

CDC-INFO IVR Survey

0. We would like to get feedback on your experience with CDC-INFO.
 1. If you would like to participate in a very brief customer satisfaction survey, please press 1.
 - i. “We expect it to take 2 minutes to complete the survey.”
 2. If you do not wish to offer feedback about your experience... press 2.
 - i. “Thank you for calling CDC-INFO. Goodbye.” The call will disconnect.

(The options repeat automatically if the caller does not respond)

1. How satisfied are you with the agent who handled your call today?
 1. Very satisfied, press 1
 2. Satisfied, press 2
 3. Neutral, press 3
 4. Dissatisfied, press 4
 5. Very Dissatisfied, press 5
2. Did you receive the health information you were looking for?
 1. Yes, press 1
 2. No, press 2
3. Based on the information you received on the call today, how likely are you to make changes regarding your or your family’s behavior?
 1. Not Applicable, press 1
 2. Very Likely, press 2
 3. Likely, press 3
 4. Not Likely, press 4
 5. Not Likely at all, press 5
4. Why did you contact CDC-INFO by phone? – Select option.
 1. Did not have internet access when you placed your call, press 1
 2. Could not find the information you were looking for, press 2
 3. You preferred to speak to a live agent, press 3
 4. You do not have access to a doctor or healthcare provider, press 4
 5. Other, press 5

“The next few questions will help CDC INFO learn more about the people we’re reaching with our service.”

5. Are you male or female?
 1. For male, press 1.
 2. For female, press 2.

6. How old are you?
 1. If you are age 19 or under, press 1.
 2. If you are 20-34 years old, press 2
 3. If you are 35-49 years old, press 3.
 4. If you are 50-64 years old, press 4.
 5. If you are age 65 or older, press 5.

7. What ethnicity do you identify with?
 1. If you are Hispanic or Latino, press 1.
 2. If you are Not Hispanic or Latino, press 2.

8. Which of the following would you say is your race?
 - If you are American Indian or Alaska Native, press 1
 - If you are Asian, press 2
 - If you are Black or African American, press 3
 - If you are Native Hawaiian or Other Pacific Islander, press 4
 - If you are White, press 5
 - If you identify with more than one race, press 6

“Again, CDC thanks you for participating in this survey, thank you, good bye.”