

# **Evaluation of the Arkansas Tobacco Quitline**

**July 2010 – June 2011**



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## **Evaluation of the Arkansas Tobacco Quitline July 2010 – June 2011**

### **Key Findings:**

- A total of 13,144 tobacco users registered for tobacco cessation intervention services during FY 2010/11. This number represents a 22% decrease in registrants compared to FY 2009/10.
- There are several less-densely populated counties that have a large number of tobacco users registering for services per 1,000 adult population.
- Fifty percent of the registrants reported that they were “Uninsured”.
- Between January 2011 and June 2011, a total of 27% of registrants reported hearing about the Quitline from their Health Care Provider.
- Compared to the first half of FY 2010/11, there was a ten-percentage point decline in registrants who received multiple calls and responded that the overall Quitline experience was “Excellent”.
- The percent of registrants entering the Quitline services via fax referral enrollments significantly increased when compared to the first half of FY 2010/11. This percentage increased from 18% to 30% over the six month time period.
- Quit rates at the 7-month follow-up varied by intervention received. Among follow-up survey participants, 33.1% of those receiving multiple call intervention plus NRT report 30-day abstinence and 24.3% for those receiving multiple call intervention without NRT.
- At the 30-day quit standard, 45% of the Single Quitters reported abstinence from tobacco as compared to 24% of Repeated Quitters.
- The Black/African-American tobacco users who participated in the 7-month follow-up showed a 30-day quit rate of 29%. Hispanic tobacco users had a 30-day quit rate of 32%.
- The smokeless tobacco users who participated in the 7-month follow-up again showed a high 30-day quit rate of 38%.

## Analysis of Client Demographic, Service and Treatment Data

From July 1, 2010 through June 30, 2011, a total of 15,135 Arkansans used the Arkansas Tobacco Quitline (ATQ) for services. Of these Arkansans, 13,958 (92%) were Tobacco Users, 398 (3%) were General Public, 177 were Proxies (1%), and 132 were Providers (<1%).

Of the total Arkansas tobacco users who registered with the ATQ to receive tobacco cessation intervention (13,144), a total of 58% received the multiple call telephone cessation program, while 42% received the single call telephone cessation program. The focus for this report is tobacco users enrolled in either the single call (n=5,552) or multiple call (n=7,592) intervention. Of the total multiple call registrants, 5,642 (74%) received multiple call intervention plus nicotine replacement therapy (NRT). Of the total single call registrants, 2,557 (46%) received single call intervention plus nicotine replacement therapy (NRT).

The registrant group is described by demographic variables to characterize those who utilize the Quitline for cessation services. Callers to the ATQ represent all race/ethnic groups including American Indian or Alaskan Native (2%), African American (16%), and White (76%) residents. A total of 2% of callers reported that they were of Hispanic ethnicity and 14% of tobacco users who registered for services were between the ages of 15 and 24 years (Exhibit 1).

**Exhibit 1: Demographic characteristics of One Call & Multiple Call registrants (n=13,144)**

Gender	Female	8695	66%
	Male	4439	34%
	Missing/Refused	10	0%
Female	Pregnant	319	2%
	Planning Pregnancy	163	1%
	Breastfeeding	47	0%
Race	White	10052	76%
	American Indian or Alaska Native	285	2%
	Black or African American	2149	16%
	Other	398	3%
	Missing/Refused	260	2%

**Exhibit 1: (continued) Demographic characteristics**

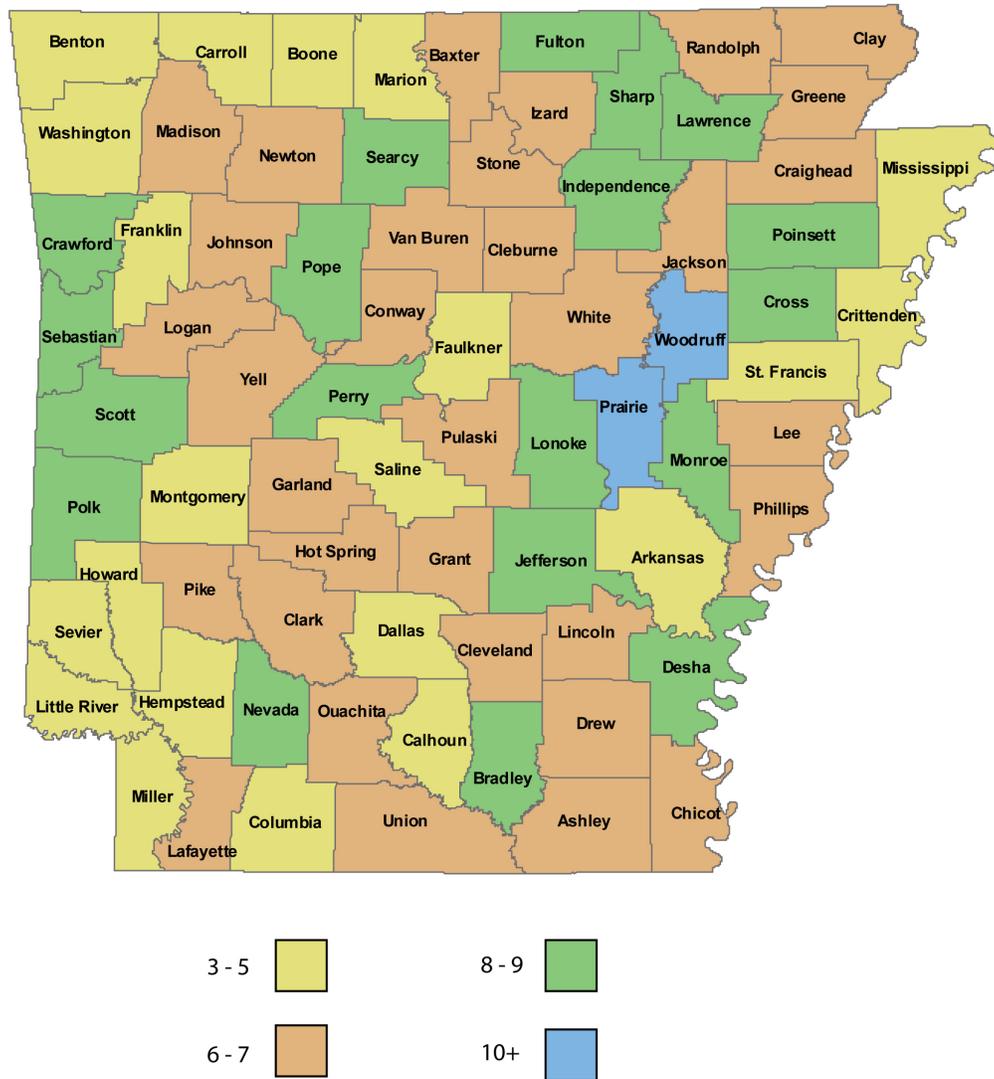
Ethnicity	Hispanic-Eng. Int	211	2%
	Hispanic-Span Int	79	1%
	Non-Hispanic	12532	95%
	Missing/Refused	322	2%
Age	15-17	82	1%
	18-24	1742	13%
	25-34	3301	25%
	35-44	2639	20%
	45-54	3127	24%
	55-64	1651	13%
	65-74	504	4%
	75+	86	1%
	Missing	12	0%
Education	Less than grade 9	625	5%
	Grade 9-11, no degree	2315	18%
	High School Degree or GED	5028	38%
	Some College or Voc. School	3640	28%
	College or University Degree	1141	9%
	Missing/Refused	395	3%
Sexual Orientation	Heterosexual	11911	91%
	Homosexual	201	2%
	Bisexual	209	2%
	Transgender	7	0%
	Missing/Refused	816	6%

The Arkansas Tobacco Quitline is reaching tobacco users in all parts of Arkansas. The following exhibit displays the number of registrations by county. Tobacco users from all 75 Arkansas counties contacted the Quitline for services. When analyzing the number of tobacco user registrants for the ATQ, it is expected that the counties with the greatest population density will have the largest number of Quitline registrants. However, when the number of registrants per adult population is considered different patterns develop in the volume of registrants per capita.

Exhibit 2 shows a map of the number of registrations per county adult population for July 2010 through June 2011. Interestingly, there are several less densely populated counties that have a large number of tobacco users registering for services per 1000 adults. For example, Prairie and

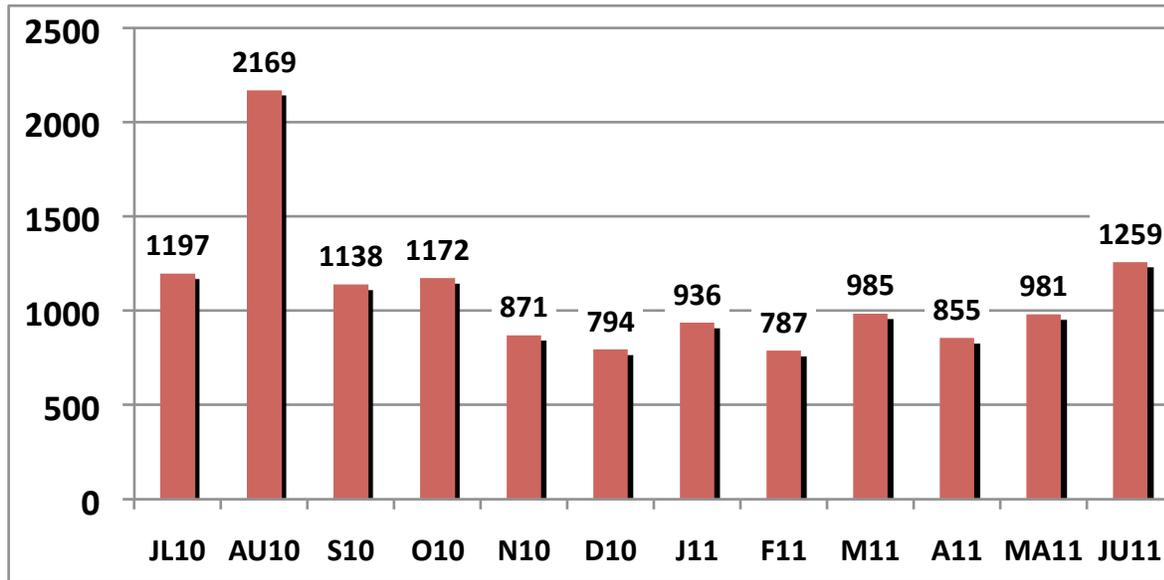
Woodruff counties both have high rates of registrations with 10+ registrants per 1,000 adult population. In addition, four counties in the western part of Arkansas all had high numbers of registrations.

**Exhibit 2: Tobacco users who registered with the Quitline per 1,000 adult population (n=13,144)**



An examination of the number of tobacco users registering for services shows an average enrollment of 1,095 new registrants per month. However, there was a wide variation in the monthly number of new registrants, most notably in August 2010 and June 2011 (Exhibit 3).

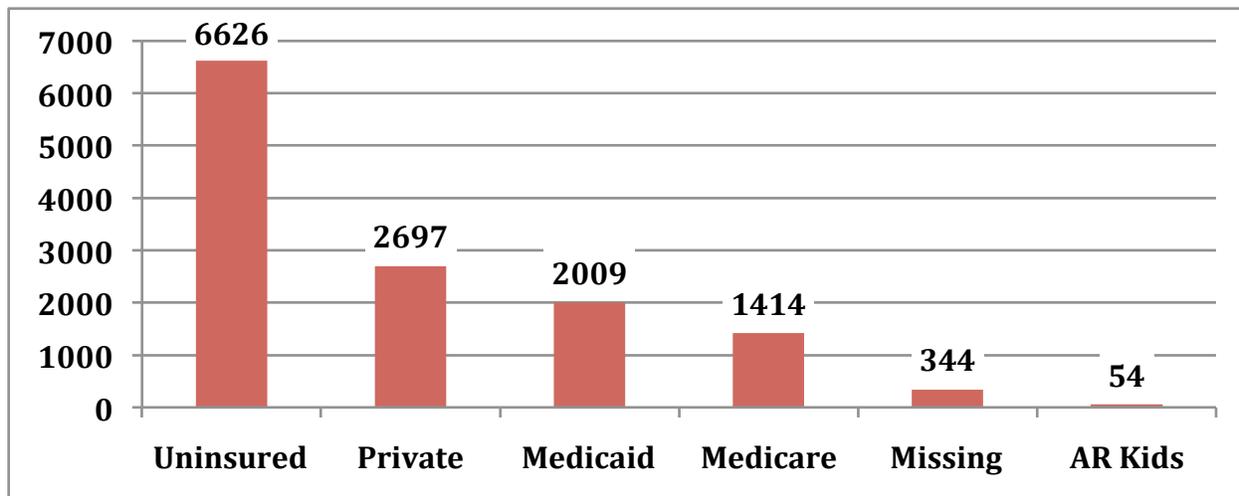
**Exhibit 3: Number of tobacco users who registered for services per month**



### Insurance Coverage

Tobacco users who registered for services were asked about their health insurance coverage. Fifty percent of registrants reported that they were “Uninsured”. A total of 21% of the registrants reported “Private” insurance coverage and one-fourth (25%) of the respondents reported “Medicaid” or “Medicare” coverage (Exhibit 4).

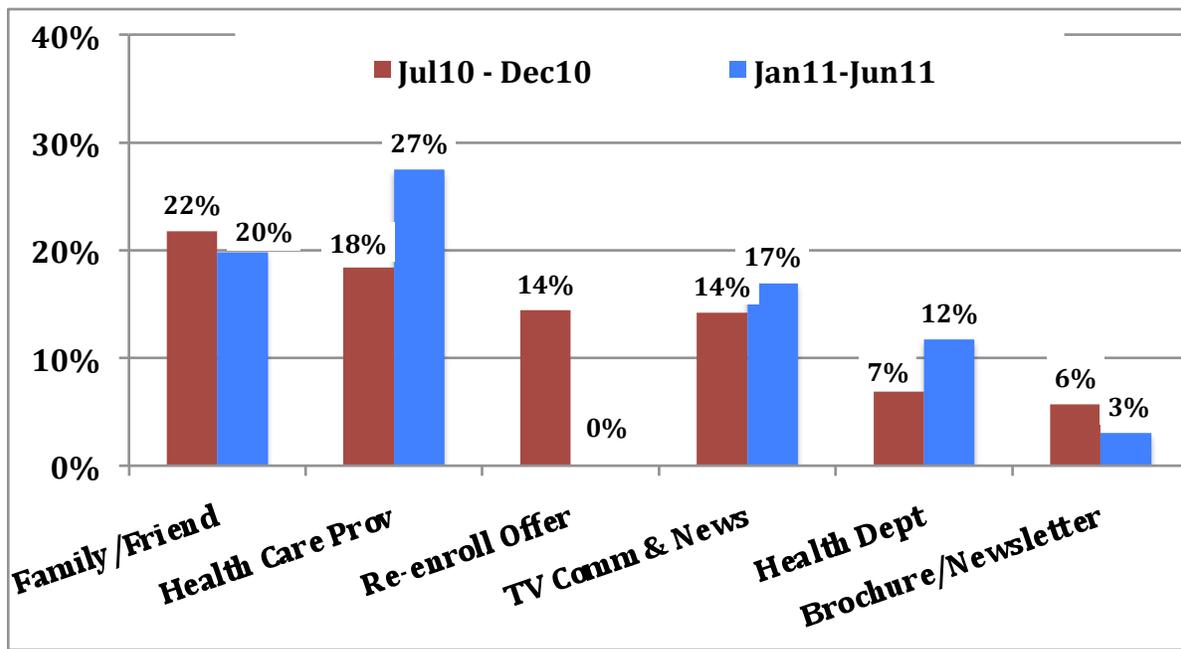
**Exhibit 4: Health insurance coverage of Quitline registrants by category**



## How do Quitline registrants hear about the Quitline?

When tobacco users register for services with the Quitline, they are asked a question concerning the source of their knowledge about the Quitline services. This question provides an indicator of the success of promotional efforts of the Quitline within the community. Between January 2011 and June 2011, a total of 27% of registrants reported hearing about the Quitline from their Health Care Provider (Exhibit 5). This percentage is a 9-point increase compared to the previous six months (July 2010 – December 2010). Another 20% heard about the Quitline from their Family and Friends, 17% from TV Commercials and News, 12% from Health Department Sources, and 3% through Brochures, Newsletters, and Flyers.

**Exhibit 5: How tobacco users who registered for services heard about the Quitline**



## Phone, Fax and Outbound Referral Enrollment

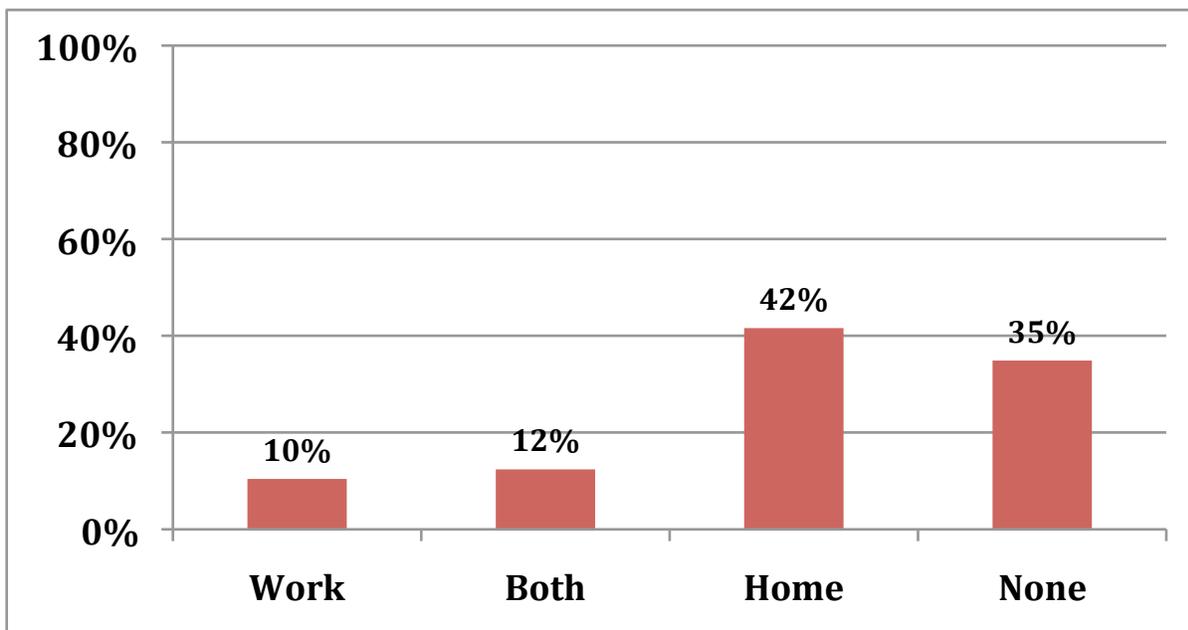
The majority of registrants still enroll via Inbound Phone Call enrollments (70%). However, the number of fax referral enrollments has significantly increased compared to the first half of FY 2010/11. Fax referrals offer the opportunity for health care providers to proactively request that the Quitline contact their patients who want help quitting tobacco. Of the total amount of registrations in the first half of the fiscal year, 1,279 registrants (18%) enrolled as the result of a fax referral. Of the total amount of registrations in the second half of the fiscal year, 1,721 registrants (30%) enrolled as a result of a fax referral.

In the first half of the fiscal year, a problem with the vendor conducting “Outbound Re-enrollment” offers was identified. The issues relating to this error appear to have been resolved, and there have been no new outbound enrollments in the second half of the fiscal year.

## Smoking Environment

The Arkansas Clean Indoor Air Act of 2006 prohibits smoking in most public places and enclosed areas of places of employment. The exceptions are workplaces with fewer than three employees that are not public places, retail tobacco stores, and restaurants and bars that prohibit persons less than 21 years of age. Given these restrictions, it is interesting to analyze the data collected from the respondents regarding the environments in which they are around other tobacco users (Exhibit 6). Approximately two out of ten (22%) respondents report exposure from other tobacco users in their work environment, 54% report exposure from others in their home environment, and approximately one-third (35%) state no exposure from other tobacco users in either of these environments.

**Exhibit 6: Registrants exposed to smoke from other tobacco users in home/work environment**



## Types of Tobacco Use

During the Quitline intake session, registrants identify their type of tobacco use. The percentages of registrants in each tobacco group remained steady over the past 6 months when compared to the first half of FY 2010/11 registrants (Exhibit 7). The largest group is the Cigarette Smokers Only – 91.2% of all registrants. Of the remaining registrants, percentages are Cigarettes & Smokeless – 2.8%, Cigarettes & Other Tobacco – 2.3%, Smokeless Only – 1.5%, Cigar Only – 1.3%, and Pipes & Other Tobacco – 0.7%.

**Exhibit 7: Types of tobacco use by registrants (n=13,144)**

	<b>JULY 10 - DEC 10</b>	<b>JAN 10 - JUNE 10</b>
<b>Tobacco Type</b>	<b>Percent</b>	<b>Percent</b>
Cigarettes Only	91.2%	91.9%
Cigarettes & Smokeless	2.8%	2.8%
Cigarettes & Other Tobacco	2.3%	1.9%
Smokeless Only	1.5%	1.5%
Cigar Only	1.3%	1.1%
Pipes/ Other Tobacco	0.7%	0.2%

## Follow-Up Interviews with Quitline Registrants

Telephone interviews were conducted with a sample of Quitline registrants for 4- and 7-month follow-up between July 2010 and June 2011. The 4- and 7-month follow-up cohorts are a sample of Quitline tobacco user registrants in both the single call and multiple call interventions. In addition to the 4- and 7-month cohorts, a special 13-month follow-up analysis was conducted in February 2011 of the complete January 2010 cohort. In total, 3,259 interviews were conducted in FY 10/11. Exhibit 8 describes the completions, response rates, cooperation rates, and refusal rates for each of the follow-up surveys by cohort. A total of 1,800 registrants were interviewed at the 4-month interval, 1,294 registrants were interviewed at the 7-month interval, and 165 registrants were interviewed at the 13-month interval. At the 4-month follow-up the response rate was 38% and the cooperation rate was 76%. At the 7-month follow-up the response rate was 61% and the cooperation rate was 89%. At the 13-month follow-up the response rate was 35% and the cooperation rate was 76%. The response rate is the number of completed interviews divided by the total number of Quitline registrants in the sample. The cooperation rate is the number of completed interviews divided by the number of contacted eligible respondents. A total of 15% of clients contacted refused to participate in the 4-month follow-up study. A lower percentage (8%) refused to participate at the 7-month follow-up interval and 16% refused to participate in the in the special 13-month study.

**Exhibit 8: Sample sizes, completions, and response rates**

	COMPLETES		
	4-month Mar 10-Feb 11 Registrants	7-month Dec 09-Nov 10 Registrants	13-month Jan 10 Registrants
Single Call Completes	540	220	22
Multiple Call Completes	1260	1074	143
Total Completes	1800	1294	165

	RATES		
	4-month Mar 10-Feb 11	7-month Dec 09-Nov 10	13-month Jan 10
Response Rate	38%	61%	35%
Cooperation Rate	76%	89%	76%
Refusal Rate	15%	8%	16%

In addition to the stratified random sample of 20% for both the single call and multiple call registrants, three special population groups were oversampled. These groups included a 100% sampling of Hispanics, Pregnant Women, and Smokeless Tobacco Users. Quitline participants

may be members of more than one special population cohort. Only registrants who were successfully contacted and agreed to participate are reflected in the sample sizes in Exhibit 9.

**Exhibit 9: Completed interviews from special populations**

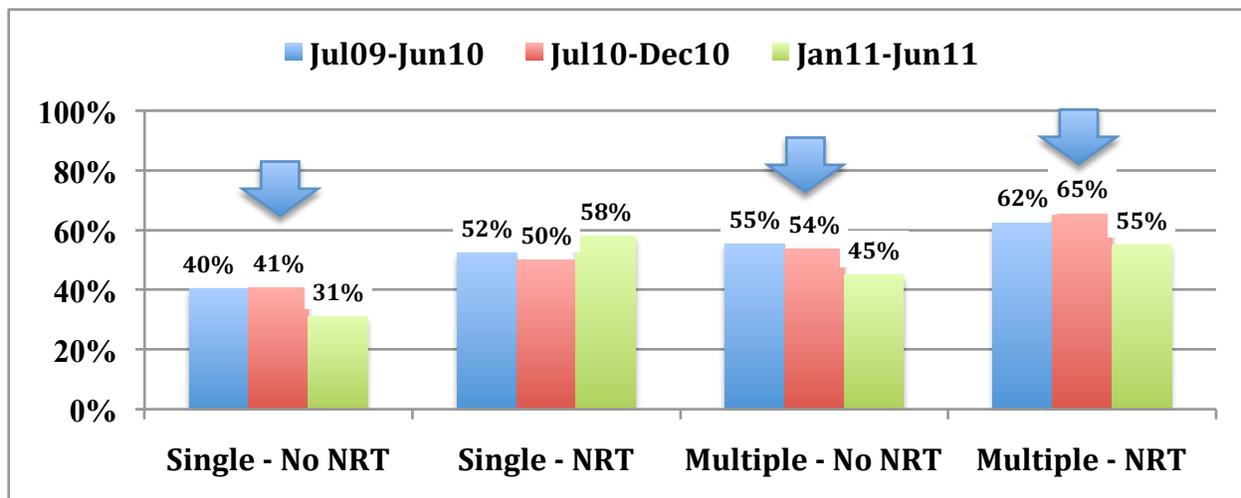
Special Population	COMPLETES		
	4-month Mar 10-Feb 11 Registrants	7-month Dec 09-Nov 10 Registrants	13-month Jan 10 Registrants
Black/African American	726	243	81
Hispanic	103	74	10*
Pregnant	46	17	10*
Smokeless	214	167	25*

\*Sample size does not allow quit rates to be calculated for this group.

**Attitudes Toward Quitline Registration Experience**

At the 4-month follow-up a high percentage of tobacco users rated the registration experience with the Quitline as “Excellent”. However, registrants showed a significant decline in percentages when compared to the first half of FY 2010/11 and with FY 2009/10. Exhibit 10 shows a ten-percentage point decline in registrants receiving multiple calls and rating their overall Quitline experience as “Excellent” when compared to the first half of FY 2010/11 group. This pattern holds true for the single call participants with a 10-percentage point decline in registrants receiving the single call intervention and responding “Excellent” in regards to Quitline experience compared to the past FY groups. Respondent attitudes towards the registration experience is based upon a number of influences, however the decline in three of the four service groups is significant and should be monitored to ensure that the vendor quality is not declining.

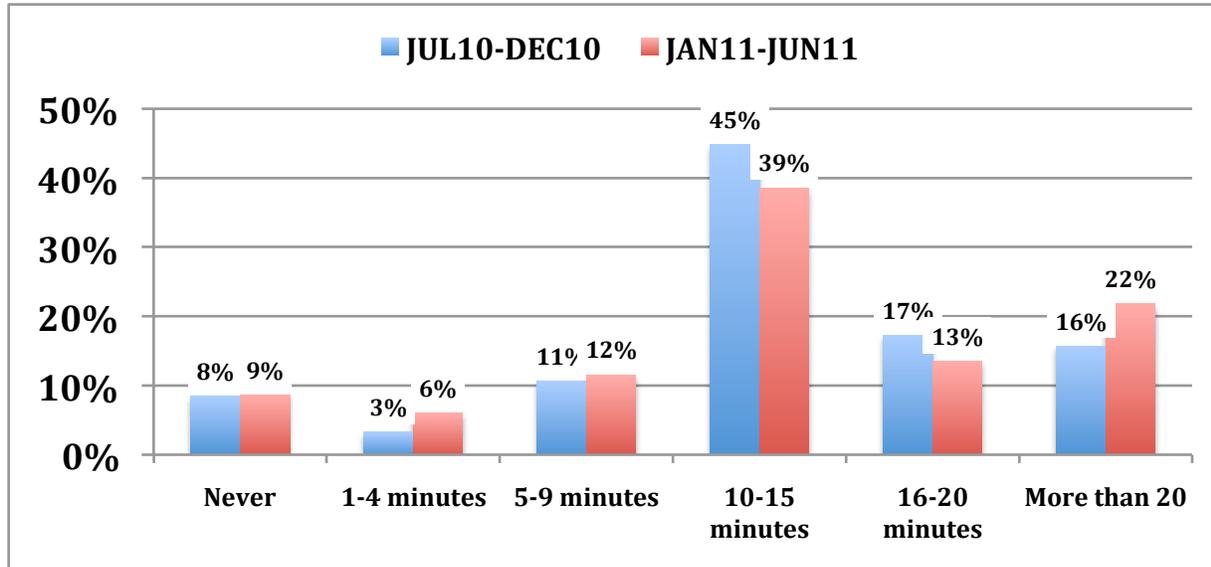
**Exhibit 10: Percentages reporting an “Excellent” rating to their registration experience, by Intervention and NRT Status**



## Length of Intervention

Respondents were asked to estimate the length of the first intervention call with the Quit Coach. Exhibit 11 shows the ranges of time for the first and second half of the fiscal year. Very little differences are seen in percentages between the two time periods showing that the vendor's service level regarding sessions remains consistent. It is of interest that approximately one out of ten respondents state that they never received intervention with the Quit Coach.

**Exhibit 11: Estimated time spent on first intervention call with Quit Coach**



## Quit Success by Quit Status

In the 4-month follow-up interview questions are asked relating to the participant's attempt to quit tobacco use for 24 hours or longer. Registrants who have attempted (and re-attempted) to quit are considered to be in the Active stage of the quit process. An analysis of abstinence rates for registrants in the Active Stage of quitting was conducted (Exhibit 12). Three groups were defined: Non-Quitters, Single Quitters, and Repeat Quitters.

**Exhibit 12: 30 day Abstinence rates by quit status at 4-month Follow-up**

	30 Days Abstinent		
	Total N	Percent Abstinent	95% CI
Non-Quitters	241	0%	
Single Quitters	684	45%	(41.1, 48.5)
Repeat Quitters	815	24%	(21.2, 27.1)

At the 30-day quit standard, 45% of the Single Quitters reported abstinence from tobacco as compared to 24% of Repeated Quitters. The confidence intervals (CIs) for the calculated quit rates for the Single Quitters and Repeat Quitters do not overlap indicating that the differences between these two groups is significant.

### **Quit Experiences Reported at the 4-, 7-, and 13-month Follow-up**

Thirty-day abstinence rates are calculated at three follow-up intervals (4-, 7- and 13-months). Quit rates are calculated by intervention type. In the survey, respondents were asked whether they had used tobacco in the previous 30 days and if they used NRT since calling the Quitline.

Respondents were classified in the No NRT/NRT groups based upon their use of any NRT, regardless of type or length of use. Respondents who were identified by the vendor as being sent NRT but did not use the NRT were classified in the No NRT group.

For each calculated quit rate, a 95% confidence interval (CI) was calculated and reported. This CI provides a range of values, within which, we are 95% confident that the “true” quit rate lies. Because our calculated quit rates are based on a sample of the population, some uncertainty will exist about the accuracy of the estimate. The CI is interpreted as the plausible range of values for the true quit rate. Generally, a wide CI indicates that the sample size is small, and the precision of the estimated quit rate is poor. These results should be interpreted with caution. When comparing the quit rates between treatment groups or over time, the overlap (or lack of overlap) in the CIs indicates when the differences are likely to be meaningful.

### **30-Day Abstinence**

The standard measure of the effectiveness of the Arkansas Tobacco Quitline is the 30-day abstinence rate. At each follow-up interval, respondents were asked whether they have used tobacco in the previous thirty days. Abstinence rates and confidence intervals (CIs) were calculated for registrants enrolled in the Single and Multiple Call programs and by NRT usage.

Among Arkansas Tobacco Quitline registrants participating in the follow-up surveys, 26.0% of registrants receiving Single Call/NRT and 33.1% of registrants receiving Multiple Call/NRT reported tobacco abstinence at 4-months (Exhibit 13a). The similarities in abstinence rates indicate that there is no significant difference between registrants that receive a single quit session and registrants receiving multiple quit sessions providing that NRT is provided and used. This finding, coupled with the significant decrease in the overall rating of the Quitline services seen in this time period, could mean a decline in services provided by the vendor. This situation should be monitored over the next six months to determine if the pattern continues.

The 30-day abstinence rate for Multiple Call/NRT respondents is 33.2% at 7-month follow-up. The 30-day abstinence rate for Multiple Call/No NRT respondents increased to 31.8% at the 7-month interval but neither of the rates are significant increases from the 4-month rate. (Exhibit 13b).

**Exhibit 13a: Respondents abstinent 30 or more days at 4-month follow-up by NRT**

	<b>Intervention/NRT Status</b>			
	<b>Single Call</b>		<b>Multiple Call</b>	
	<b>No NRT</b>	<b>NRT</b>	<b>No NRT</b>	<b>NRT</b>
Abstinent	<b>31</b>	<b>76</b>	<b>62</b>	<b>333</b>
Total N	<b>248</b>	<b>292</b>	<b>255</b>	<b>1005</b>
Percent	<b>12.5%</b>	<b>26.0%</b>	<b>24.3%</b>	<b>33.1%</b>
Confidence Range	<b>8.9% - 17.2%</b>	<b>21.3% - 31.3%</b>	<b>19.5% - 29.9%</b>	<b>30.3% - 36.1%</b>

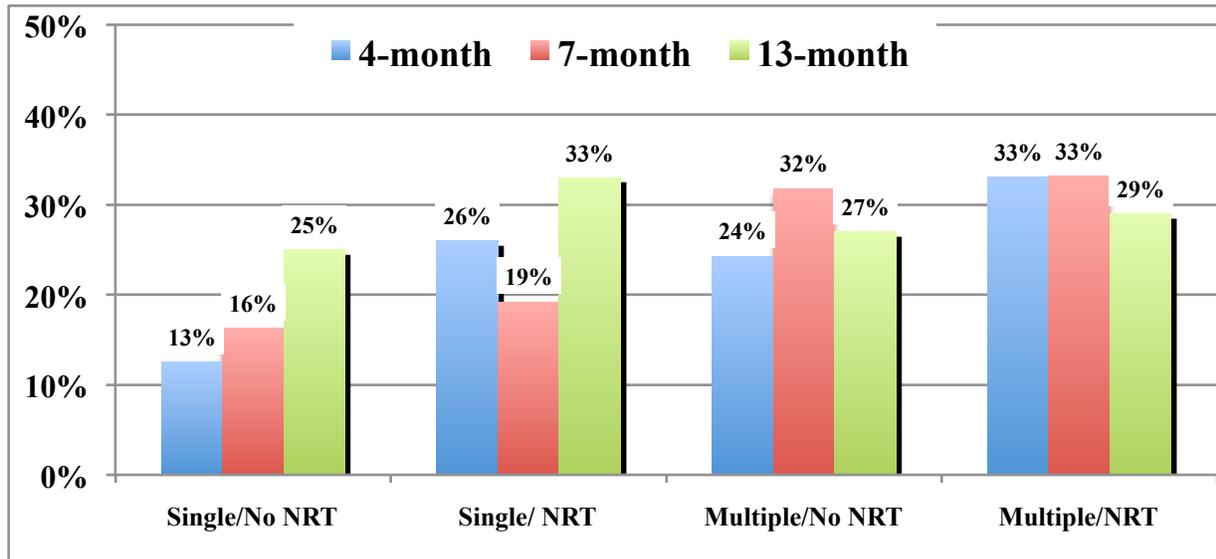
**Exhibit 13b: Respondents abstinent 30 or more days at 7-month follow-up by NRT**

	<b>Intervention/NRT Status</b>			
	<b>Single Call</b>		<b>Multiple Call</b>	
	<b>No NRT</b>	<b>NRT</b>	<b>No NRT</b>	<b>NRT</b>
Abstinent	<b>24</b>	<b>14</b>	<b>130</b>	<b>221</b>
Total N	<b>147</b>	<b>73</b>	<b>409</b>	<b>665</b>
Percent	<b>16.3%</b>	<b>19.2%</b>	<b>31.8%</b>	<b>33.2%</b>
Confidence Range	<b>11.2% -23.1%</b>	<b>11.8% - 29.7%</b>	<b>27.5% - 36.4%</b>	<b>29.8% - 36.9%</b>

**Exhibit 13c: Respondents abstinent 30 or more days at 13-month follow-up by NRT**

	<b>Intervention/NRT Status</b>			
	<b>Single Call</b>		<b>Multiple Call</b>	
	<b>No NRT</b>	<b>NRT</b>	<b>No NRT</b>	<b>NRT</b>
Abstinent	<b>4</b>	<b>2</b>	<b>19</b>	<b>21</b>
Total N	<b>16</b>	<b>6</b>	<b>71</b>	<b>72</b>
Percent	<b>25.0%*</b>	<b>33.3%*</b>	<b>26.8%</b>	<b>29.2%</b>
Confidence Range	<b>Unreliable due to sample size</b>	<b>Unreliable due to sample size</b>	<b>17.9% - 38.1%</b>	<b>19.9% - 40.5%</b>

**Exhibit 13d: Quitline participants abstinent 30 or more days at follow-up by NRT status**



**Exhibit 13e: Respondents abstinent 30 or more days at 4-month follow-up by month**

Month	Multiple Call/NRT	
	4-month Count	4-month quit rate
Mar-10	56	31%
Apr-10	55	25%
May-10	59	31%
Jun-10	80	37%
Jul-10	39	29%
Aug-10	59	29%
Sep-10	40	24%
Oct-10	40	27%
Nov-10	18	23%
Dec-10	25	26%
Jan-11	12	14%
Feb-11	19	29%
<b>All Months</b>	<b>502</b>	<b>28%</b>

## Quit Rate Measures

To account for the loss of follow-up respondents and potential bias in the estimates calculated for these respondents, the 7-month/30-day quit rate measures were calculated using *Adjusted* and *ITT* (Intent-To-Treat) responder rate methods (Exhibit 14). The *Adjusted* method includes completes, refusals, and no-answers in the denominator (n=1934). This method assumes that all participants with these final call dispositions continue to be tobacco users. The *ITT* method is the most conservative and includes all tobacco users who were randomly selected for follow-up. This denominator includes participants with incorrect contact information such as Not-in-service or Wrong number (n=2135).

**Exhibit 14: Comparison of 7-month/30-day quit rate measures by Intervention and NRT status**

Quit Measure Method	7-month Single Call		7-month Multiple Call	
	No NRT	NRT	No NRT	NRT
Follow-up Quit Rate n=1294	16.3%	19.2%	31.8%	33.2%
Adjusted Quit Rate n=1934	10.9%	12.8%	21.3%	22.2%
ITT Quit Rate n=2135	9.9%	11.6%	19.3%	20.1%

## Estimated Total Quitters and Investment Per Quitter

Using the 7-month/30-day quit rates and the total number of registrants for each quit group, calculations of estimated total quitters is calculated. Using the vendor total services and medications costs, the FY 2010/11 cost per quitter is estimated to be approximately \$495 (Exhibit 15). The cost per quitter is 12% higher than the FY 2009/10 cost per quitter.

**Exhibit 15: Estimated Total Quitters and Cost per Quitter (Jul 10 – Jun 11)**

	Quit Rate	Total Registrants	Estimated Quitters
Single Call – No NRT	16.3%	2995	488
Single Call - NRT	19.2%	2557	491
Multiple Call – No NRT	31.8%	1950	620
Multiple Call - NRT	33.2%	5642	1873
Total		13144	3472
Total Vendor Costs	\$1,718,774		
Cost per Quitter	\$495		

## Focus on Special Populations July 2010 – June 2011

### *Special Population Analysis*

Calculations of the 30-day abstinence rate for the special populations were conducted for the groups with greater than 50 respondents in the 7-month follow-up cohorts. Given the time frame (July 2010 – June 2010) for the data, calculations were made for three of the special population groups: Black respondents, Hispanic respondents, and Smokeless Tobacco Users. The sample size of pregnant women responding to the 7-month follow-up survey was too small to calculate a valid quit rate.

Twenty-nine (29%) percent of Black respondents reported 30-day abstinence at the 7-month follow-up (Exhibit 16).

The Smokeless Tobacco Users (exclusive and combination) who participated in the 7-month follow-up again had the highest observed 30-day quit rate of 38%.

Thirty-two percent (32%) of Hispanic respondents reported 30-day abstinence at the 7-month follow-up.

The wide CIs for the Smokeless Tobacco Users and Hispanic respondents indicates that the sample sizes are still small, and the precision of the estimated quit rate for this group at this time is still not good. These results should be interpreted with caution.

**Exhibit 16: Special populations: 30-day abstinence at 7-month follow-up interval**

	30 Days Abstinent		
	7- month follow-up		
	Total N	Percent Abstinent	95% CI
Black	554	29%	(25.8, 33.4)
Smokeless	167	38%	(31.3, 45.9)
Hispanic	74	32%	(22.9, 43.7)
Pregnant	17	*	

\*Sample size does not allow quit rates to be calculated for this group.

## **Validation of Free & Clear Service Records and Costs**

As part of the evaluation efforts of the Arkansas Tobacco Quitline, the SRC completes a monthly validation of the vendor invoices and vendor service records. For July 2010 through June 2011, there were minor discrepancies between services and billing that needed clarification and research in order to reconcile the monthly invoices. In the first half of FY 2010/11 there was a problem with the number of outbound phone calls made by the vendor and billed to the TPCP. Ultimately, all credits and adjustments were made to resolve the discrepancies and all issues relating to the outbound calls have been cleared and did not occur in the second half of the fiscal year.

**APPENDIX A**  
**7-month follow-up interview questions and percentage results**

*7-month: June 2010 - November 2010 cohorts*

**Q1) Do you currently smoke cigarettes every day, some days, or not at all?**

		76	53	197	251
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Every day	57%	55%	47%	44%
2	Some days	13%	21%	15%	18%
3	Not at all	30%	24%	38%	38%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q1a) How many cigarettes do you smoke per day on the days that you smoke?**

		53	40	122	156
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
0-19	Less than 1 pack	62%	57%	68%	75%
20	1 pack	28%	30%	30%	16%
21-39	Less than 2 packs	8%	13%	2%	9%
40+	2 packs or more	2%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q2a) What types of tobacco have you used in the past 30 days . . . Cigarettes?**

		76	53	197	251
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	74%	77%	60%	61%
2	No	26%	23%	39%	39%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	1%	0%
Total		100%	100%	100%	100%

**Q2b) [What types of tobacco have you used in the past 30 days . . .] Cigars, cigarillos, or little cigars?**

		76	53	197	251
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	5%	6%	5%	7%
2	No	95%	94%	94%	93%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	1%	0%
Total		100%	100%	100%	100%

**Q2c) [What types of tobacco have you used in the past 30 days . . .] Pipe?**

		76	53	197	251
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	1%	2%	1%	1%
2	No	99%	98%	98%	99%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	1%	0%
Total		100%	100%	100%	100%

**Q2d) [What types of tobacco have you used in the past 30 days . . .] Chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn?**

		76	53	197	251
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
	1	Yes	4%	8%	6%
2	No	96%	92%	93%	94%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	1%	0%
Total		100%	100%	100%	100%

**Q2e) [What types of tobacco have you used in the past 30 days . . .] Any other types of tobacco, such as snus?**

		76	53	197	251
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
	1	Yes	0%	2%	1%
2	No	99%	98%	98%	99%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	1%	0%
Total		100%	100%	100%	100%

**Q3) What types of other products do you use?**

		0	1	1	2
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
	1	Bidis	0%	0%	0%
2	Kreteks/Clove flavored cigarettes	0%	0%	0%	0%
3	Tobacco pouches or snus	0%	100%	100%	100%
4	Tobacco orbs	0%	0%	0%	0%
5	Tobacco strips or straws	0%	0%	0%	0%
6	Water pipes or hookahs	0%	0%	0%	0%
8	Other [Specify]	0%	0%	0%	0%
77	Don't Know	0%	0%	0%	0%
99	Refused	0%	0%	0%	0%
Total		0%	100%	100%	100%

**Q4b) Do you currently smoke cigars, cigarillos, or little cigars every day, some days, or not at all?**

		4	3	10	18
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
	1	Every day	25%	67%	20%
2	Some days	75%	0%	60%	50%
3	Not at all	0%	33%	20%	11%
7	Don't Know	0%	0%	0%	6%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q5b) How many cigars, cigarillos, or little cigars do you smoke per week during the weeks that you smoke?**

		4	2	8	15
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
	666	Less than 1 per week	50%	50%	0%
1-9	1-9	0%	0%	12%	60%
10-50	10-50	0%	50%	38%	7%
50+	50+	50%	0%	50%	26%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q4c) Do you currently smoke a pipe every day, some days, or not at all?**

		1	1	1	2
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Every day	0%	0%	0%	0%
2	Some days	100%	100%	100%	100%
3	Not at all	0%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q5c) How many pipes do you smoke per week during the weeks that you smoke?**

		1	1	1	2
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 per week	100%	100%	100%	50%
1-9	1-9	0%	0%	0%	0%
10+	10+	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	50%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q4d) Do you currently use chewing tobacco, snuff, or dip every day, some days, or not at all?**

		3	3	10	15
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Every day	67%	25%	73%	73%
2	Some days	33%	50%	18%	27%
3	Not at all	0%	25%	9%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q5d) How many pouches or tins do you use per week during the weeks that you use tobacco?**

		3	3	10	15
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 per week	33%	0%	10%	0%
1-5	1-5 tins	33%	100%	70%	67%
6+	6 or more tins	33%	0%	20%	33%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q4e) Do you currently use other types of tobacco, such as «insert tobacco given in Q3» every day, some days, or not at all?**

		0	1	1	2
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Every day	0%	0%	0%	0%
2	Some days	0%	100%	0%	0%
3	Not at all	0%	0%	100%	100%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	0%	100%	100%	100%

**Q5e) How much [how many] other types of tobacco, such as «insert tobacco given in Q3» do you use per week during the weeks that you use other tobacco?**

		0	1	1	2
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 per week	0%	100%	100%	100%
1+	1 or more	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	0%	100%	100%	100%

**Q6a) How soon after you wake up do you smoke your first cigarette?**

		61	44	178	222
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Within five minutes	44%	50%	50%	46%
2	6 to 30 minutes	20%	29%	28%	21%
3	31 to 60 minutes	18%	7%	9%	13%
4	More than 60 minutes	16%	14%	11%	20%
7	Don't Know	0%	0%	1%	0%
9	Refused	2%	0%	1%	0%
	Total	100%	100%	100%	100%

**Q6b) How soon after you wake up do you use tobacco other than cigarettes?**

		4	5	11	20
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Within five minutes	25%	20%	9%	15%
2	6 to 30 minutes	0%	0%	0%	10%
3	31 to 60 minutes	25%	0%	27%	15%
4	More than 60 minutes	50%	60%	46%	50%
7	Don't Know	0%	20%	18%	10%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q7a) Do you intend to quit using cigarettes within the next 30 days?**

		56	41	118	153
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	60%	71%	62%	73%
2	No	36%	29%	35%	25%
7	Don't Know	2%	0%	3%	2%
9	Refused	2%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q7b) Do you intend to quit using cigars, cigarillos, or little cigars within the next 30 days?**

		4	3	10	18
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	Yes	50%	33%	70%	78%
2	No	50%	33%	20%	22%
7	Don't Know	0%	33%	10%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q7c) Do you intend to quit using a pipe within the next 30 days?**

		1	1	1	2
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	100%	0%	100%	50%
2	No	0%	100%	0%	50%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q7d) Do you intend to quit using chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn within the next 30 days?**

		3	4	11	15
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	33%	25%	64%	60%
2	No	67%	50%	27%	33%
7	Don't Know	0%	25%	9%	7%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q7e) Do you intend to quit using other types of tobacco, such as «insert tobacco given in Q3» within the next 30 days?**

		0	0	0	0
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	0%	0%	0%	0%
2	No	0%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
Total		0%	0%	0%	0%

**Q8) Since you first called the Quitline on «registration date», 7 months ago did you stop using tobacco for 24 hours or longer because you were trying to quit?**

		76	53	197	251
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	80%	85%	86%	91%
2	No	18%	15%	13%	9%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	1%	0%
Total		100%	100%	100%	100%

**Q8a) How many times did you stop using tobacco for 24 hours or longer? For example, if you quit for 2 days and then started smoking again, and then stopped for a week and started smoking again, that counts as 2 quits.**

		56	42	158	208
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	1 time	50%	40%	46%	39%
2	2 times	21%	21%	30%	27%
3	3 times	21%	26%	16%	22%
4	4 times	4%	5%	6%	7%
5	5 times	4%	7%	2%	4%
6-9	6-9 times	0%	0%	0%	0%
10+	10+ times	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q9NRTO) Since your call to the Quitline on «registration date», 7 months ago, have you used any Nicotine Replacement Therapy such as patches, gum, lozenges, or inhalers?**

		76	53	197	251
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
	1	Yes	0%	100%	0%
2	No	99%	0%	98%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	2%	0%
Total		100%	100%	100%	100%

**Q9a) Which NRT did you use?**

		53	251
Code		7-month Single/NoNRT	7-month Multi/NRT
	1	Patches	N/A
2	Gum	N/A	25%
3	Lozenges	N/A	21%
4	Inhaler	N/A	1%
5	Nasal Spray	N/A	0%
7	Don't Know	N/A	0%
9	Refused	N/A	0%

**Q9b-1, Q9b-2, & Q9b-3) How many days did you use the Nicotine Replacement Therapy?**

		53	251
Code		7-month Single/NoNRT	7-month Multi/NRT
	1	None (0 days)	N/A
2	1-7 days	N/A	18%
3	8-13 days	N/A	19%
4	14 days - 2 weeks	N/A	13%
5	15-21 days	N/A	7%
6	22-28 days	N/A	7%
7	29-49 days	N/A	15%
8	56 days - 8 weeks	N/A	3%
77	Don't Know	N/A	0%
99	Refused	N/A	0%
Total		N/A	100%

**Q10) Since you first called the Quitline seven months ago, have you used any pills or medications such as Chantix or Zyban to help you quit?**

		76	53	197	251
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
	1	Yes	9%	15%	11%
2	No	89%	85%	88%	92%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	1%	0%
Total		100%	100%	100%	100%

**Q10a) What types of pills or medication did you use?**

		7	8	21	21
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
	1	Zyban	0%	0%	0%
2	Bupropion	0%	0%	0%	5%
3	Wellbutrin	14%	13%	5%	33%
4	Chantix or Varenicline	86%	88%	95%	62%
5	Other [Specify]	0%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%

**Q11) Other than the Quitline or medications, did you use any other kinds of assistance to help you quit over the past seven months, such as advice from a health professional or other kinds of quitting assistance?**

		76	53	197	251
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	8%	19%	8%	10%
2	No	91%	81%	91%	89%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	1%	0%
Total		100%	100%	100%	100%

**Q11a) What did you use?**

		6	10	15	27
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Advice from a health professional	33%	50%	53%	37%
2	Website or web-based program	0%	0%	13%	0%
3	Group or counseling cessation program	0%	0%	13%	4%
4	Self-help materials	0%	10%	7%	22%
5	Something else [Specify]	3%	6%	1%	3%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%

**Q11b) Who was the health professional whose advice you used? Was it a . . .**

		2	5	8	10
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Physician	100%	80%	100%	90%
2	Nurse	0%	0%	0%	0%
3	Pharmacist	0%	0%	0%	0%
4	Dentist	0%	0%	0%	0%
5	Other [Specify]	0%	0%	0%	10%
7	Don't Know	0%	20%	0%	0%
9	Refused	0%	0%	0%	0%

**Q12&Q12a) Have you smoked any cigarettes or used other tobacco, even a puff, in the last 30 days?/  
Have you used any tobacco products, even a pinch, in the last 30 days?**

		76	53	197	251
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	76%	79%	64%	68%
2	No	22%	21%	34%	32%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	2%	0%
Total		100%	100%	100%	100%

**Q13a) When was the last time you smoked a cigarette, even a puff?**

		56	41	118	153
		7-month	7-month	7-month	7-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
666	Less than 1 day	89%	85%	90%	89%
1	1 to 4 days	7%	7%	6%	7%
2	5 to 9 days	0%	5%	2%	3%
3	10 to 17 days	0%	2%	0%	1%
4	18 to 24 days	2%	0%	1%	0%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	1%	0%
999	Refused	2%	0%	0%	0%
Total		100%	100%	100%	100%

**Q13b) When was the last time you smoked a cigar, even a puff?**

		4	3	10	18
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
666	Less than 1 day	50%	0%	60%	39%
1	1 to 4 days	25%	67%	10%	17%
2	5 to 9 days	25%	0%	10%	11%
3	10 to 17 days	0%	0%	0%	11%
4	18 to 24 days	0%	0%	10%	5%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	33%	10%	11%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	6%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q13c) When was the last time you smoked a pipe, even a puff?**

		1	1	1	2
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
666	Less than 1 day	0%	0%	0%	0%
1	1 to 4 days	0%	0%	0%	0%
2	5 to 9 days	0%	0%	0%	50%
3	10 to 17 days	0%	100%	100%	50%
4	18 to 24 days	0%	0%	0%	0%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	100%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q13d) When was the last time you used chewing tobacco, snuff, or dip, even a pinch?**

		3	4	11	15
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
666	Less than 1 day	100%	50%	82%	86%
1	1 to 4 days	0%	25%	9%	7%
2	5 to 9 days	0%	0%	0%	0%
3	10 to 17 days	0%	0%	9%	7%
4	18 to 24 days	0%	0%	0%	0%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	25%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q13e) When was the last time you used other types of tobacco, such as «insert tobacco given in Q3», even a puff or pinch?**

		0	1	1	2
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
666	Less than 1 day	0%	0%	0%	0%
1	1 to 4 days	0%	100%	0%	50%
2	5 to 9 days	0%	0%	0%	0%
3	10 to 17 days	0%	0%	100%	0%
4	18 to 24 days	0%	0%	0%	50%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		0%	100%	100%	100%

**Q14) How motivated are you to stop using tobacco? Would you say . . .**

		76	53	197	251
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	A great deal	50%	58%	58%	61%
2	A lot	13%	21%	19%	24%
3	A little	32%	21%	14%	11%
4	Not at all	4%	0%	7%	3%
7	Don't Know	0%	0%	1%	0%
9	Refused	0%	0%	1%	1%
Total		100%	100%	100%	100%

**Q15) How confident are you that you could stop using tobacco? Would you say . . .**

		76	53	197	251
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Very confident	46%	53%	52%	50%
2	Somewhat confident	28%	23%	18%	26%
3	A little confident	17%	17%	13%	14%
4	Not confident at all	8%	7%	13%	10%
7	Don't Know	0%	0%	2%	0%
9	Refused	1%	0%	2%	0%
Total		100%	100%	100%	100%

**Q16) What is your single greatest motivation for wanting to stop using tobacco?**

		76	53	197	251
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Societal pressure	0%	0%	0%	0%
2	Work pressure	0%	0%	1%	0%
3	Health	75%	62%	64%	67%
4	Cost of tobacco products	3%	13%	9%	6%
5	Family/Friends	17%	21%	22%	24%
6	Other (Specify)	0%	2%	1%	1%
7	Religious reasons	0%	0%	1%	0%
8	Smell	1%	2%	0%	2%
77	Don't Know	1%	0%	1%	0%
99	Refused	3%	0%	1%	0%
Total		100%	100%	100%	100%

**Q17) Overall, how satisfied were you with the service you received from the Quitline? Were you . . .**

		76	53	197	251
Code		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Very satisfied	47%	55%	63%	72%
2	Mostly satisfied	14%	21%	17%	13%
3	Somewhat satisfied	18%	15%	14%	10%
4	Not at all satisfied	17%	9%	4%	4%
7	Don't Know	2%	0%	0%	0%
9	Refused	2%	0%	2%	0%
Total		100%	100%	100%	100%

**SEX**

		76	53	197	251
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
	Male	33%	32%	39%	39%
	Female	67%	68%	61%	61%
Total		100%	100%	100%	100%

**AGE**

	76	53	197	251
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
16-24	5%	7%	7%	6%
25-34	24%	21%	12%	18%
35-44	21%	11%	16%	19%
45-54	29%	32%	36%	33%
55-64	17%	23%	23%	19%
65-74	4%	6%	4%	4%
75+	0%	0%	2%	1%
Refused/Not asked	0%	0%	0%	0%
Total	100%	100%	100%	100%

**RACE**

	76	53	197	251
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
White	43%	49%	47%	58%
Black or African American	46%	47%	47%	36%
Am Indian or Alaska Native	1%	0%	2%	2%
Asian	0%	0%	0%	0%
Other	8%	4%	4%	4%
Don't Know	0%	0%	0%	0%
Refused	1%	0%	0%	0%
Total	100%	100%	100%	100%

**PREGNANT**

	76	53	197	251
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Pregnant	3%	0%	2%	0%
Planning Pregnancy	0%	0%	0%	0%
Breast-Feeding	0%	0%	0%	0%

**HISPANIC**

	76	53	197	251
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Hispanic	14%	8%	4%	6%

**SMOKELESS TOBACCO USER**

	76	53	197	251
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Smokeless	5%	13%	10%	17%

**EDUCATION**

	76	53	197	251
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Less than 9th grade	7%	2%	3%	5%
Grade 9-11	24%	13%	19%	13%
High School Degree	31%	36%	32%	30%
GED	4%	5%	5%	6%
Some Technical or Trade School	3%	4%	1%	2%
Some College or University	20%	21%	25%	29%
Technical/Trade Degree	1%	4%	3%	2%
College or University Degree	9%	11%	10%	13%
Post College	0%	0%	0%	0%
Not asked/Not collected	1%	4%	2%	0%
Don't Know	0%	0%	0%	0%
Refused	0%	0%	0%	0%
Total	100%	100%	100%	100%

**INSURED**

	76	53	197	251
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Uninsured	53%	51%	37%	42%
Private	21%	17%	26%	28%
Medicaid	14%	17%	20%	14%
Medicare	8%	9%	14%	14%
AR Kids	1%	2%	0%	0%
Not asked/Not collected	0%	2%	2%	2%
Don't Know/Refused	3%	2%	1%	0%
Total	100%	100%	100%	100%

## APPENDIX B

### 4-month follow-up interview questions and percentage results

4-month: September 2010 - February 2011 cohorts

**Q1) When you spoke with the Arkansas Tobacco Quitline and registered for services how would you rate your registration experience? Would you say . . .**

		120	254	65	206
Code	Category	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Excellent	31%	58%	45%	55%
2	Good	52%	35%	37%	38%
3	Average	13%	7%	17%	6%
4	Poor	3%	0%	1%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q2) After your registered with the Quitline, approximately how many minutes was your first intervention call with the Quit Coach?**

		120	254	65	206
Code	Category	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1-4	1-4 minutes	6%	7%	8%	4%
5-9	5-9 minutes	18%	12%	6%	8%
10-15	10-15 minutes	30%	38%	31%	40%
16-20	16-20 minutes	8%	14%	18%	13%
21+	More than 20 minutes	13%	16%	26%	29%
555	Never Spoke to Quit Coach	20%	7%	8%	3%
777	Don't Know	3%	3%	2%	0%
999	Refused	2%	3%	1%	3%
	Total	100%	100%	100%	100%

**Q3) How would you rate the amount of time you spoke with the Quit Coach? Was it . . .**

		96	237	60	199
Code	Category	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Just right	83%	87%	87%	90%
2	Too short	7%	3%	2%	2%
3	Too long	9%	9%	10%	8%
4	N/A - Didn't speak to Quit Coach	0%	0%	0%	0%
7	Don't Know	0%	1%	1%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q4) About how many coaching sessions did you receive from the Quit Coach?**

		54		192	
Code	Category	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
0	0 sessions	N/A	N/A	0%	0%
1	1 session	N/A	N/A	32%	20%
2	2 sessions	N/A	N/A	15%	21%
3	3 sessions	N/A	N/A	19%	22%
4	4 sessions	N/A	N/A	2%	10%
5	5 sessions	N/A	N/A	7%	9%
6+	6+ sessions	N/A	N/A	20%	16%
77	Don't Know	N/A	N/A	3%	0%
99	Refused	N/A	N/A	2%	2%
	Total	N/A	N/A	100%	100%

**Q5) Do you think the number of sessions you received from the Quit Coach was . . .**

				58	193
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Just right	N/A	N/A	55%	79%
2	Too many	N/A	N/A	9%	5%
3	Not enough	N/A	N/A	28%	16%
7	Don't Know	N/A	N/A	3%	0%
9	Refused	N/A	N/A	5%	0%
	Total	N/A	N/A	100%	100%

**Q6) Besides the first registration call, how many times did you call the Arkansas Tobacco Quitline?**

		46	102	22	84
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
0	0 times	4%	3%	5%	1%
1	1 time	46%	39%	36%	36%
2	2 times	20%	32%	18%	44%
3	3 times	17%	14%	14%	12%
4	4 times	0%	1%	0%	4%
5	5 times	2%	1%	5%	0%
6+	6+ times	2%	6%	0%	1%
555	Never Spoke to Quit Coach	4%	3%	5%	1%
777	Don't Know	0%	1%	17%	0%
999	Refused	4%	0%	0%	1%
	Total	100%	100%	100%	100%

**Q7) How would you rate your experience with the Quit Coach? Was it . . .**

		96	237	60	199
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Excellent	28%	54%	43%	48%
2	Good	49%	36%	30%	40%
3	Average	15%	9%	17%	11%
4	Poor	7%	1%	7%	1%
5	Never Spoke to Coach	0%	0%	0%	0%
7	Don't Know	0%	0%	3%	0%
9	Refused	1%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q8) Did you use the educational materials the Quitline sent you?**

		120	254	65	206
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	49%	84%	58%	86%
2	No	25%	10%	25%	8%
8	N/A - Never received materials	23%	6%	14%	6%
7	Don't Know	1%	0%	0%	0%
9	Refused	2%	0%	3%	0%
	Total	100%	100%	100%	100%

**Q8a) How helpful were the materials in helping you quit? Were these . . .**

		59	214	38	178
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very helpful	36%	42%	47%	52%
2	Somewhat helpful	49%	46%	50%	42%
3	Not at all helpful	15%	12%	3%	6%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q8b) Did you share the materials you received with a friend, family member, or anyone else?**

		59	214	38	178
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	44%	62%	53%	60%
2	No	56%	38%	45%	40%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	2%	0%
Total		100%	100%	100%	100%

**Q9) How helpful was the Quitline in providing information about medications for quitting tobacco such as the nicotine patch? Would you say . . .**

		120	254	65	206
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very helpful	48%	72%	43%	69%
2	Somewhat helpful	21%	23%	34%	27%
3	Not at all helpful	14%	5%	15%	3%
5	Not applicable	8%	0%	3%	0%
7	Don't Know	7%	0%	0%	0%
9	Refused	2%	0%	5%	0%
Total		100%	100%	100%	100%

**Q10) How helpful was the Quit Coach in suggesting ways to help you quit tobacco, such as dealing with urges and getting social support? Would you say . . .**

		96	236	60	199
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very helpful	50%	69%	52%	70%
2	Somewhat helpful	29%	28%	30%	26%
3	Not at all helpful	11%	3%	10%	3%
5	Not applicable	6%	0%	2%	1%
7	Don't Know	1%	0%	2%	0%
9	Refused	2%	0%	4%	0%
Total		100%	100%	100%	100%

**Q11) Did the Quit Coach provide you with a referral for other resources in your community to help you in your quit process?**

		96	236	60	199
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	43%	51%	32%	43%
2	No	41%	33%	48%	42%
5	N/A - Caller didn't want referral	5%	1%	3%	6%
7	Don't Know	9%	14%	12%	9%
9	Refused	2%	0%	5%	0%
Total		100%	100%	100%	100%

**Q11a) How satisfied were you with the referrals your Quit Coach provided you to assist you in your quit attempt? Were you . . .**

		41	121	19	86
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very satisfied	51%	61%	68%	64%
2	Mostly satisfied	27%	23%	5%	20%
3	Somewhat satisfied	5%	12%	16%	8%
4	Not at all satisfied	7%	2%	5%	5%
7	Don't Know	2%	1%	0%	1%
9	Refused	7%	1%	5%	2%
Total		100%	100%	100%	100%

**Q11b) Did you find these other resources helpful in your quit attempt?**

		41	121	19	86
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	76%	74%	63%	78%
2	No	12%	14%	26%	14%
7	Don't Know	12%	12%	11%	8%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q12) Since calling the Quitline, have you used any of the following programs or services in your community to help you with your quit process? How about . . .**

		120	254	65	206
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Other telephone counseling programs	1%	2%	0%	1%
2	In-person class or group	3%	4%	3%	2%
3	Websites	2%	6%	5%	8%
4	Hypnosis or acupuncture	1%	1%	0%	0%
5	Nothing	91%	89%	88%	89%
7	Don't Know	1%	0%	0%	0%
9	Refused	2%	0%	5%	0%

**Q13) Overall, how satisfied were you with the service you received from the Quitline? Were you . . .**

		120	254	65	206
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very satisfied	33%	60%	35%	63%
2	Mostly satisfied	26%	20%	17%	18%
3	Somewhat satisfied	18%	15%	34%	14%
4	Not at all satisfied	18%	4%	9%	5%
7	Don't Know	2%	1%	0%	0%
9	Refused	3%	0%	5%	0%
Total		100%	100%	100%	100%

**Q14) Did the Arkansas Tobacco Quitline meet your expectations?**

		120	254	65	206
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	67%	88%	65%	86%
2	No	29%	11%	28%	14%
7	Don't Know	2%	1%	3%	0%
9	Refused	2%	0%	4%	0%
Total		100%	100%	100%	100%

**Q15) Would you recommend the Arkansas Tobacco Quitline to others?**

		120	254	65	206
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	81%	95%	85%	94%
2	No	17%	4%	9%	6%
7	Don't Know	0%	1%	2%	0%
9	Refused	2%	0%	4%	0%
Total		100%	100%	100%	100%

**Q16) Do you currently smoke cigarettes every day, some days, or not at all?**

		120	254	65	206
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
	1	Every day	57%	34%	51%
2	Some days	15%	29%	20%	30%
3	Not at all	26%	37%	25%	33%
7	Don't Know	0%	0%	0%	0%
9	Refused	2%	0%	4%	0%
Total		100%	100%	100%	100%

**Q16a) How many cigarettes do you smoke per day on the days that you smoke?**

		86	159	46	137
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
	0-19	Less than 1 pack	72%	68%	74%
20	1 pack	24%	21%	17%	12%
21-39	Less than 2 packs	4%	6%	7%	4%
40+	2 packs or more	0%	4%	2%	2%
777	Don't Know	0%	1%	0%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q17a) What types of tobacco have you used in the past 30 days . . . Cigarettes?**

		120	254	65	206
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
	1	Yes	75%	65%	71%
2	No	23%	35%	25%	29%
7	Don't Know	0%	0%	0%	0%
9	Refused	2%	0%	4%	0%
Total		100%	100%	100%	100%

**Q17b) [What types of tobacco have you used in the past 30 days . . .] Cigars, cigarillos, or little cigars?**

		120	254	65	206
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
	1	Yes	7%	5%	11%
2	No	91%	95%	84%	94%
7	Don't Know	0%	0%	0%	0%
9	Refused	2%	0%	5%	0%
Total		100%	100%	100%	100%

**Q17c) [What types of tobacco have you used in the past 30 days . . .] Pipe?**

		120	254	65	206
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
	1	Yes	0%	1%	0%
2	No	97%	99%	95%	100%
7	Don't Know	0%	0%	0%	0%
9	Refused	3%	0%	5%	0%
Total		100%	100%	100%	100%

**Q17d) [What types of tobacco have you used in the past 30 days . . .] Chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn?**

		120	254	65	206
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Yes	3%	11%	3%	7%
2	No	94%	89%	92%	93%
7	Don't Know	0%	0%	0%	0%
9	Refused	3%	0%	5%	0%
	Total	100%	100%	100%	100%

**Q17e) [What types of tobacco have you used in the past 30 days . . .] Any other types of tobacco, such as snus?**

		120	254	65	206
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Yes	1%	1%	0%	2%
2	No	96%	99%	95%	98%
7	Don't Know	0%	0%	0%	0%
9	Refused	3%	0%	5%	0%
	Total	100%	100%	100%	100%

**Q18) What types of other products do you use?**

		1	2	0	4
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Bidis	0%	0%	0%	0%
2	Kreteks/Clove flavored cigarettes	0%	0%	0%	0%
3	Tobacco pouches or snus	100%	100%	0%	100%
4	Tobacco orbs	0%	0%	0%	0%
5	Tobacco strips or straws	0%	0%	0%	0%
6	Water pipes or hookahs	0%	0%	0%	0%
8	Other [Specify]	0%	0%	0%	0%
77	Don't Know	0%	0%	0%	0%
99	Refused	0%	0%	0%	0%
	Total	100%	100%	0%	100%

**Q19b) Do you currently smoke cigars, cigarillos, or little cigars every day, some days, or not at all?**

		8	12	7	12
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Every day	25%	33%	29%	25%
2	Some days	62%	42%	29%	75%
3	Not at all	13%	25%	42%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q20b) How many cigars, cigarillos, or little cigars do you smoke per week during the weeks that you smoke?**

		6	33	1	1
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
666	Less than 1 per week	17%	0%	0%	0%
1-9	1-9	66%	100%	100%	100%
10+	10 or more	17%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q19c) Do you currently smoke a pipe every day, some days, or not at all?**

		0	2	0	0
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Every day	0%	0%	0%	0%
2	Some days	0%	100%	0%	0%
3	Not at all	0%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	0%	100%	0%	0%

**Q20c) How many pipes do you smoke per week during the weeks that you smoke?**

		0	1	0	0
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 per week	0%	0%	0%	0%
1-9	1-9	0%	100%	0%	0%
10+	10+	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	0%	100%	0%	0%

**Q19d) Do you currently use chewing tobacco, snuff, or dip every day, some days, or not at all?**

		3	29	2	15
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Every day	67%	48%	50%	40%
2	Some days	33%	45%	50%	53%
3	Not at all	0%	7%	0%	7%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q20d) How many pouches or tins do you use per week during the weeks that you use tobacco?**

		3	27	2	14
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 per week	0%	11%	0%	21%
1-9	1-9 tins	100%	85%	50%	79%
10+	10 or more tins	0%	4%	50%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q19e) Do you currently use other types of tobacco, such as «insert tobacco given in Q18» every day, some days, or not at all?**

		1	2	0	4
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Every day	0%	0%	0%	50%
2	Some days	100%	100%	0%	50%
3	Not at all	0%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	0%	100%

**Q20e) How much [how many] other types of tobacco, such as «insert tobacco given in Q18» do you use per week during the weeks that you use other tobacco?**

		0	1	0	0
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
666	Less than 1 per week	0%	100%	0%	0%
1+	1 or more	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	0%	100%	0%	0%

**Q21a) How soon after you wake up do you smoke your first cigarette?**

		91	167	48	148
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Within five minutes	37%	40%	45%	44%
2	6 to 30 minutes	30%	25%	26%	24%
3	31 to 60 minutes	14%	13%	10%	10%
4	More than 60 minutes	19%	20%	19%	22%
7	Don't Know	0%	1%	0%	0%
9	Refused	0%	1%	0%	0%
	Total	100%	100%	100%	100%

**Q21b) How soon after you wake up do you use tobacco other than cigarettes?**

		13	43	9	28
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Within five minutes	83%	69%	85%	87%
2	6 to 30 minutes	5%	5%	4%	3%
3	31 to 60 minutes	2%	3%	0%	2%
4	More than 60 minutes	8%	19%	11%	7%
7	Don't Know	1%	2%	0%	1%
9	Refused	1%	2%	0%	0%
	Total	100%	100%	100%	100%

**Q22a) Do you intend to quit using cigarettes within the next 30 days?**

		91	167	48	148
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Yes	68%	79%	65%	82%
2	No	27%	19%	35%	17%
7	Don't Know	5%	2%	0%	1%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q22b) Do you intend to quit using cigars, cigarillos, or little cigars within the next 30 days?**

		8	12	7	12
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Yes	75%	75%	71%	83%
2	No	25%	25%	29%	17%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q22c) Do you intend to quit using a pipe within the next 30 days?**

		0	2	0	0
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	0%	100%	0%	0%
2	No	0%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	0%	100%	0%	0%

**Q22d) Do you intend to quit using chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn within the next 30 days?**

		3	29	2	15
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	33%	59%	50%	40%
2	No	67%	41%	50%	60%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q22e) Do you intend to quit using other types of tobacco, such as «insert tobacco given in Q18» within the next 30 days?**

		1	2	0	4
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	100%	100%	0%	75%
2	No	0%	0%	0%	25%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	0%	100%

**Q23) Since you first called the Quitline on «registration date», 4 months ago did you stop using tobacco for 24 hours or longer because you were trying to quit?**

		120	254	65	206
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	68%	89%	69%	92%
2	No	29%	11%	26%	8%
7	Don't Know	0%	0%	0%	0%
9	Refused	3%	0%	5%	0%
	Total	100%	100%	100%	100%

**Q23a) How many times did you stop using tobacco for 24 hours or longer? For example, if you quit for 2 days and then started smoking again, and then stopped for a week and started smoking again, that counts as 2 quits.**

		81	225	45	190
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	1 time	51%	50%	52%	44%
2	2 times	24%	21%	29%	20%
3	3 times	15%	18%	12%	22%
4	4 times	5%	7%	5%	9%
5	5 times	3%	4%	2%	4%
6-9	6-9 times	0%	0%	0%	0%
10+	10+ times	0%	0%	0%	0%
777	Don't Know	2%	0%	0%	0%
999	Refused	0%	0%	0%	1%
Total		100%	100%	100%	100%

**Q24) Our records indicate that the Arkansas Tobacco Quitline sent you Nicotine Replacement «NRT type». Did you use the «NRT type» sent to you by the Arkansas Tobacco Quitline?**

		18	194	20	188
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	0%	98%	0%	97%
2	No - Didn't use but received NRT	78%	1%	85%	2%
3	No - Never received NRT	22%	1%	5%	1%
7	Don't Know	0%	0%	10%	0%
9	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q24NRTO) Since your call to the Quitline on «registration date», 4 months ago, have you used any Nicotine Replacement Therapy such as patches, gum, lozenges, or inhalers?**

		120	62	65	23
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	0%	100%	0%	100%
2	No	97%	0%	95%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	3%	0%	5%	0%
Total		100%	100%	100%	100%

**Q24a) Which NRT did you use?**

		0	62	0	23
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Patches	0%	69%	0%	70%
2	Gum	0%	31%	0%	17%
3	Lozenges	0%	3%	0%	17%
4	Inhaler	0%	2%	0%	4%
5	Nasal Spray	0%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%

**Q24b-1, Q24b-2, & Q24b-3) How many days did you use the Nicotine Replacement Therapy?**

Code		254		206	
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	None (0 days)	N/A	13%	N/A	29%
2	1-7 days	N/A	25%	N/A	6%
3	8-13 days	N/A	17%	N/A	42%
4	14 days - 2 weeks	N/A	26%	N/A	6%
5	15-21 days	N/A	4%	N/A	4%
6	22-28 days	N/A	4%	N/A	6%
7	29-49 days	N/A	7%	N/A	6%
8	56 days - 8 weeks	N/A	4%	N/A	1%
77	Don't Know	N/A	0%	N/A	0%
99	Refused	N/A	0%	N/A	0%
	Total	N/A	100%	N/A	100%

**Q24c) Please tell me the reasons for not using the full «2-week or 8-week depending on NRT sent» course of your NRT.**

Code		6		77		0		76	
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT				
1	I decided not to take it	0%	3%	0%	0%				
2	I didn't feel I needed it	17%	13%	0%	13%				
3	I worried about the side effects	0%	1%	0%	4%				
4	I had problems using it	0%	36%	0%	49%				
5	I was too busy with other things	17%	1%	0%	0%				
6	I simply forgot	0%	3%	0%	1%				
7	I had too many other medications to take	0%	0%	0%	0%				
8	I successfully quit	0%	4%	0%	3%				
10	Not ready to quit/Still smoking	33%	27%	0%	22%				
11	Never received/Not sent full dose	0%	3%	0%	0%				
9	Other [Specify]	17%	9%	0%	5%				
77	Don't Know	0%	0%	0%	1%				
99	Refused	17%	0%	0%	1%				

**Q24d) After using the «2-week or 8-week depending on NRT sent» course of «NRT type» sent to you by the Quitline, did you buy more NRT of any kind?**

Code		6		192		0		180	
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT				
1	Yes	0%	29%	0%	26%				
2	No	83%	71%	0%	74%				
7	Don't Know	0%	0%	0%	0%				
9	Refused	17%	0%	0%	0%				
	Total	100%	100%	0%	100%				

**Q25) Since you first called the Quitline four months ago, have you used any pills or medications such as Chantix or Zyban to help you quit?**

Code		120		254		65		206	
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT				
1	Yes	17%	6%	8%	6%				
2	No	80%	94%	88%	94%				
7	Don't Know	0%	0%	0%	0%				
9	Refused	3%	0%	4%	0%				
	Total	100%	100%	100%	100%				

**Q25a) What types of pills or medication did you use?**

		20	13	5	12
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Zyban	5%	0%	0%	0%
2	Bupropion	0%	8%	0%	0%
3	Wellbutrin	5%	23%	0%	17%
4	Chantix or Varenicline	90%	62%	80%	83%
5	Other [Specify]	10%	0%	0%	0%
7	Don't Know	0%	0%	20%	0%
9	Refused	0%	0%	0%	0%

**Q26) Other than the Quitline or medications, did you use any other kinds of assistance to help you quit over the past four months, such as advice from a health professional or other kinds of quitting assistance?**

		120	254	65	206
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	8%	15%	8%	8%
2	No	89%	85%	88%	92%
7	Don't Know	0%	0%	0%	0%
9	Refused	3%	0%	4%	0%
	Total	100%	100%	100%	100%

**Q26a) What did you use?**

		9	39	5	17
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Advice from a health professional	56%	38%	80%	41%
2	Website or web-based program	0%	0%	0%	6%
3	Group or counseling cessation program	22%	5%	20%	0%
4	Self-help materials	0%	15%	0%	29%
5	Something else [Specify]	11%	36%	0%	24%
7	Don't Know	0%	0%	0%	0%
9	Refused	11%	3%	0%	0%

**Q26b) Who was the health professional whose advice you used? Was it a . . .**

		5	15	4	7
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Physician	100%	73%	100%	86%
2	Nurse	0%	13%	0%	0%
3	Pharmacist	0%	0%	0%	0%
4	Dentist	0%	0%	0%	0%
5	Other [Specify]	20%	13%	0%	14%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	7%	0%	0%

**Q27&Q27a) Have you smoked any cigarettes or used other tobacco, even a puff, in the last 30 days?/  
Have you used any tobacco products, even a pinch, in the last 30 days?**

		120	254	65	206
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	80%	73%	77%	74%
2	No	17%	27%	18%	26%
7	Don't Know	0%	0%	0%	0%
9	Refused	3%	0%	5%	0%
	Total	100%	100%	100%	100%

**Q28a) When was the last time you smoked a cigarette, even a puff?**

		90	165	46	147
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	90%	80%	87%	78%
1	1 to 4 days	6%	14%	7%	14%
2	5 to 9 days	2%	2%	4%	3%
3	10 to 17 days	1%	1%	0%	3%
4	18 to 24 days	1%	2%	2%	1%
5	25 to 29 days	0%	1%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	0%	1%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q28b) When was the last time you smoked a cigar, even a puff?**

		8	12	7	12
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	50%	42%	71%	41%
1	1 to 4 days	25%	8%	29%	25%
2	5 to 9 days	12%	25%	0%	17%
3	10 to 17 days	0%	0%	0%	0%
4	18 to 24 days	0%	8%	0%	0%
5	25 to 29 days	0%	0%	0%	17%
6	30+ days or more (1 month or more)	13%	17%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q28c) When was the last time you smoked a pipe, even a puff?**

		0	2	0	0
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	0%	50%	0%	0%
1	1 to 4 days	0%	0%	0%	0%
2	5 to 9 days	0%	50%	0%	0%
3	10 to 17 days	0%	0%	0%	0%
4	18 to 24 days	0%	0%	0%	0%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		0%	100%	0%	0%

**Q28d) When was the last time you used chewing tobacco, snuff, or dip, even a pinch?**

		3	29	2	15
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	100%	52%	50%	53%
1	1 to 4 days	0%	24%	50%	20%
2	5 to 9 days	0%	10%	0%	7%
3	10 to 17 days	0%	3%	0%	7%
4	18 to 24 days	0%	3%	0%	0%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	7%	0%	13%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q28e) When was the last time you used other types of tobacco, such as «insert tobacco given in Q18», even a puff or pinch?**

		1	2	0	4
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
666	Less than 1 day	0%	0%	0%	0%
1	1 to 4 days	0%	0%	0%	0%
2	5 to 9 days	0%	50%	0%	0%
3	10 to 17 days	100%	0%	0%	75%
4	18 to 24 days	0%	0%	0%	0%
5	25 to 29 days	0%	0%	0%	25%
6	30+ days or more (1 month or more)	0%	50%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	0%	100%

**Q29) How motivated are you to stop using tobacco? Would you say . . .**

		120	254	65	206
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	A great deal	43%	61%	48%	63%
2	A lot	29%	24%	25%	23%
3	A little	19%	11%	9%	11%
4	Not at all	6%	3%	11%	3%
7	Don't Know	0%	0%	3%	0%
9	Refused	3%	1%	4%	0%
	Total	100%	100%	100%	100%

**Q30) How confident are you that you could stop using tobacco? Would you say . . .**

		120	254	65	206
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Very confident	39%	53%	45%	54%
2	Somewhat confident	28%	26%	20%	26%
3	A little confident	22%	13%	17%	14%
4	Not confident at all	8%	7%	12%	6%
7	Don't Know	0%	0%	0%	0%
9	Refused	3%	0%	6%	0%
	Total	100%	100%	100%	100%

**Q31) What is your single greatest motivation for wanting to stop using tobacco?**

		120	254	65	206
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Code					
1	Societal pressure	0%	0%	0%	0%
2	Work pressure	0%	0%	0%	0%
3	Health	63%	66%	65%	54%
4	Cost of tobacco products	6%	6%	9%	9%
5	Family/Friends	25%	24%	15%	32%
6	Other (Specify)	1%	1%	3%	2%
7	Religious reasons	1%	1%	2%	1%
8	Smell	1%	1%	0%	2%
77	Don't Know	0%	0%	0%	0%
99	Refused	3%	0%	5%	0%
	Total	100%	100%	100%	100%

**SEX**

		120	254	65	206
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
	Male	38%	41%	22%	38%
	Female	62%	59%	78%	62%
	Total	100%	100%	100%	100%

**AGE**

	120	254	65	206
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
16-24	7%	7%	28%	13%
25-34	25%	20%	15%	22%
35-44	26%	20%	19%	14%
45-54	21%	31%	26%	27%
55-64	13%	17%	11%	21%
65-74	6%	5%	1%	3%
75+	2%	0%	0%	0%
Refused/Not asked	0%	0%	0%	0%
Total	100%	100%	100%	100%

**RACE**

	120	254	65	206
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
White	53%	60%	49%	56%
Black or African American	37%	33%	40%	38%
Am Indian or Alaska Native	0%	1%	2%	2%
Asian	0%	0%	0%	0%
Other	7%	5%	5%	4%
Not asked/Not collected	2%	1%	2%	0%
Don't Know	0%	0%	0%	0%
Refused	1%	0%	2%	0%
Total	100%	100%	99%	100%

**PREGNANT**

	120	254	65	206
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Pregnant	3%	1%	22%	2%
Planning Pregnancy	1%	1%	2%	1%
Breast-Feeding	0%	1%	0%	0%

**HISPANIC**

	120	254	65	206
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Hispanic	9%	7%	6%	5%

**SMOKELESS TOBACCO USER**

	120	254	65	206
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Smokeless	8%	18%	3%	15%

**EDUCATION**

	120	254	65	206
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Less than 9th grade	3%	4%	2%	5%
Grade 9-11	23%	17%	28%	16%
High School Degree	28%	29%	12%	30%
GED	8%	8%	8%	6%
Some Technical or Trade School	2%	3%	0%	1%
Some College or University	23%	26%	28%	31%
Technical/Trade Degree	2%	3%	3%	0%
College or University Degree	8%	8%	5%	11%
Post College	0%	0%	0%	0%
Not asked/Not collected	2%	2%	12%	0%
Don't Know	0%	0%	0%	0%
Refused	1%	0%	2%	0%
Total	100%	100%	100%	100%

**APPENDIX C**  
**13-month follow-up interview questions and percentage results**

*13-month: January 2010 cohort*

**Q1) Do you currently smoke cigarettes every day, some days, or not at all?**

		16	6	71	72
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
0	Every day	75%	33%	46%	35%
1	Some days	0%	17%	18%	26%
2	Not at all	25%	50%	35%	39%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q1a) How many cigarettes do you smoke per day on the days that you smoke?**

		12	3	46	44
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
0-19	Less than 1 pack	67%	100%	76%	80%
20	1 pack	17%	0%	20%	10%
21-39	Less than 2 packs	8%	0%	2%	5%
40+	2 packs or more	8%	0%	2%	5%
999	Don't Know	0%	0%	0%	0%
777	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q2a) What types of tobacco have you used in the past 30 days . . . Cigarettes?**

		16	6	71	72
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
1	Yes	75%	50%	65%	62%
0	No	25%	50%	35%	38%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q2b) [What types of tobacco have you used in the past 30 days . . .] Cigars, cigarillos, or little cigars?**

		16	6	71	72
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
1	Yes	0%	17%	7%	8%
0	No	100%	83%	93%	92%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q2c) [What types of tobacco have you used in the past 30 days . . .] Pipe?**

		16	6	71	72
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
1	Yes	0%	0%	0%	1%
0	No	100%	100%	100%	99%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q2d) [What types of tobacco have you used in the past 30 days . . .] Chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn?**

		16	6	71	72
Code		13-month	13-month	13-month	13-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	0%	0%	8%	10%
0	No	100%	100%	92%	90%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q2e) [What types of tobacco have you used in the past 30 days . . .] Any other types of tobacco, such as snus?**

		16	6	71	72
Code		13-month	13-month	13-month	13-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	0%	0%	1%	0%
0	No	100%	100%	99%	100%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q3) What types of other products do you use?**

		0	0	1	0
Code		13-month	13-month	13-month	13-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Bidis	0%	0%	0%	0%
2	Kreteks/Clove flavored cigarettes	0%	0%	0%	0%
3	Tobacco pouches or snus	0%	0%	100%	0%
4	Tobacco orbs	0%	0%	0%	0%
5	Tobacco strips or straws	0%	0%	0%	0%
6	Water pipes or hookahs	0%	0%	0%	0%
88	Other [Specify]	0%	0%	0%	0%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
	Total	0%	0%	100%	0%

**Q4b) Do you currently smoke cigars, cigarillos, or little cigars every day, some days, or not at all?**

		0	1	5	6
Code		13-month	13-month	13-month	13-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
0	Every day	0%	100%	20%	50%
1	Some days	0%	0%	80%	50%
2	Not at all	0%	0%	0%	0%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
	Total	0%	100%	100%	100%

**Q5b) How many cigars, cigarillos, or little cigars do you smoke per week during the weeks that you smoke?**

		0	1	5	6
Code		13-month	13-month	13-month	13-month
		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
666	Less than 1 per week	0%	0%	20%	0%
1-9	1-9	0%	0%	60%	17%
10+	10 or more	0%	100%	20%	83%
999	Don't Know	0%	0%	0%	0%
777	Refused	0%	0%	0%	0%
	Total	0%	100%	100%	100%

**Q4c) Do you currently smoke a pipe every day, some days, or not at all?**

		0	0	0	1
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
0	Every day	0%	0%	0%	0%
1	Some days	0%	0%	0%	100%
2	Not at all	0%	0%	0%	0%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
	Total	0%	0%	0%	100%

**Q5c) How many pipes do you smoke per week during the weeks that you smoke?**

		0	0	0	1
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
666	Less than 1 per week	0%	0%	0%	0%
1-9	1-9	0%	0%	0%	100%
10+	10+	0%	0%	0%	0%
999	Don't Know	0%	0%	0%	0%
777	Refused	0%	0%	0%	0%
	Total	0%	0%	0%	100%

**Q4d) Do you currently use chewing tobacco, snuff, or dip every day, some days, or not at all?**

		0	0	6	7
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
0	Every day	0%	0%	83%	57%
1	Some days	0%	0%	17%	43%
2	Not at all	0%	0%	0%	0%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
	Total	0%	0%	100%	100%

**Q5d) How many pouches or tins do you use per week during the weeks that you use tobacco?**

		0	0	6	7
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
666	Less than 1 per week	0%	0%	0%	43%
1-9	1-9 tins	0%	0%	100%	57%
10+	10 or more tins	0%	0%	0%	0%
999	Don't Know	0%	0%	0%	0%
777	Refused	0%	0%	0%	0%
	Total	0%	0%	100%	100%

**Q4e) Do you currently use other types of tobacco, such as «insert tobacco given in Q3» every day, some days, or not at all?**

		0	0	1	0
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
0	Every day	0%	0%	0%	0%
1	Some days	0%	0%	100%	0%
2	Not at all	0%	0%	0%	0%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
	Total	0%	0%	100%	0%

**Q5e) How much [how many] other types of tobacco, such as «insert tobacco given in Q3» do you use per week during the weeks that you use other tobacco?**

		0	0	1	0
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
666	Less than 1 per week	0%	0%	100%	0%
1+	1 or more	0%	0%	0%	0%
999	Don't Know	0%	0%	0%	0%
777	Refused	0%	0%	0%	0%
	Total	0%	0%	100%	0%

**Q6a) How soon after you wake up do you smoke your first cigarette?**

		12	3	47	45
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
0	Within five minutes	42%	0%	23%	24%
1	6 to 30 minutes	42%	33%	38%	18%
2	31 to 60 minutes	0%	33%	6%	18%
3	More than 60 minutes	16%	33%	32%	40%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q6b) How soon after you wake up do you use tobacco other than cigarettes?**

		0	1	12	13
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
0	Within five minutes	0%	100%	0%	8%
1	6 to 30 minutes	0%	0%	42%	46%
2	31 to 60 minutes	0%	0%	0%	0%
3	More than 60 minutes	0%	0%	58%	46%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
	Total	0%	100%	100%	100%

**Q7a) Do you intend to quit using cigarettes within the next 30 days?**

		12	3	46	45
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
1	Yes	50%	100%	54%	67%
0	No	50%	0%	46%	31%
99	Don't Know	0%	0%	0%	2%
77	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q7b) Do you intend to quit using cigars, cigarillos, or little cigars within the next 30 days?**

		0	1	5	6
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
1	Yes	0%	100%	40%	50%
0	No	0%	0%	60%	50%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
	Total	0%	100%	100%	100%

**Q7c) Do you intend to quit using a pipe within the next 30 days?**

		0	0	0	1
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
1	Yes	0%	0%	0%	100%
0	No	0%	0%	0%	0%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
	Total	0%	0%	0%	100%

**Q7d) Do you intend to quit using chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn within the next 30 days?**

		0	0	6	7
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
1	Yes	0%	0%	33%	86%
0	No	0%	0%	67%	14%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
	Total	0%	0%	100%	100%

**Q7e) Do you intend to quit using other types of tobacco, such as «insert tobacco given in Q3» within the next 30 days?**

		0	0	1	0
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
1	Yes	0%	0%	100%	0%
0	No	0%	0%	0%	0%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
	Total	0%	0%	100%	0%

**Q8) Since you first called the Quitline on «registration date», 7 months ago did you stop using tobacco for 24 hours or longer because you were trying to quit?**

		16	6	71	72
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
1	Yes	88%	83%	93%	92%
0	No	12%	17%	7%	8%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q8a) How many times did you stop using tobacco for 24 hours or longer? For example, if you quit for 2 days and then started smoking again, and then stopped for a week and started smoking again, that counts as 2 quits.**

		14	5	66	66
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
1	1 time	64%	0%	56%	39%
2	2 times	29%	20%	21%	17%
3	3 times	7%	0%	14%	14%
4	4 times	0%	40%	3%	12%
5	5 times	0%	20%	0%	7%
6-9	6-9 times	0%	20%	3%	7%
10+	10+ times	0%	0%	3%	4%
999	Don't Know	0%	0%	0%	0%
777	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q9&Q9NRTO) Since your call to the Quitline on «registration date», 7 months ago, have you used any Nicotine Replacement Therapy such as patches, gum, lozenges, or inhalers?**

		16	6	71	72
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
	1	Yes	0%	100%	0%
0	No	100%	0%	100%	0%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q9a) Which NRT did you use?**

		0	6	0	72
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
	1	Patches	0%	67%	0%
2	Gum	0%	50%	0%	21%
3	Lozenges	0%	17%	0%	33%
4	Inhaler	0%	17%	0%	1%
5	Nasal Spray	0%	0%	0%	0%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%

**Q9b) How many days did you use the Nicotine Replacement Therapy?**

		0	6	0	72
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
	0	None (0 days)	0%	0%	0%
1	1-7 days	0%	49%	0%	42%
2	8-13 days	0%	0%	0%	10%
3	14 days - 2 weeks	0%	17%	0%	17%
4	15-21 days	0%	0%	0%	6%
5	22-28 days	0%	0%	0%	0%
6	29-49 days	0%	17%	0%	10%
7	56 days - 8 weeks	0%	17%	0%	13%
99	Don't Know	0%	0%	0%	3%
77	Refused	0%	0%	0%	0%
Total		0%	100%	0%	100%

**Q10) Since you first called the Quitline seven months ago, have you used any pills or medications such as Chantix or Zyban to help you quit?**

		16	6	71	72
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
	1	Yes	13%	0%	11%
0	No	87%	100%	89%	94%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q10a) What types of pills or medication did you use?**

		2	0	8	4
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
	1	Zyban	0%	0%	0%
2	Bupropion	0%	0%	0%	0%
3	Wellbutrin	0%	0%	13%	0%
4	Chantix or Varenicline	100%	0%	75%	75%
5	Other [Specify]	0%	0%	13%	25%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%

**Q11) Other than the Quitline or medications, did you use any other kinds of assistance to help you quit over the past seven months, such as advice from a health professional or other kinds of quitting assistance?**

		16	6	71	72
		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
Code					
1	Yes	6%	33%	8%	14%
0	No	94%	67%	92%	86%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q11a) What did you use?**

		1	2	6	10
		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
Code					
1	Advice from a health professional	0%	50%	67%	40%
2	Website or web-based program	0%	0%	0%	0%
3	Group or counseling cessation program	100%	0%	17%	20%
4	Self-help materials	0%	0%	17%	20%
5	Something else [Specify]	0%	50%	33%	20%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%

**Q11b) Who was the health professional whose advice you used? Was it a . . .**

		0	1	4	4
		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
Code					
1	Physician	0%	100%	75%	50%
2	Nurse	0%	0%	25%	25%
3	Pharmacist	0%	0%	0%	25%
4	Dentist	0%	0%	0%	0%
5	Other [Specify]	0%	0%	25%	0%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%

**Q12&Q12a) Have you smoked any cigarettes or used other tobacco, even a puff, in the last 30 days?/  
Have you used any tobacco products, even a pinch, in the last 30 days?**

		16	6	71	72
		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
Code					
1	Yes	75%	66%	73%	71%
0	No	25%	33%	27%	29%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q13a) When was the last time you smoked a cigarette, even a puff?**

		12	3	46	45
		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
Code					
666	Less than 1 day	100%	67%	91%	78%
1	1 to 4 days	0%	33%	4%	16%
2	5 to 9 days	0%	0%	2%	2%
3	10 to 17 days	0%	0%	2%	4%
4	18 to 24 days	0%	0%	0%	0%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
999	Don't Know	0%	0%	0%	0%
777	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

**Q13b) When was the last time you smoked a cigar, even a puff?**

		0	1	5	6
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
666	Less than 1 day	0%	100%	40%	66%
1	1 to 4 days	0%	0%	40%	17%
2	5 to 9 days	0%	0%	20%	17%
3	10 to 17 days	0%	0%	0%	0%
4	18 to 24 days	0%	0%	0%	0%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
999	Don't Know	0%	0%	0%	0%
777	Refused	0%	0%	0%	0%
Total		0%	100%	100%	100%

**Q13c) When was the last time you smoked a pipe, even a puff?**

		0	0	0	1
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
666	Less than 1 day	0%	0%	0%	0%
1	1 to 4 days	0%	0%	0%	0%
2	5 to 9 days	0%	0%	0%	0%
3	10 to 17 days	0%	0%	0%	100%
4	18 to 24 days	0%	0%	0%	0%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
999	Don't Know	0%	0%	0%	0%
777	Refused	0%	0%	0%	0%
Total		0%	0%	0%	100%

**Q13d) When was the last time you used chewing tobacco, snuff, or dip, even a pinch?**

		0	0	6	7
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
666	Less than 1 day	0%	0%	100%	71%
1	1 to 4 days	0%	0%	0%	14%
2	5 to 9 days	0%	0%	0%	0%
3	10 to 17 days	0%	0%	0%	14%
4	18 to 24 days	0%	0%	0%	0%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
999	Don't Know	0%	0%	0%	0%
777	Refused	0%	0%	0%	0%
Total		0%	0%	100%	100%

**Q13e) When was the last time you used other types of tobacco, such as «insert tobacco given in Q3», even a puff or pinch?**

		0	0	1	0
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
666	Less than 1 day	0%	0%	0%	0%
1	1 to 4 days	0%	0%	100%	0%
2	5 to 9 days	0%	0%	0%	0%
3	10 to 17 days	0%	0%	0%	0%
4	18 to 24 days	0%	0%	0%	0%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
999	Don't Know	0%	0%	0%	0%
777	Refused	0%	0%	0%	0%
Total		0%	0%	100%	0%

**Q14) How motivated are you to stop using tobacco? Would you say . . .**

		16	6	71	72
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
1	A great deal	25%	50%	48%	60%
2	A lot	31%	17%	20%	18%
3	A little	38%	33%	22%	18%
4	Not at all	0%	0%	10%	4%
99	Don't Know	6%	0%	0%	0%
77	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q15) How confident are you that you could stop using tobacco? Would you say . . .**

		16	6	71	72
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
1	Very confident	31%	33%	46%	45%
2	Somewhat confident	31%	50%	18%	24%
3	A little confident	25%	0%	21%	17%
4	Not confident at all	13%	17%	14%	14%
99	Don't Know	0%	0%	0%	0%
77	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**Q16) What is your single greatest motivation for wanting to stop using tobacco?**

		16	6	71	72
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
1	Societal pressure	0%	0%	0%	0%
2	Work pressure	0%	0%	0%	0%
3	Health	63%	33%	59%	68%
4	Cost of tobacco products	6%	17%	8%	7%
5	Family/Friends	31%	33%	28%	17%
6	Other (Specify)	0%	17%	2%	3%
7	Religious reasons	0%	0%	1%	1%
8	Smell	0%	0%	0%	1%
99	Don't Know	0%	0%	1%	0%
77	Refused	0%	0%	1%	3%
Total		100%	100%	100%	100%

**Q17) Overall, how satisfied were you with the service you received from the Quitline? Were you . . .**

		16	6	71	72
Code		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
1	Very satisfied	69%	33%	65%	65%
2	Mostly satisfied	19%	33%	14%	14%
3	Somewhat satisfied	6%	33%	14%	18%
4	Not at all satisfied	6%	0%	6%	3%
99	Don't Know	0%	0%	1%	0%
77	Refused	0%	0%	0%	0%
Total		100%	100%	100%	100%

**SEX**

		16	6	71	72
		13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
	Male	38%	17%	30%	40%
	Female	62%	83%	70%	60%
Total		100%	100%	100%	100%

**AGE**

	16	6	71	72
	13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
16-24	13%	17%	8%	6%
25-34	19%	32%	20%	15%
35-44	25%	17%	24%	21%
45-54	31%	17%	23%	33%
55-64	6%	0%	18%	15%
65-74	6%	17%	6%	9%
75+	0%	0%	1%	0%
Refused/Not asked	0%	0%	0%	0%
Total	100%	100%	100%	100%

**RACE**

	16	6	71	72
	13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
White	44%	33%	42%	47%
Black or African American	44%	67%	52%	46%
Am Indian or Alaska Native	0%	0%	1%	3%
Asian	0%	0%	0%	0%
Other	12%	0%	3%	3%
Don't Know	0%	0%	0%	0%
Refused	0%	0%	1%	1%
Total	100%	100%	100%	100%

**PREGNANT**

	16	6	71	72
	13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
Pregnant	6%	0%	9%	4%
Planning Pregnancy	0%	0%	1%	0%
Breast-Feeding	0%	0%	0%	0%

**HISPANIC**

	16	6	71	72
	13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
Hispanic	6%	0%	7%	6%

**SMOKELESS TOBACCO USER**

	16	6	71	72
	13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
Smokeless	13%	0%	11%	21%

**EDUCATION**

	16	6	71	72
	13-month Single/NoNRT	13-month Single/NRT	13-month Multi/NoNRT	13-month Multi/NRT
Less than 9th grade	0%	0%	6%	4%
Grade 9-11	19%	0%	21%	10%
High School Degree	44%	0%	35%	18%
GED	0%	0%	3%	11%
Some Technical or Trade School	6%	0%	1%	3%
Some College or University	19%	83%	24%	39%
Technical/Trade Degree	0%	0%	1%	1%
College or University Degree	12%	17%	8%	13%
Post College	0%	0%	0%	0%
Not asked/Not collected	0%	0%	0%	0%
Don't Know	0%	0%	0%	1%
Refused	0%	0%	0%	0%
Total	100%	100%	100%	100%