

## NIOSH CUSTOMER SATISFACTION SURVEY

### SECTION I BACKGROUND - TELL US ABOUT YOURSELF

1. How would you define your professional training/background?

Please mark (☑) all that apply.

- Physician
- Industrial safety engineer
- Nurse
- Industrial hygienist
- Other (Specify): \_\_\_\_\_

2. In your **CURRENT** job, what type of organization do you work for?

Please mark (☑) all that apply.

- Company/business
- Labor organization
- Industry or trade association
- Hospital/clinic
- Private consultant
- Professional society staff
- Federal/State/Local government agency
- Other (Specify): \_\_\_\_\_

3. In your current job, how would you classify the overall size of the organization in which you work?

Please mark (☑) one response.

- Self only
- Small (less than 100 employees)
- Medium (101 to 500 employees)
- Large (more than 500 employees)

4. In your current job, in which of the following sectors do you work and/or apply your professional skills?

Please mark (☑) all that apply.

- Agriculture, forestry, and fishing
- Construction
- Healthcare and social assistance
- Mining | Oil and gas extraction
- Manufacturing
- Services
- Transportation, warehousing, and utilities
- Wholesale and retail trade
- Other (Specify) \_\_\_\_\_

# NIOSH CUSTOMER SATISFACTION SURVEY

## SECTION II

### YOUR SOURCES FOR OCCUPATIONAL SAFETY AND HEALTH INFORMATION

5. In your current job, how often do you use the following sources of occupational safety and health (OSH) information?

Please mark (☒) one response for EACH source.

#### Printed Sources

e.g., books, journals,  
tech reports

- Daily  
 Weekly  
 Monthly  
 Less than monthly

#### Electronic Sources

e.g., Web search,  
CD-ROMs, software

- Daily  
 Weekly  
 Monthly  
 Less than monthly

#### Interpersonal Sources

e.g., colleagues, experts,  
meetings, conferences

- Daily  
 Weekly  
 Monthly  
 Less than monthly

6. Please select the three organizations that provide the most important occupational safety and health (OSH) information (via the web or printed) for your job.

Please mark (☒) up to THREE (3) responses.

- AAOHN American Association of Occupational Health Nurses  
 ACGIH American Conference of Governmental Industrial Hygienists  
 ACOEM American College of Occupational and Environmental Medicine  
 AIHA American Industrial Hygiene Association  
 ANSI American National Standards Institute  
 ASSE American Society of Safety Engineers  
 ATSDR Agency for Toxic Substances and Disease Registry  
 EPA Environmental Protection Agency  
 NFPA National Fire Protection Agency  
 NIOSH National Institute for Occupational Safety and Health  
 NSC National Safety Council  
 OSHA Occupational Safety and Health Administration  
 Trade Organizations  
 Labor Organizations  
 Commercial newsletters, magazines, publications, etc. (Specify): \_\_\_\_\_

The following questions pertain to your organization's use of NIOSH OSH information/publications/website.

7. Have you ever USED or REFERRED to NIOSH's OSH information? (i.e., from a NIOSH publication, NIOSH web site, NIOSH eNews, CD-ROM, or NIOSH/CDC 800-Number)

- Yes → IF "YES" CONTINUE TO QUESTION 8  
 No → IF "NO" GO TO SECTION V (Page 8)

8. Has NIOSH's OSH information--either from their documents or the NIOSH Web site--been referred to or cited by name in your organization's policy and procedures?

Please mark (☒) one response.

- Yes  
 No  
 Don't know  
 Does not apply - no written OSH policy and procedures

# NIOSH CUSTOMER SATISFACTION SURVEY

## SECTION II

### YOUR SOURCES FOR OCCUPATIONAL SAFETY AND HEALTH INFORMATION

9. To what extent have your organization's safety and health practices been influenced by NIOSH's OSH information, either from their documents or from NIOSH's Web site?

Please mark (☒) one response.

- A lot
- A little
- Not at all
- Don't know

10. How would you rate the quality of NIOSH information and/or training as it contributes to the effectiveness of your organization's safety and health program?

Please mark (☒) one response.

- Excellent
- Good
- Fair
- Poor
- Don't know

11. How would you rate the quality of NIOSH information and/or training as it contributes to the effectiveness of your professional practice?

Please mark (☒) one response.

- Excellent
- Good
- Fair
- Poor
- Don't know

12. Please indicate the frequency that you performed each of the following tasks within the **PAST 12 MONTHS**.

Please mark (☒) one response for EACH statement below.

STATEMENTS	Frequently > 10 Times	Occasionally 3-10 Times	Rarely 1-2 Times	Never 0 Times
a. Used NIOSH <b>printed publications</b> to find OSH information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Used the NIOSH <b>Web site</b> to find OSH information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Opened or downloaded the <a href="#">NIOSH eNews</a> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. <b>Recommended</b> a NIOSH publication, CD-ROM, or material from the NIOSH Web site to a colleague.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Took a course/internet seminar or attended an education/training program in which NIOSH publications were used as information materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Used technical information in scientific journals, books or conference proceedings that was authored by NIOSH researchers or NIOSH technical experts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# NIOSH CUSTOMER SATISFACTION SURVEY

## SECTION II

### YOUR SOURCES FOR OCCUPATIONAL SAFETY AND HEALTH INFORMATION

13. In your current job, which of the following activities best represent your 3 primary responsibilities? For each of your 3 primary responsibilities, please indicate whether or not you referred to any of NIOSH's sources of information when performing this task during the past 12 months. (Sources: printed publications, CD-ROMs, NIOSH website, eNews)

Please mark (☒) up to THREE (3) responses.

Activities...	Mark (☒) if primary responsibility	If (☒) marked →	Referred to NIOSH information source?	
			Yes	No
a. Establishing and/or maintaining occupational safety and health programs	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
b. Conducting occupational safety and health training	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
c. Assessing workplace safety and health exposure conditions	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
d. Maintaining medical records	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
e. Conducting workplace safety audits and inspections	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
f. Investigating occupational safety & health incidents	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
g. Providing medical treatment	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
h. Interpreting/applying/enforcing OSHA regulations	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
i. Designing/implementing hazard control measures	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
j. Formulating new/revised safety and health policies/practices	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
k. Developing/conducting research projects	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
l. Participating in emergency/disaster response or preparing emergency/disaster response written programs.	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

# NIOSH CUSTOMER SATISFACTION SURVEY

## SECTION III

### YOUR OPINION ABOUT NIOSH AND ITS COMMUNICATION PRODUCTS

14. Please indicate how strongly you AGREE or DISAGREE with each of the following statements.

Please mark (☒) one response for EACH statement below.

STATEMENTS	Strongly Agree	Agree	Disagree	Strongly disagree	No opinion
a. NIOSH is a credible source for obtaining OSH information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. <i>NIOSH eNews</i> keeps me informed about OSH current events and research findings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The NIOSH Web site contains high-quality, usable information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The NIOSH/CDC 800-Number provides high quality, usable information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The NIOSH exhibits at conferences keep me informed about new NIOSH publications and services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. NIOSH is an important resource for the OSH community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. NIOSH publications contain current, up-to-date information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. NIOSH publications are impartial.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. NIOSH publications are at the appropriate technical level.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. NIOSH publications provide useful recommendations and guidance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# NIOSH CUSTOMER SATISFACTION SURVEY

## SECTION IV YOUR PREFERENCES AND RECOMMENDATIONS

15. Listed below are various methods of obtaining NIOSH information. Please indicate YOUR preference on a scale of 1 to 5 for each method of obtaining NIOSH documents, publications, or web site content, where "1" indicates a high preference for that method and "5" indicates a low preference.

Please mark (☒) one response for EACH statement below.

STATEMENTS	High Preference				Low Preference
	1	2	3	4	5
a. Request and/or download from NIOSH Web site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Call NIOSH/CDC 800-Number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Obtain conference topic/literature compilations on CD-ROM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Request at NIOSH conferences or exhibits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Access via <a href="#">NIOSH eNews</a> links	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Other (Specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. Listed below are suggested ways for improving NIOSH dissemination of information. Please indicate the value to YOU on a scale of 1 to 5 for each suggested improvement where "1" indicates a high value to you and "5" indicates a low value.

Please mark (☒) one response for EACH statement below.

STATEMENTS	High Value	2	3	4	Low Value
	1				5
a. Publicize and increase the circulation of NIOSH Health Hazard Evaluation Reports.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Package and distribute NIOSH publications around common themes (e.g., noise and hearing loss, ergonomics, agriculture).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Make publications available in different languages. (Specify languages): <input style="width: 100%; height: 15px;" type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Support a blog on the NIOSH Web site to discuss current science issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Promote the use of electronic social media (e.g., YouTube, MySpace, Wikipedia) for safety and health information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Disseminate more through alliances with partners such as industry, labor, professional associations, trade associations, academia and other stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# NIOSH CUSTOMER SATISFACTION SURVEY

## SECTION IV YOUR PREFERENCES AND RECOMMENDATIONS

17. Please list **THREE** new safety and health topics that NIOSH should address in the near future.

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_

18. Which of the following types of publications should NIOSH consider emphasizing in the future? Please rank your top 3 choices in order of importance to you. Enter a "1" to indicate the most important topic, "2" for the second most important, and "3" for the third most important.

RANK

- Recommended safety and health standards (criteria documents)
- Booklets or documents for educating and informing workers
- Booklets or documents for educating and informing owners and managers
- Case studies (e.g., Health Hazard Evaluations, fatality investigations, Research to Practice (r2p) outcomes)
- Scientific/technical documents
- Manual of Analytical Methods
- Practical applications and guides (e.g., checklists, self-audits, "how-to" publications)

19. Please rank the following occupational health research topics in order of importance to you as potential areas of focus for NIOSH in the future. Please rank your top 3 choices. Enter a "1" to indicate the most important topic, "2" for the second most important, and "3" for the third most important.

RANK

- Investigating associations between workplace exposures and disease
- Identifying early indicators of work-related disease (sentinel health events)
- Identifying controls for various exposures
- Developing screening tests to identify early occupational disease
- Investigating the pathophysiological basis for disease

20. Please list the top **THREE** occupational safety and health problems that you think deserve more research.

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_

# NIOSH CUSTOMER SATISFACTION SURVEY

## SECTION V

### NIOSH AS RESEARCH PARTNER WITH ACADEMIA, INDUSTRY, LABOR UNIONS, NONPROFITS, AND OTHER DIVERSE STAKEHOLDERS

Over the last decade, NIOSH has developed several new initiatives that build on and extend NIOSH partnerships with diverse stakeholders. We are interested in your awareness of these new initiatives and your opinions about the importance of each.

	Very important 1	2	3	Not at all important 4	Not familiar
21. The National Occupational Research Agenda (NORA) provides an opportunity for stakeholders to have input into NIOSH's research program. How important is this initiative to you in your profession?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. The NIOSH Research to Practice (r2p) initiative translates research results into information and documents that can be more readily used by practitioners. How important is this initiative to you in your profession?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. The NIOSH WorkLife initiative provides information and support for the concepts that "healthy living and lifestyles" are also important to reduce and prevent chronic disease. How important is this initiative to you in your profession?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. The NIOSH Prevention through Design (PtD) initiative provides information and focuses on the need to design work and all work related tools with the goal of minimizing risk. How important is this initiative to you in your profession?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. Please indicate how strongly you **AGREE** or **DISAGREE** with the following statement.

	Strongly Agree	Agree	Disagree	Strongly disagree	No opinion
NIOSH's impact on the occupational safety and health community has been strengthened as a result of its partnerships with professional, academic, labor, and business organizations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26. Please list topic areas or OSH initiatives you would like to see included in NORA, r2p, WorkLife, or PtD initiatives.

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27. Please list stakeholders you would like to see partner with NIOSH via the NORA, r2p, WorkLife, or PtD initiatives.

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