**CDC-INFO Telephone Service Customer Satisfaction Survey**

1. We want to hear from you! Please tell us about your experience with the CDC-INFO telephone service.
   1. If you would like to participate in a very brief customer satisfaction survey, please press 1
   2. If you do not wish to offer feedback about your experience… press 2.
      1. “Thank you for calling CDC-INFO. Goodbye.” The call will disconnect.

(For all question, they will end with “To repeat, press 0”)

1. How satisfied are you with the overall service you received from CDC-INFO today?
   * Very satisfied, press 5
   * Satisfied, press 4
   * Neutral, press 3
   * Dissatisfied, press 2
   * Very dissatisfied, press 1
2. The call center agent I interacted with today was professional
   * Strongly agree, press 5
   * Agree, press 4
   * Neither agree nor disagree, press 3
   * Disagree, press 2
   * Strongly disagree, press 1
3. This telephone interaction increased my trust in CDC to provide accurate public health information.
   * Strongly agree, press 5
   * Agree, press 4
   * Neither agree nor disagree, press 3
   * Disagree, press 2
   * Strongly disagree, press 1
4. Did you visit the CDC.gov website prior to calling us?
   * Yes, press 1
   * No, press 2

Please help us better understand the audience we are reaching.

1. Do you have regular access to the Internet?
   * Yes, press 1
   * No, press 2
2. How old are you?
   * If you are age 19 or under, press 1.
   * If you are 20-34 years old, press 2
   * If you are 35-49 years old, press 3.
   * If you are 50-64 years old, press 4.
   * If you are age 65 or older, press 5.
3. What ethnicity do you identify with?
   * If you are Hispanic or Latino, press 1.
   * If you are Not Hispanic or Latino, press 2.
   * If you prefer not to answer, press 3.
4. Which of the following would you say is your race?

* If you are American Indian or Alaska Native, press 1
* If you are Asian, press 2
* If you are Black or African American, press 3
* If you are Native Hawaiian or Other Pacific Islander, press 4
* If you are White, press 5
* If you identify with more than one race, press 6
* If you prefer not to answer, press 7

1. If you’d like to leave a voice message to provide feedback about our service today, please press 9 now. (Optional goes to voicemail to collect)

“Again, CDC thanks you for participating in this survey, thank you, good bye.”