

## [SAMPLE VHF] Feedback Questionnaire for Travelers

The U.S. Centers for Disease Control and Prevention (CDC) is asking for your feedback to help us improve the public health entry screening process. Filling out this questionnaire is voluntary and optional. It should take 5 to 10 minutes to complete. Your responses are anonymous.

This questionnaire is about public health entry screening conducted at U.S. airports. The screening was to identify travelers from [COUNTRY] entering the United States with [SAMPLE VHF] symptoms or who may have been exposed to Marburg while in [COUNTRY].

1. On a scale of 1 (uninformed) to 5 (very well-informed), how informed did you feel about the public health entry screening process before your flight to the U.S.? [build in skip pattern to go to a or b]

1	2	3	4	5
Not all informed		Somewhat informed		Very well informed

- a. If 3-5 is selected: How did you learn about the public health entry screening process before your flight to U.S.?
  - b. If 1-2 is selected: In the future, who would you like to receive this information from before you travel to the United States?
    - i. Airline
    - ii. CDC
    - iii. U.S. Department of State/ U.S. Embassy
    - iv. Travel agent
    - v. Other [free text]
2. What issues (if any) did you experience during the public health entry screening process? Select all that apply.
    - a. None.
    - b. I was not aware I would have to go through entry screening.
    - c. I was screened even though I was not in [COUNTRY].
    - d. My flight was rebooked to a different airport than where I planned to arrive.
    - e. Costs (rebooking fees, hotels).
    - f. Travel delays (missed connections).
    - g. Screening took too long.
    - h. Other: \_\_\_\_\_

3. Please share any information about your experience with public health entry screening that will help us improve.
4. Were the text messages you received from U.S. Public Health easy to understand? Scale of 1 (not easy) to 5 (very easy)

1 2 3 4 5

Not all easy Somewhat easy Very easy

5. What did you like about the text messages? What didn't you like?(note for developer: one free text field for both questions)
6. Did you try to contact a U.S. health department (state, local or territorial) for any reason?
- a. No
  - b. Yes
    - i. Were you able to reach them?
7. In general, how would you like to receive health information about actions to take after being in an outbreak area in another country, such as monitoring your health and what to do if you get sick? Select up to 4 in your order of preference.
- a. Text messages (similar to the messages you received from U.S. Public Health)
  - b. Email
  - c. Automated, recorded phone call
  - d. Paper handout
  - e. Printed or digital poster at the airport
  - f. Audio announcement on the plane or in the airport
  - g. Social media
  - h. Website
  - i. Radio
  - j. Newspaper
  - k. TV
  - l. Other: \_\_\_\_\_
8. On a scale of 1 (not at all) to 5 (definitely) how likely is it that you would complete a public health entry screening online questionnaire if it were offered instead of the current in-person process?

1 2 3 4 5

Unlikely

Somewhat likely

Very likely

9. What is your usual country of residence?

- a. [COUNTRY]
- b. United States
- c. Another country

Thank you so much for providing feedback to help improve our processes in the future.