**2023 CDC-INFO Pilot Live Chat Survey**

We want to hear from you! Please tell us about your experience with the CDC-INFO Live Chat service.

1. How satisfied were you with your experience with CDC-INFO’s chat service?
   * Very satisfied
   * Satisfied
   * Neutral
   * Dissatisfied
   * Very Dissatisfied
2. Please provide any additional feedback. (open text field and optional)

1. How easy was it to use the CDC-INFO chat service?
   * Very easy
   * Somewhat easy
   * Neutral
   * Somewhat difficult
   * Very difficult
2. How likely are you to use CDC-INFO’s chat service again?
   * Very Likely
   * Likely
   * Neither likely nor unlikely
   * Not Likely
   * Not Likely at all
3. This interaction increased my trust in CDC to provide accurate health information.

* Strongly agree
* Agree
* Neither agree nor disagree
* Disagree
* Strongly disagree

1. The chat agent I interacted with today was professional

* Strongly agree
* Agree
* Neither agree nor disagree
* Disagree
* Strongly disagree