

ATTACHMENT 8

One-Time Customer Satisfaction Survey

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?

<input type="radio"/>	Course Director
<input type="radio"/>	Course Sponsor Representative
<input type="radio"/>	Both Course Director and Sponsor Representative

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

<input type="radio"/>	Less than 5 years
<input type="radio"/>	5 to 10 years
<input type="radio"/>	11 to 20 years
<input type="radio"/>	More than 20 years
<input type="radio"/>	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 that impacts programmatic decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NIOSH encourages input from course directors that impacts programmatic decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NIOSH provides timely notification of	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get Valid Spirometry Results EVERY Time - poster	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spirometry Quality Assurance: Common Errors and Their Impact on Test Results - booklet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hankinson real-time test software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference Calculator (Knudson 1976 & NHANES III) – web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NHANES III Predicted Value Look-up Tables – web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Calibration Check Failure Troubleshooting - handout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spirometry Testing Guidelines - handout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contraindications to Spirometry Testing in the Occupational Setting - handout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maneuver Acceptability Errors and Corrective Actions - handout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spirometry Calculation Worksheet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Serial Spirometry Calculation Worksheet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	Equipment recommendations	<input type="radio"/>
Bank of teaching slides (PowerPoint)	<input type="radio"/>	NHANES III LLN look-up tables	<input type="radio"/>
Bank of graphics (i.e., curves, testing technique, equipment, etc.)	<input type="radio"/>	Standard Operating Procedures (SOP) manual template for spirometry testing	<input type="radio"/>
Equipment calibration reference sheet	<input type="radio"/>	NIOSH Refresher Training Guide	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide training resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respond to concerns from course directors and sponsors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide feedback via curriculum reviews and course audits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Market sponsors via the NIOSH internet sponsor listing and calendar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

<input type="radio"/>	Yes
<input type="radio"/>	No

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

<input type="radio"/>	Yes
<input type="radio"/>	No

- 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.