

Attachment C2: Introductory Letter

[Pre-survey Cover Letter on Battelle Letterhead]

[Date]

[Address]

Dear [Name]:

The National Institute for Occupational Safety and Health (NIOSH) has contracted Battelle, a nonprofit research firm, to conduct a customer satisfaction survey. We have randomly selected 300 individuals from each of four organizations to participate in this research study: the American College of Occupational and Environmental Medicine, the American Society of Safety Engineers, the American Association of Occupational Health Nurses, Inc., and the American Industrial Hygiene Association. We greatly appreciate the support of your organization for this research project.

We are offering two options for you to complete the survey. Enclosed in this envelope is a unique ID, not linked to your name, which can be used to access the survey on-line at [online link]. If you choose this option, please be sure to return the enclosed Survey Response Card so we know you've completed a survey. Or, if you prefer, you may complete the paper version of the survey which we will mail in a few weeks to those who have not returned the response card.

The survey should take about 10-20 minutes to complete, depending on your level of familiarity with NIOSH publications. Your participation is voluntary, however, we urge you to complete the survey. Your responses will be anonymous and will be grouped with the responses of other participants. A summary of responses will be provided to your [organization leader]. The results of this survey will help NIOSH better serve the information needs of the members of your organization and others working to protect the health of American workers.

We have enclosed a NIOSH Information Products CD and a CD version of the Pocket Guide to Chemical Hazards in appreciation for your participation.

If you have any questions about the project, please call me at 314-993-5234 ext. 141. If you have any questions about your rights as a study subject, please call the Battelle Institutional Review Board toll free at 1-877-810-9350, extension 500. Thank you for your consideration.

Sincerely,

Lisa V. John, PhD
Project Director