

SUPPORTING STATEMENT B:

**COLLECTION OF CUSTOMER SERVICE, DEMOGRAPHIC,  
AND SMOKING/TOBACCO USE INFORMATION FROM THE  
NATIONAL CANCER INSTITUTE'S  
CANCER INFORMATION SERVICE (CIS) CLIENTS (NCI)  
OMB No. 0925-0208, Expiration Date: 12/31/2015**

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HIGHLIGHTS IN YELLOW REPRESENT  
CHANGES FROM 2012 SUBMISSION

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## **APPENDICES**

- 1 A. Telephone Questions (Demographic and Customer Service Questions)
- 1 B. LiveHelp Questions and Demographic Questions
- 1 C. Smoking Cessation Intake and Demographic Questions (SCIF) Screen Shots
- 1 D. VA Callback
2. E-mail Intake Form
3. Facebook and Smartphone Screenshots
4. Privacy Impact Assessment (approved 9/9/2011)
5. Privacy Act Memo (approved 6/14/2012)
6. Office of Human Subjects Research (OHSR) Review
7. Confidentiality of Communications Policy
8. CIS Annual Data Report (2014)
9. Customer Satisfaction Survey Questions
10. Electronic Contact Record Form and Screen Shots

## **B. Statistical Methods**

### **B.1 Respondent Universe and Sampling Methods**

The potential universe of Cancer Information Service (CIS) clients is almost 319 million respondents, the estimated population of those aged 18 and older (U.S. Census estimate for 2010). In 2014, CIS provided services to 65,500 telephone clients (1-800-4-CANCER), 15,643 email clients, 1,671 Facebook clients and 12,238 LiveHelp clients. Based on the CIS budget and increased use of the Internet, significant increases in call rates to 1-800-4-CANCER are not expected. The numbers of *LiveHelp* and Quitline clients are expected to increase somewhat as a result of the public's increasing reliance on the Internet for health information.

Data from the current OMB approved collection indicate that 90.0 percent of the individuals who contact CIS via telephone or *LiveHelp* fall within the categories sampled for demographics. Consistent with the current data collection, 25 percent of eligible telephone clients will be routinely sampled for demographics, and 50 percent of those responding to special promotions will be sampled (see Supporting Statement A, Section A.2 for a brief explanation of special promotions). Based on experience during the current data collection period, it is estimated that about 36 percent of eligible telephone clients will be sampled overall. Fifty percent of eligible *LiveHelp* clients will be sampled (the higher sampling rate is due to the lower response rate among *LiveHelp* clients). All clients who call the Quitline for smoking cessation assistance will be sampled for the smoking intake questions. Based on CIS experience with the callback service, it is estimated that about 20 percent of Quitline clients will participate in the callback service. All of these clients will

be asked the smoking follow-up question at up to 4 callbacks. Overall, it is estimated that 23,580 CIS clients will respond to the demographic and/or smoking questions (see Supporting Statement A, Section A.12, Table A.12-1).

## **B.2 Procedures for the Collection of Information**

Data will continue to be collected by Information Specialists using the Electronic Contact Record Form (ECRF), (see current ECRF in **Appendices 1A, 1C, and 1D.**) The ECRF is programmed to trigger the demographic questions for 25 percent of eligible telephone clients (50 percent in the case of special promotions) and 50 percent of eligible *LiveHelp* clients. The ECRF will trigger the smoking intake questions for all clients seeking smoking cessation assistance and the smoking follow-up question for all clients participating in the callback service.

Information Specialists will continue to collect the smoking intake information at the beginning of the telephone interaction as part of the needs assessment process. Much of this information will be collected passively as clients naturally share information about their smoking/tobacco use and history. Information Specialists will actively ask questions as necessary, using a conversational style whereby questions will be woven into the conversation rather than asked in a highly structured format. The smoking follow-up question (“When was the last time you smoked a cigarette, even a puff?”) will be asked during the initial portion of counseling callbacks, also in a conversational style when possible, in order to determine smoking status and counseling needs.

The demographic questions are also asked at naturally-occurring and appropriate points in the conversation, or at the conclusion of the conversation together with the customer service questions. Consistent with the procedure used for the current data collection for *LiveHelp* clients, a unique URL will be generated and pushed to the client at the close of the session and the client then answers the questions online (See **Appendix 1B** for *LiveHelp* questions). The URL will remain active until midnight on the day of the session.

### **B.3 Methods to Maximize Response Rates and Deal with Nonresponse**

The response rate for the customer service questions and demographic questions has averaged approximately 70 percent over recent years (telephone, email and *LiveHelp* combined). CIS monitors calls and reviews transcripts of *LiveHelp* and email sessions to ensure that Information Specialists are providing services and collecting data in an appropriate manner and according to CIS policies and procedures and quality management practices. Any issues of concern related to the proposed data collection will be addressed through supervision and training.

### **B.4 Tests of Procedures or Methods to be Undertaken**

As indicated in Supporting Statement A, Section A.1 and other sections of this justification statement, NCI uses CIS user data for planning and evaluation purposes. Data are also reported in documents written at the request of NCI leadership or Congress. For these purposes, NCI will continue to use descriptive statistics to characterize user populations (e.g., callers, *LiveHelp* users) based on demographic questions (since 1983), satisfaction questions, and smoking cessation intake questions—procedures that CIS has been using

since first receiving OMB permission to conduct information collection from CIS users.

**B.5 Individuals Consulted on Statistical Aspects and Individuals Collecting and/or Analyzing Data**

As indicated in Supporting Statement A, Section A.16, CIS does not plan to conduct statistical analyses of client data on a routine basis. For occasional research that involves statistical analyses, CIS will consult with other NCI researchers and CIS partners as appropriate. Data management and analysis will be performed by the NCI Project Officer and the Analytics and Audience Research Branch at NCI.