



Customer Surveys at The Knowledge Net Computer Frequently Asked Questions

Q: What kind of survey is it?

A: The survey is to find out what the customer feels or knows about prostate cancer. There are no right or wrong answers.

Q: Who is doing this survey?

A: A team at UMDNJ-New Jersey Medical School's Department of Preventive Medicine and Community Health that is studying cancer control and prevention will be analyzing the answers from people who take the survey to help The Prostate Net.

Q: Why are we doing these surveys?

A: To better understand what the community knows about prostate cancer so we can provide even better information to your customers to help them make appropriate decisions as to screening and/or treatment.

Q: Who can fill out a survey?

A: For now, men who are 30 years and older can fill out the full survey because awareness of prostate cancer can most benefit them. If women and younger men are interested, we may include them later.

Q: What if a customer needs help with the survey?

A: If the customer needs help answering the questions or using the computer, he can ask the barber, a family member or friend for help.

Q: What if a customer speaks Spanish?

A: He can participate. The customer chooses whether to take it in English or Spanish.

Q: What about the customer's privacy?

A: The survey does **not** ask for any information that could identify the customer. The survey asks about age and race to help the Prostate Net understand the group of people who use this information.

Q: Who gets all the information from the surveys?

A: Only The Prostate Net and their partners, namely the group at UMDNJ-New Jersey Medical School, based in Newark, New Jersey, that is analyzing the information.

Q: Can a customer do the survey more than once?

A: No, just once. We want to get as many different responses as possible.



Frequently Asked Questions on Completing the Survey

Q: How does a customer start the survey?

A: At The Knowledge Net computer, on the lower left corner of the screen, click on the button for "Free Haircut!" and the survey will start.

Q: How does the customer complete the survey?

A: On each screen, use the mouse to click on the answer to the question, and then click on **Next** to go to the next question.

At the end (after all questions are done), the customer will see a number that he gives to the barber, who completes a form that certifies the survey was completed and gives the customer the coupon for the free haircut.

Q: How can the customer change an answer?

A: To change an answer, click on the **Back** button and then click on the new answer.

Q: What if the customer can't finish the survey?

A: No problem. Click on the **Leave Survey** button at the bottom of the screen. The



customer can start the survey again from the beginning at any time.

