

## **SDR** Customer Satisfaction Survey Questionnaire

In order to better serve you The Agency for Toxic Substances and Disease Registry (ATSDR) would like you to participate in a short survey to help us better understand how well ATSDR did in answering your questions about this site. Your responses will be completely confidential. Please mark your responses for each question directly on the questionnaire.

- 1. How would you like to receive updates about the site?
  - Regular mail
  - 🗆 Email
- Presentation materials about the site (handouts, videos, visual aids, on-screen presentations) were accurate and useful?
  - □ Agree
  - □ Somewhat Agree
  - Somewhat Disagree
  - Disagree
- 3. Was presentation material about the site too detailed?
  - Much too detailed
  - Just right
  - Not detailed enough
- 4. The ATSDR representative showed enthusiasm for the subject matter and emphasized its importance.
  - □ Agree
  - Somewhat Agree
  - Somewhat Disagree
  - Disagree
- The ATSDR representative thoroughly explained the subject matter pertaining to the site.
  - □ Agree
  - □ Somewhat Agree
  - Somewhat Disagree
  - Disagree
- 6. Do you understand ATSDR's key findings about the site?
  - □ Agree
  - Somewhat Agree
  - Somewhat Disagree
  - Disagree
- 7. Do you understand what you need to do to protect your health?
  - □ Agree
  - Somewhat Agree
  - Somewhat Disagree
  - Disagree

## Form Approved OMB No. 0923-0047 Exp. Date 05/31/2016

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- 8. Do you understand ATSDR's next steps about the site?
  - □ Agree
  - Somewhat Agree
  - Somewhat Disagree
  - Disagree
- 9. The level of detail of ATSDR's next steps is?
  - Much too detailed
  - □ Just right
  - Not detailed enough
- 10. I am satisfied with the expertise of the ATSDR representatives.
  - □ Agree
  - Somewhat Agree
  - Somewhat Disagree
  - Disagree
- 11. I am satisfied with the work ATSDR has done in my community pertaining to this site.
  - □ Agree
  - Somewhat Agree
  - Somewhat Disagree
  - Disagree
- 12. ATSDR representatives answered my question(s) to my level of satisfaction.
  - □ Agree
  - Somewhat Agree
  - Somewhat Disagree
  - Disagree
- 13. ATSDR representatives addressed my concerns..
  - Agree
  - Somewhat Agree
  - □ Somewhat Disagree
  - Disagree



U.S. Department of Health and Human Services Centers for Disease Control and Prevention Agency for Toxic Substances and Disease Registry