science Serving People", and "Español".
- NCI Highlights:** Includes a link for "NCI Director's Testimony Before".
- Main Form:** Contains instructions, a disclaimer, and several input fields:
  - Instructions: "Please use this form to contact NCI. Your answers will help us give you the most useful information. Personal information will be kept confidential and used only to respond to your question."
  - Disclaimer: "Information provided by NCI's Cancer Information Service is not a substitute for personal medical advice. If you need medical advice, please consult your health care provider."
  - Input fields: "E-mail address\*", "Enter e-mail address again to confirm\*", "Zip code (if U.S. resident)", "Country (if outside the U.S.)", and "Enter the subject of your e-mail:".
  - Radio button options for "How would you describe yourself?": "Cancer patient/survivor", "Spouse, relative, or friend of cancer patient", "General public", "Organization", "Health professional", "Scientist/Researcher", "Media", and "Student".
  - Checkbox options for "What is your question/comment about?": "Cancer information (treatment, risk factors, screening)", "Clinical trials", "Complementary and alternative medicine", "Support (financial, emotional, medical supplies)", "Research and funding", "About NCI", "Website questions", and "Other".
  - A text area for "Message\*" with a note: "(please limit your message to 2,00 characters)".
- Call to Action:** A box on the right side of the form asks: "Would you rather speak with one of our Cancer Information Specialists? 1-800-4-CANCER (1-800-422-6237) 8 a.m. to 8 p.m. ET, M-F".

The browser's status bar at the bottom shows "Done", "Trusted sites", and "100%".

# Email Intake Form- (lower half of page)

