

## On-TRAC Customer Feedback Survey

Form Approved

OMB Control No.: 0920-1050

Expiration Date: 07/31/2025

### Introduction

Thank you for taking this survey so that CDC may evaluate the quality of your On-TRAC experience. Your feedback will help us improve On-TRAC and the service we provide to you. The survey should take you less than 10 minutes to complete. All responses will be analyzed and reported in aggregate for internal use only and will be handled in a confidential and secure manner.

### Questions

1. What was your primary reason for, or area/section used when accessing On-TRAC? (mark one)
  - a. Technical Assistance Request
  - b. Resource Center [access resources from one of the libraries]
  - c. Frequently Asked Questions
  - d. Peer-to-Peer information Exchange
  - e. Announcements
  - f. Other (please specify)
  
2. How frequently do you use On-TRAC?
  - a. First-time user
  - b. Daily
  - c. Weekly
  - d. Monthly
  - e. Quarterly
  - f. 2-3 times a year
  - g. Once a year

**Please rate your satisfaction with each of the following using the scale listed.**

3. Ease of reaching desired area/topic/section of On-TRAC. (1 = Highly dissatisfied, 2 = Dissatisfied, 3 = Neither dissatisfied nor satisfied, 4 = Satisfied, 5 = Highly satisfied)
  
4. The time it took to complete your intended On-TRAC task/activity. (1 = Highly dissatisfied, 2 = Dissatisfied, 3 = Neither satisfied nor dissatisfied, 4 = Satisfied, 5 = Highly satisfied)
  
5. The usefulness of the tool/resource/information you accessed. (1=Highly Dissatisfied, 2=Dissatisfied, 3=Neither Dissatisfied nor Satisfied, 4=Satisfied, 5=Highly Satisfied)

CDC estimates the average public reporting burden for this collection of information as 10 minutes per response, including the time for reviewing instructions, searching existing data/information sources, gathering and maintaining the data/information 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 Information Collection Review Office, 1600 Clifton Road NE, MS H21-8, Atlanta, Georgia 30333; ATTN: PRA (0920-1050).

6. Overall satisfaction using On-TRAC as a technical assistance and resource center. (1 = Highly dissatisfied, 2 = Dissatisfied, 3 = Neither dissatisfied nor satisfied, 4 = Satisfied, 5 = Highly satisfied)

**If response to #6 is  $\leq 3$ , then go to question 7. If response to #6 is  $>3$ , then go to question 8.**

7. Why were you not satisfied using On-TRAC? (mark all that apply – will be check boxes, current numbering does not convey ranking)
  - 1 = Did not find resource or answer because difficult to navigate in On-TRAC
  - 2 = Did not find resource or answer because relevant content not found
  - 3 = Content was appropriate but too lengthy to be useful
  - 4 = Content was too conceptual for practical application
  - 5 = Content was outdated
  - 6 = The key word “search” feature did not yield the answers I was seeking
  - 7 = Other (please describe)
8. What did you like about using On-TRAC? (open-ended)
9. How likely are you to use On-TRAC again? (1=Highly Unlikely, 2=Unlikely, 3=Neither likely nor unlikely, 4=Likely, 5=Highly Likely)
10. Please use this section to provide any additional feedback/commentary regarding On-TRAC that may not have been covered in this survey (e.g. other areas of On-TRAC accessed). (open-ended)

**Follow Up Questions specifically for those who have submitted a TA request: (User will be asked if they are willing to be contacted and if yes, to provide email address since TA requests will be answered after the session during which the user submits the request.)**

**Please rate your satisfaction with each of the following using the scale listed.**

1. How well the response to your TA request answered your question. (1=Highly Dissatisfied, 2=Dissatisfied, 3=Neither Dissatisfied nor Satisfied, 4=Satisfied, 5=Highly Satisfied)
2. The time it took to receive an answer/response to your TA request. (1=Highly Dissatisfied, 2=Dissatisfied, 3=Neither Dissatisfied nor Satisfied, 4=Satisfied, 5=Highly Satisfied)
3. How likely are you to submit a TA request via On-TRAC in the future? (1=Highly Unlikely, 2=Unlikely, 3=Neither likely nor unlikely, 4=Likely, 5=Highly Likely)

4. Overall satisfaction with the TA request and response process. (1=Highly Dissatisfied, 2=Dissatisfied, 3=Neither Dissatisfied nor Satisfied, 4=Satisfied, 5=Highly Satisfied)
5. Please use this section to provide any additional feedback/commentary regarding the On-TRAC request and response process that may not have been covered in this survey. (open-ended)