

NCI/Office of Communications and Public Liaison

APPENDIX 1AB

AUTOMATED CUSTOMER SERVICE AND DEMOGRAPHIC QUESTIONS

Customer Service and Demographic Questions

Customer Service Questions

The Public Burden statement for the phone demographics is on the workspace:

<https://livehelp.cancer.gov/ci/documents/detail/5/1/12/d20f5cee1379622717570b0dd5ba13012e07435c>

The VA Demographics share the public burden statement, which is on the workspace above, here is the actual VA survey:

<https://livehelp.cancer.gov/ci/documents/detail/5/6/12/3d59acc925ccbfd3f780e854ed1be3795a3be5a7>

The screenshot displays the NCI Inquiry workspace interface. The top ribbon includes tabs for Home, Insert Field, Insert Control, Design, and Rules. The main content area shows a form with various fields and a 'Public Burden Statement' tab selected. The statement text is as follows:

Form approved: OMB No. 0925-0208
Expiry Date: 02/28/2022

Public reporting burden: Public reporting burden for this collection of information is estimated to average 3 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection 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 burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0208)

Questions:

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

Customer Service and Demographic Questions

Demographic Survey Questions

Please select a response from the following responses:

What is your age?

- 1- 18-34
- 2- 35-49
- 3- 50-64
- 4- 65-74
- 5- 75+

What is your Gender?

- 1- Male
- 2- Female
- 3- Don't know
- 4- I do not wish to respond

Which of These Categories Best Describes You?

- 1- Hispanic or Latino
- 2- Not Hispanic or Latino
- 3- Don't know
- 4- I do not wish to respond

Which of These Categories Best Describes You?

- 1- American Indian or Alaska Native
- 2- Asian
- 3- Black or African American
- 4- Native Hawaiian or Other Pacific Islander
- 5- White

What Is the Highest Level of Education You Have Completed?

- 1- Some high school or less
- 2- High school graduate
- 3- College graduate
- 4- Post-graduate
- 5- I do not wish to respond

Customer Service and Demographic Questions

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

- 1- Yes
- 2 -No
- 3- Don't Know
- 4- I do not wish to respond

What Kind of Place Do You Go Most Often?

- 1- A doctor's office
- 2- A clinic or health center
- 3- The emergency room or urgent care
- 4- Some other place, or
- 5- Don't know

What Was Your Total Household Income from All Sources Before Taxes Last Year?

- 1- Less than \$25,000
- 2- \$25,000 - \$49,000
- 3- \$50,000 - \$74,000
- 4- more than \$75,000
- 5- I do not wish to respond

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

- 1- 1
- 2- 2
- 3- 3
- 4- 4 or more
- 5- I do not wish to respond