

NCI/Office of Communications and Public Liaison

APPENDIX 1A

CUSTOMER SERVICE AND DEMOGRAPHIC QUESTIONS

Customer Service and Demographic Questions

Public Burden Statement

The screenshot displays the Oracle Service Cloud interface for the National Cancer Institute. The top navigation bar includes 'File', 'Home', 'Insert Field', 'Insert Control', 'Object Tools', and 'Rules'. The 'Object Tools' section contains various actions like 'Action 1', 'Action 2', 'Action 3', 'Action 4', and 'Action 5', along with 'Agree to Terms of Study', 'ARRA ID', and 'ARRA Study'. The 'Rules' section includes 'Asset', 'Assigned', and 'Cancer Site' options. The 'Workspace Properties' section includes 'Ribbon', 'Rules', 'Audit Log', 'Browser Compatibility', 'Spell Check', 'Notes', and 'Show Outline'.

The main interface is divided into several sections:

- Cisco CTI Bar:** Contains 'Call' and 'Outbound' tabs, and buttons for 'Login', 'AgentState', 'Dial/Answer/Release', 'Hold/Retrieve', 'Alt/Reconn', 'Conf/Transfer', and 'Tools'. Below these are input fields for 'Ext: Inst:', 'AgentID:', and 'AgentStatus:'.
- Workspaces Explorer:** Shows a tab for 'NCI Inquiry'.
- Form Fields:** Includes 'Reference #', 'Status' (Unassigned), 'Date Created', 'Point of Access', 'Service Number', 'Due Date', 'Assigned', 'Queue', 'Disposition', 'Demographic Collection Addn', and 'Language'.
- Details Section:** Includes 'Messages', 'Audit Log', and 'Notes' tabs. Below are 'Contact Type', 'Collect Demographics', and 'Lead' fields.
- Public Burden Statement:** A tabbed section containing the following text:

"Form approved: OMB No. 0925-0208
Expiry Date: 12/31/2018
Public reporting burden for this collection of information is estimated to vary from 1 to 3 minutes per response, including the time for reviewing instruction, 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: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0208).

The bottom status bar shows 'Logged in as: Adrianna Gutierrez' and '12/10/2015 02:15 PM PST | 100%'.

Customer Service and Demographic Questions

Customer Service Questions

The screenshot displays the Oracle RightNow CX Cloud Service interface for a customer service inquiry. The window title is "150224-000356 - National Cancer Institute - Oracle RightNow CX Cloud Service". The interface includes a top navigation bar with icons for Forward, Print, Propose, Spell Check, Links, and Info. Below this is a "Today's Inquiries" section for inquiry 150224-000356. The main form contains the following fields:

- Reference #: 150224-000356
- Status*: Completed
- Date Created: 02/24/2015 01:35 PM
- Point of Access: Telephone
- Service Number*: 4CANCER
- Due Date: 03/02/2015 01:35 PM
- Assigned: Eric Mose
- Queue: English Cancer Phone Call
- Disposition: [No Value]
- Language: English (US)

The "Details" tab is active, showing "Contact Type" as "Cancer patient - Treated", "Collect Demographics" as "Yes", and "Lead" as "None". Below this, the "Demographics" tab is selected, displaying a survey form with the following questions and input fields:

- Exempt: [No Value]
- Before you go, may I ask you a few questions that will help us understand who we are serving? We appreciate you taking the time to answer these. Please know that your answers will be kept confidential. Is this okay?
- Used Service Before?: [No Value]
- How did you locate NCI?: [No Value]
- Zip Code: [Input Field] International

A section titled "Survey Previously Submitted" contains the text: "Thank you for your response. Your input is appreciated."

Questions:

- **Have you used service before?**
- **How did you find our Service?**
- **Zip Code?**

Customer Service and Demographic Questions

Demographic Survey Questions

What is your age?

- Age
- Callers age 96 or older
- Don't know
- Refusal
- Did not ask

What is your Gender?

- Male
- Female
- Don't know
- Refusal
- Did not ask

Which of These Categories Best Describes You?

- Hispanic or Latino
- Not Hispanic or Latino
- Don't know
- Refusal
- Did not ask

Which of These Categories Best Describes You? You can select more than one:

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White
- Don't know
- Refusal
- Did not ask

What Is the Highest Level of Education You Have Completed?

- Grade school

Customer Service and Demographic Questions

- Some high school
- High school graduate
- Some college
- College graduate
- Post-graduate
- Not sampled
- Don't know
- Refusal
- Did not ask

Is There a Place You Usually Go to When You are Sick or Need Advice About Your Health?

- Yes
- No
- Don't Know
- Refused
- Did not ask

What Kind of Place Do You Go Most Often?

- A doctor's office
- A clinic, health center, or hospital clinic
- The emergency room, or
- Some other place
- No one place
- Valid skip
- Don't know
- Refused
- Did not ask

In the Last 12 Months, Did You Have Any Kind of Healthcare Coverage, Including Health Insurance, Prepaid Plans Such As HMOs or Government Plans Such as Medicare?

- Yes
- No
- Don't know
- Refused
- Did not ask

Would You Say You Had This Coverage During All 12 Months or Less Than 12 Months?

Customer Service and Demographic Questions

- All 12 months
- Less than 12 months
- Valid Skip
- Don't know
- Refused
- Did not ask

Which Type of Coverage Did You Have?

- Was it public, such as Medicare, Medicaid, or other government plans?
- Was it private, such as an HMO, Blue Cross, Kaiser, Aetna?
- Or, was it both public and private?
- Valid skip
- Don't know
- Refused
- Did not ask

The final questions are about your family income. I understand that this is sensitive information and I would like to stress again that all of the information you provide is confidential.

What Was Your Total Household Income from All Sources Before Taxes Last Year? Just Stop Me When I Get to the Right Category

- Less than \$10,000
- \$10,000 to \$19,000
- \$20,000 to \$29,000
- \$30,000 to \$39,000
- \$40,000 to \$59,000
- \$60,000 to \$79,000
- \$80,000 or more
- Don't know
- Refused
- Did not ask

Including Yourself, How Many People Living in Your Household are Supported by This Total Household Income?

- Total People
- Don't know
- Refused

Customer Service and Demographic Questions

Did not ask