ATTACHMENT 8

One-Time Customer Satisfaction Survey

Form Approved OMB No. 0920-0138 Expiration Date: xx/xx/20xx

Why the survey?

The NIOSH Spirometry Training Program is evaluating our service to certified courses, the effectiveness of the program changes implemented since 2005, and the usefulness of potential Program enhancements to our stakeholders. While this survey is voluntary, your participation is essential to let us know how NIOSHmeets the needs of the courses, if the curriculum changes have enhanced the educational objectives for the training, and what future content NIOSH might provide to assist you. The results of the survey are kept secure. NIOSH staff will not have access to any one individual's responses. All data are rolled up into reports that have at least 10 responses to protect the privacy of all respondents to the survey. This survey will take about 12 minutes to complete.

Respondent Information

1. What role do you serve in the NIOSH-Approved Spirometry Training Program?

C	С	Course Director
C	C	Course Sponsor Representative
C	C	Both Course Director and Sponsor Representative

2. How long have you been involved with the NIOSH-Approved Spirometry Training Program?

0	Less than 5 years
0	5 to 10 years
0	11 to 20 years
0	More than 20 years
0	Don't know

Program Administration – These questions will ask about the Training Program's administrative functions. Please choose whether you agree or disagree, and to what degree, with each statement below. Responses range from "Strongly Disagree" to "Strongly Agree" and "Don't Know."

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
NIOSH encourages input from sponsors	0	0	0	0	0	0
that impacts programmatic decisions						
NIOSH encourages input from course						
directors that impacts programmatic	0	0	0	0	0	0
decisions						
NIOSH provides timely notification of	0	0	0	0	0	0

Public reporting burden of this collection of information is estimated to average 12 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 Information Collection Review Office, 1600 Clifton Road NE, MS D-74,

programmatic changes						
Electronic notification of programmatic changes is the most effective means to communicate	ο	ο	ο	ο	ο	ο
NIOSH responds in a timely manner to requests for information	0	0	0	ο	0	0
NIOSH responds in a timely manner to requests for new faculty	ο	о	о	ο	ο	ο
NIOSH responds in a timely manner to requests for web postings	0	0	о	ο	ο	0
The password protected site on the NIOSH web is easy to use	ο	ο	0	ο	ο	ο
NIOSH should permanently keep the 5-year + 7-month grace period for certificate validation	ο	ο	ο	ο	ο	0
General results of the annual report should be shared with the courses	0	0	0	0	0	0
Results of the course audits should be shared with the public	0	0	0	0	0	0
NIOSH should host a combined sponsor and course director meeting (every 3 to 5 years) to discuss common issues	ο	0	0	ο	ο	ο
Future sponsor and course director meetings should be web-based	0	0	0	0	0	0

Sponsor Renewal Process – These questions will ask about the sponsor renewal process. Please choose whether you agree or disagree, and to what degree, with each statement below. Responses range from "Strongly Disagree" to "Strongly Agree" and "Don't Know."

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
The 6-month notification for sponsorship renewal is sufficient	о	ο	ο	0	0	ο
Electronic submission of materials reduces the burden on sponsors	0	ο	0	о	0	ο
NIOSH responds in a timely manner to sponsor submission of materials	ο	о	ο	ο	ο	ο
The sponsor renewal process is a useful tool to enhance curriculum content	ο	ο	0	0	0	0
The sponsor renewal process should include evaluation of both initial and refresher curriculums at the same time (excludes on-line training)	0	0	0	0	0	0

Course Audit Process – These questions will ask about the course audit process. Please choose whether you agree or disagree, and to what degree, with each statement below. Responses range from "Strongly Disagree" to "Strongly Agree" and "Don't Know."

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
The course audit process assists						
the course director to evaluate the	0	0	0	<u> </u>	0	~
strengths and weaknesses of his or	0	0	0	0	0	0
her course						
Immediate verbal feedback from	0	0	0	0	0	0
the NIOSH auditor is valuable	0	0	0	0	0	0
The written evaluation is valuable	0	0	0	0	0	0
NIOSH recommendations have						
improved the educational	0	о	0	о	о	ο
experience for the participants						
NIOSH recommendations have						
increased the knowledge and skills	0	о	0	о	о	ο
of the participants						
The course audit process should	0	0	0	0	0	0
remain at 5-year intervals	0	0	0	0	0	0
The course audit process should be	0	0	0	0	0	0
changed to 3-year intervals	0		0	0		0
The course audit process should be	0	0	0	0	0	0
changed to 7-year intervals	0	0		0		0

Refresher Training Courses – These questions will ask about the refresher training courses. Please choose whether you agree or disagree, and to what degree, with each statement below. Responses range from "Strongly Disagree" to "Strongly Agree" and "Don't Know."

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
NIOSH has been responsive to course directors' concerns during the first 5 years of the refresher training program	0	0	0	0	0	ο
NIOSH has been responsive to sponsors' concerns during the first 5 years of the refresher training program	0	0	0	0	0	ο
The requirement to successfully complete an initial NIOSH course enhances the effectiveness of the refresher training objectives	0	0	ο	0	0	0
NIOSH should allow course directors more flexibility in curriculum content now that students are repeating the refresher course	ο	ο	ο	ο	Ο	ο

NIOSH Resources – These questions will ask about various resources NIOSH has already provided and might provide in the future to the training courses.

1. Please indicate how helpful you find each resource in enhancing the educational objectives of the courses. Responses range from "Not at all helpful" to "Very helpful" and "Don't Know."

	Not at all helpful	Not so helpful	Neither	Somewhat helpful	Very helpful	Don't Know
NIOSH Spirometry Training Guide	0	0	0	0	0	0
Get Valid Spirometry Results EVERY Time - poster	0	0	0	0	0	ο
Spirometry Quality Assurance: Common Errors and Their Impact on Test Results - booklet	ο	ο	ο	ο	ο	0
Hankinson real-time test software	0	0	0	0	0	0
Reference Calculator (Knudson 1976 & NHANES III) – web site	0	ο	0	0	о	0
NHANES III Predicted Value Look-up Tables – web site	0	ο	ο	0	ο	о
Calibration Check Failure Troubleshooting - handout	0	0	0	0	0	о
Spirometry Testing Guidelines - handout	ο	ο	0	0	0	ο
Contraindications to Spirometry Testing in the Occupational Setting - handout	0	0	ο	0	0	ο
Maneuver Acceptability Errors and Corrective Actions - handout	0	0	0	0	ο	о
Spirometry Calculation Worksheet	0	0	0	0	0	0
Serial Spirometry Calculation Worksheet	о	ο	0	0	0	ο

2. When NIOSH develops additional resources to enhance the educational objectives of the courses, what resources would you like to have? Choose up to 3 resources.

Bank of video clips	0	Equipment recommendations	0
Bank of teaching slides (PowerPoint)	0	NHANES III LLN look-up tables	0
Bank of graphics (i.e., curves, testing		Standard Operating Procedures (SOP)	0
technique, equipment, etc.)	0	manual template for spirometry testing	
Equipment calibration reference sheet	0	NIOSH Refresher Training Guide	0

NIOSH Services – These questions will ask about the importance of services offered by the Program to the course faculty and sponsors. Please rank the following services, from most to least important to you, when interacting with our Program. (1 = most important; 5 = least important)

	1 st	2 nd	3 rd	4 th	5 th
Approve faculty	0	0	0	0	0
Provide training resources	0	0	0	0	0
Respond to concerns from course directors and sponsors	0	0	0	0	0
Provide feedback via curriculum reviews and course audits	0	0	0	0	0
Market sponsors via the NIOSH internet sponsor listing and calendar	0	0	0	0	0

Overall Program Satisfaction - These questions will ask your opinion about changes made to the Training Program since 2005.

1. Overall, changes to the NIOSH Spirometry Training Program, since 2005, have increased the effectiveness of courses in achieving the objectives.

0	Yes
0	No

2. Are there issues, not addressed in this survey, about which you would like to comment?

0	Yes
0	No

3. If yes, please write your comments in this section. Your comments are limited to 250 characters and spaces.

Thank you for participating in our survey.