

U.S. Public Health Traveler Survey

This survey is about public health entry screening conducted at U.S. airports for travelers who had been in affected countries during the Ebola outbreak. For this survey the countries are the Democratic Republic of the Congo (DRC), Uganda, or South Sudan.

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 for other travelers in the future. Completing this questionnaire is your choice (voluntary). It should take no more than 15 minutes to complete. Your responses are anonymous.

1. Are you 18 years or older? [Yes/No]

2. 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 United States?

1. Uninformed
2. Slightly informed
3. Somewhat informed
4. Well informed
5. Very well-informed

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- a. If 3-5 is selected: How did you learn about the public health entry screening process before your flight to the United States? [select all that apply]
 - i. Airline
 - ii. CDC website
 - iii. U.S. Department of State/U.S. Embassy
 - iv. Government of affected country
 - v. Travel agent
 - vi. Friends or family
 - vii. Social media
 - viii. News media
 - ix. Employer

Public reporting burden of this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering, and maintaining the data 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, Reports Clearance Officer, 1600 Clifton Rd., MS H21-8, Atlanta, GA 30333, ATTN: PRA (0920-1469).

- x. Community organization (e.g., volunteer, religious)
 - xi. Other
 - b. If 1-2 is selected: In the future, who would you prefer to receive this information from before you travel to the United States? [select all that apply]
 - i. Airline
 - ii. Airport signage or announcement
 - iii. CDC website
 - iv. U.S. Department of State/ U.S. Embassy
 - v. Travel agent
 - vi. Friends or family
 - vii. Social media
 - viii. News media
 - ix. Employer
 - x. Community organization (e.g., volunteer, religious)
 - xi. Other
- 3. What issues (if any) did you experience during the public health entry screening process? Select all that apply.
 - a. No issues
 - b. I was not aware I would have to go through entry screening
 - c. I was screened even though I had not been in an Ebola-affected country in the previous 21 days
 - d. My flight was rebooked to a different airport than where I planned to arrive
 - e. I had difficulty understanding because I am not comfortable reading or answering questions in English
 - f. Screening took too long
 - g. The staff did not explain why I was being screened or what the next steps were
 - h. It caused me to miss a connecting flight
 - i. I experienced technical issues (e.g., digital forms didn't load or tablets were broken)
 - j. The screening area was confusing, crowded, or had poor signage
 - k. I was separated from my family members or travel companions during the process
 - l. Other

4. Did you have any expenses related to any change in travel plans for public health entry screening? Only include expenses that you paid for. Do not include any expenses that you were reimbursed or if you expect reimbursement.
- Select all that apply.
 - Rebooking fees (including additional flights added to arrive at the designated U.S. airport)
 - Additional hotel stays
 - Additional meals required due to increased trip time or delays
 - Other expenses, such as car rentals or taxi fares
 - No, I don't have any expenses.
 - Please estimate your total travel expenses (in U.S. dollars) related to changes in travel plans for public health entry screening (such as items listed above). [free text]
5. Did you experience any travel delays related to entry screening (e.g., increased travel duration to arrive in a designated U.S. airport, increased time to travel from the designated U.S. airport to your final destination in the United States, or missed connections)?

Yes/No

- a. If yes, approximately how many hours/days was your travel delayed?

_____ Hours
_____ Days

6. Please share any information about your experience with public health entry screening that will help us improve. [free text]
7. Did you receive text messages from U.S. Public Health? [Yes/No]
8. Were the text messages you received from U.S. Public Health easy to understand, on a scale of 1 (not at all easy) to 5 (very easy)?
- Not at all easy
 - Slightly easy
 - Somewhat easy

- 4. Easy
- 5. Very easy

9. What was helpful or unhelpful about the U.S. Public Health text messages and why?

10. During the 21 days after you left the affected country, how often did you follow the recommended steps (watching for symptoms, taking your temperature as recommended, and responding to check-ins from your health department)? Select one option.

- Always
- Most of the time
- Sometimes
- Rarely
- Never

11. Did you try to contact a U.S. health department (state, tribal, local, or territorial) for any reason?

- a. No
- b. Yes

i. If yes, were you able to reach them?

12. In general, if given the choice, how would you prefer 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 3 options.

- a. Text messages (similar to the messages you received from U.S. Public Health, including WhatsApp)
- 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. Through the entry screening staff at the airport, either verbally, through a handout, or a QR code linking to a website with information
 - h. Through my employer, school, volunteer, or religious organization
 - i. Social media
 - j. Website
 - k. Radio
 - l. Newspaper
 - m. TV
 - n. Other
13. On a scale of 1 (not at all likely) to 5 (very likely), how likely is it that you would complete a public health entry screening questionnaire online instead of in-person?
- 1. Not at all likely
 - 2. Slightly likely
 - 3. Somewhat likely
 - 4. Likely
 - 5. Very likely
14. In the last year, what country did you mostly live in?
- a. United States
 - b. Uganda
 - c. Democratic Republic of the Congo (DRC)
 - d. South Sudan
 - e. Another country: _____
15. Which of the Ebola-affected countries were you in before public health entry screening at a U.S. airport? Please select all that apply.
- a. Uganda
 - b. Democratic Republic of the Congo (DRC)
 - c. South Sudan
 - d. I was not in an Ebola-affected country.

16. [If they select U.S. above]: Did you look at either of the following to get health information before your most recent trip to DRC, South Sudan, or Uganda?
- a. CDC [Travel Health Notice](#) for the Ebola outbreak
 - i. Yes
 - ii. No
 - iii. Unsure
 - b. CDC [country page](#) for the country you visited
 - i. Yes
 - ii. No
 - iii. Unsure
17. Before traveling to another country, where have you found or learned information about staying healthy during your trip? [Select all that apply]
- a. Healthcare provider (doctor, nurse, pharmacist)
 - b. CDC website
 - c. Ministry of Health's website for the country you reside in
 - d. Ministry of Health's website for the country you are visiting
 - e. General internet search engines (e.g., Google, Bing)
 - f. Travel websites or blogs
 - g. Travel agent
 - h. Airline, cruise line, or other transportation provider
 - i. Social media (e.g., Facebook, Instagram, TikTok)
 - j. Family members or friends living in the country you reside in
 - k. Family members or friends living in the country you are visiting
 - l. News media (e.g., TV, radio, newspapers, magazines)
 - m. I did not get information about staying healthy before traveling.
18. Is there anything else you would like for us to know about your experience? (free text)

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

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