**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