

Attachment 1. ETSB Customer Satisfaction Survey

Welcome! Thank you for participating in our Customer Satisfaction Survey! Your feedback will help us improve our services for the design, accreditation, and delivery of public health training products.

This survey will take approximately **5 minutes** to complete. All responses will be 100% anonymous. Please use the navigation buttons within the survey. If you click the back arrow in your browser, you will be kicked out of the survey and your information will be lost. Your responses will be saved when you click **Done** on the very last page.

The public reporting burden of this collection of information is estimated to average 5 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 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 – CDC/ATSDR Reports Clearance Officer; 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333 ATTN: PRA (0920-1050)

1. What type of service did you receive? (Select one)

Note: If you are unsure which service you received, please refer to the email that sent you to this survey.

- (1) Consultation on Training Approach or Educational Design
- (2) Accreditation for Educational Activity (e.g., CME, CNE, CEU)
- (3) Management of Courses or Learners in a System (e.g., CDC TRAIN)
- (4) Promotion of Training (e.g., CDC Learning Connection)

If option #2 (accreditation for educational activity) is selected, skip question 2.

2. How satisfied were you with the following?

	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied
Responsiveness of staff				
Courteousness of staff				
Staff expertise				
Timeliness of delivery of service				
Clarity of process				
Ease of obtaining service				
Overall customer service experience				

The educational accreditation service you received is comprised of two phases. In the first phase, you worked with a continuing education consultant (CEC) to develop your training into a package for accreditation. In the second phase, you worked with a Training and Continuing Education Online (TCEO) course manager to upload and manage your training via the TCEO system. Please tell us about your experience with both parts of the educational activity accreditation process.

3. Please reflect upon your experience with the CEC. How satisfied were you with the following?

	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied
Responsiveness of CEC				
Courteousness of CEC				
CEC expertise				
Timeliness of delivery of service				
Clarity of process				
Ease of obtaining service				
Overall customer service experience				

4. Now reflect upon your experience with the TCEO course manager. How satisfied were you with the following?

	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied
Responsiveness of course manager				
Courteousness of course manager				
Course manager expertise				
Timeliness of delivery of service				
Clarity of process				
Ease of obtaining service				
Overall customer service experience				

Skip pattern ends and everyone gets the following questions

5. The results from the service I received met my expectations.

(1) Disagree; (2) Somewhat disagree; (3) Somewhat agree; (4) Agree

6. What about this service was most beneficial to you? (open-ended)

7. How could our team improve this service for you next time? (open-ended response)

Please provide as much detail as possible. Your response is anonymous, and it will help us continue to improve our services for you.

8. How likely are you to recommend this service to someone else?

(1) Unlikely; (2) Somewhat unlikely; (3) Somewhat likely; (4) Likely

9. Was it your first time receiving this service?

(1) Yes; (2) No

This is a skip pattern, if they answer 1 (yes), they get question 10. Otherwise, they complete the survey.

10. How did you hear about this service?* (1st time customer only) Select all that apply.

- ☐ Referred by a colleague
- ☐ We contacted you

- ☐ CDC intranet search
- ☐ [CDC TRAIN website](#)
- ☐ [CDC Continuing Education website](#)
- ☐ Connects article/Consolidated Daily Announcement (CDA)
- ☐ Attended a presentation
- ☐ Referred by Communication Services (Create-IT)
- ☐ Through a different service provided by ETSB
- ☐ Other (Please specify)

*Required

Thank you for completing our survey!

We strive to provide optimal service. Please emails us at DSEPDeval@cdc.gov if you would like to provide additional anonymous details about the service you received. Please use “ETSB customer feedback” in the subject line of your email. Please do not use this email address for service requests or inquiries that require an immediate response.

For more information about the Division of Scientific Education and Professional Development, please visit <https://www.cdc.gov/csels/dsepd/support.html>. If you work at CDC, please visit <http://intranet.cdc.gov/training> to learn more about our branch and services for CDC programs,