

National Institute for Occupational Safety and Health Manual of Analytical Methods CUSTOMER EVALUATION SURVEY

Please help us improve our manual by completing the survey below.

The purpose of this questionnaire is to obtain information on how you use methods from the NIOSH Manual of Analytical Methods (NMAM™) in your work and to obtain your feedback to help make the NMAM easier for you to use. In addition, this information will help us determine if the NMAM covers the analytical methods of interest to you.

This survey is voluntary. While we do prefer that you answer all questions, there is no penalty if you do not. No individually identifiable data will be published or released. There will be no way to link you to your response, unless you provide your e-mail address. Your E-mail address is needed ONLY if you wish to receive a response to a specific inquiry that you are making.

When you complete the survey form please click on the "Submit" button at the end of the form.

The public reporting burden of this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to - **CDC/ATSDR Reports Clearance Officer; 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333 ATTN: PRA (0920-0953)**

Part 1. We would like to know some information about your use of analytical methods, in general, to help us understand if we are meeting your needs.

1. Please check all of the methods you use (listed in first column on the left). Then check why you use a particular method in the next set of columns.

Method Source Select all that apply	Required by Client	Required by Regulation	Easy to Use	Accuracy of Method	Other Reasons. Please specify
NIOSH					
AOAC					
ASTM					
EPA					
ISO					
OSHA					
In-house					
Other					

Please specify source of other methods

2. In the last year, how many requests have you received to analyze for substances for which no method was available?

Please name the substances:

Part 2. We would like to know about your use of NMAM methods and how they can better suit your needs

3. In the table below, please list the NIOSH methods you use most often in the first column. In the second column indicate if you have modified the method in any way. If you have modified the method, please describe how you modified in the third column.

NMAM Method Number	Use as Written		Briefly describe modifications
	Yes	No	
	Yes	No	
	Yes	No	
	Yes	No	
	Yes	No	

4. Please list which NMAM methods need the most improvement. In the first column, please list the NIOSH methods that you feel could use improvement. In the second column, please indicate why you listed the method. For example some reasons could be expense, lack of sensitivity, inaccurate, outdated, equipment not available, confusing instructions or other reasons.

NMAM Method Number	Reason Method Needs Improvement

5. Are there methods you would like to see be added to the NMAM?

Part 3. This section asks about ease of finding information and the design of the online NMAM.

6. What do you think about the current format of the NMAM methods? Please check yes or no and add any additional comments to clarify.

A. Summary Page	Yes	No	Comments
1. Is the information on the summary page easy to understand?	Yes	No	
2. Is the information clear and understandable?	Yes	No	
3. Is all the information useful?	Yes	No	
4. Is all the information necessary?	Yes	No	
B. Procedure Section			
1. Are the procedures	Yes	No	

clear and understandable?			
2. Would you prefer more detailed step-by-step procedures, for example formats used by EPA or OSHA?	Yes	No	
C. Calculation Section			
Is the calculation section easy to understand?	Yes	No	
D. Evaluation Section			
Does the information in the evaluation section help in the use of the method?	Yes	No	

7. A. Does the Method Finder provide the information necessary for selecting the method you want? Yes No

B. What information would make the Method Finder more helpful to your work?

C. Is there any information that could be deleted from the Method Finder?

8. Please check which NMAM introductory chapters you or your co-workers consult. Select all that apply.

- Purpose and Scope
- How to Use the NMAM
- Quality Assurance
- General Considerations for Sampling Airborne Contaminants
- Development and Evaluation of Methods
- Application of Biological Monitoring Methods
- Measurement Uncertainty and NIOSH Method Accuracy Range
- Glossary (Abbreviations, Definitions and Symbols)
- I have not consulted the Introductory Chapters

9. Please check which topic-specific chapters you have found helpful. Select all that apply.

- Aerosol Photometers for Respirable Dust Measurements
- Portable Gas Chromatography
- Determination of Airborne Isocyanate Exposure
- Factors Affecting Aerosol Sampling
- Determination of Airborne Crystalline Silica
- Portable Electrochemical Sensor Methods
- Sampling and Characterization of Bioaerosols
- Measurement of Fibers
- Aerosol Sampling: Minimizing Particle Loss from Cassette Bypass Leakage
- Monitoring of Diesel Particulate Exhaust in the Workplace
- I have not consulted the topic-specific chapters

10. Are there additional topics that should be addressed in chapter format in the NMAM?

11. What do you like best about the NMAM?

12. What do you like least about the NMAM?

13. Please indicate how important video demonstrations would be for you for each category below. Check the appropriate box.

	Very Important	Somewhat Important	Neutral	Not Important	Not At All Important
In general, videos demonstrating some procedures would be useful					
Sample tube desorption process (such as charcoal)					
Standards preparation (liquid vs. gas vs. bulk)					
Filter handling procedures (like pre/post weight or punch selection)					
Surface sampling					

14. The online NMAM has a number of .pdf files. What is your experience with these files?

- I have no trouble downloading and using these files.
- I like these files but they are a little slow to load.
- I do not care which format the methods are in such as .pdf or .html.
- I cannot use .pdf files, please use .html.

15. Would you like to see a smart phone/tablet application for the NMAM?

- Yes No Neutral

16. Would you like to see an e-book edition of the NMAM?

- Yes No Neutral

17. Please tell us about the statistical information provided with each NMAM method. Please check one.

Statistical Information on the NMAM website is:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Easy to find					
Well organized					
Clear					

18. Links provided in the NMAM to analytical information outside of CDC are useful. Please check one.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

Part 4. Now we would like to know more about you, so we can serve you better. Remember, all questions are optional. The information you provide will be used only to improve our service/product to you. No individually identifiable data will be published or released.

19. What industries/groups use your analytical services? Check all that apply.

- Agriculture, Forestry, and Fishing
- Academia
- Consulting Firms
- Construction
- Government Agencies
- Healthcare and Social Assistance

Manufacturing
Mining
Services
Transportation, Warehousing and Utilities
Wholesale and Retail Trade
Other. Please Specify

20. Please indicate the approximate percentage of your analyses performed in the last 6 months for each of the listed categories.

- % Occupational (air/area/wipe sampling)
- % Occupational (biomonitoring)
- % Environmental (air/water/soil)
- % Environmental (biological/mold/anthrax/other)
- % Toxicology (animal)
- % Quality Control
- % Other. Please Specify

21. Is English your first language? Yes No

22. Do you work in the USA? Yes No If No, please answer question 23.

23. In which country do you work?

Your answers to this survey will aid us in improving laboratory assistance programs and in focusing future analytical research. We appreciate your willingness and time in participating in this survey.