

Attachment E: Survey Questions from 2003 Survey and New Questions

NIOSH CUSTOMER SATISFACTION SURVEY

Note: This document lists all of the questions in the proposed 5-year follow-up survey. Survey Questions from the OMB-Approved 2003 NIOSH Customer Satisfaction Survey [OMB No. 0920-0544, expiration 3/31/03] appear in regular text in this document. New questions that have been added for the 5-year follow-up survey are *italicized and highlighted*.

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)

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's occupational safety and health (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 e-News, 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

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 printed publications to find OSH information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Used the NIOSH Web site to find OSH information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. <i>Opened or downloaded the NIOSH e-News</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- d. **Recommended** a NIOSH publication, CD-ROM, or material from the NIOSH Web site to a colleague.
- e. **Taken a course/internet seminar or attended an education/training program in which NIOSH publications were used as information materials.**
- f. **Used technical information in scientific journals, books or conference proceedings that was authored by NIOSH researchers or NIOSH technical experts.**

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, e-News) 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 checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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 keeps me informed about OSH current events and research findings.</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" 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"/>

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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" 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 NIOSH eNews links	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
f. 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				Low Value
	1	2	3	4	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 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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
e. Promote the use of electronic social media (e.g., YouTube, MySpace, Wikipedia) for safety and health information.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
f. Disseminate more through alliances with partners such as industry, labor, professional associations, trade associations, academia and other	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

stakeholders.

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. _____

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. | | | | | |

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

**SECTION VI
FINAL COMMENTS**

28. **WE CARE ABOUT WHAT YOU THINK.** Please use this space to provide us any additional comments you have about this survey or about the services and products provided by NIOSH.

THANK YOU FOR COMPLETING THE QUESTIONNAIRE!

Your help is greatly appreciated. Please take the following steps.

- Place your questionnaire in the pre-paid envelope provided and seal it.
- Fill out the enclosed **Survey Response** Card so we will know you've completed a survey.
- Mail the questionnaire and Response Card **separately** to assure your anonymity.

Further information about the NIOSH outreach initiatives is available at the following links:

National Occupational Research Agenda (NORA): <http://www.cdc.gov/niosh/nora>

Research to Practice (r2p): <http://www.cdc.gov/niosh/r2p>

WorkLife: <http://www.cdc.gov/niosh/worklife>

Prevention through Design (PtD): <http://www.cdc.gov/niosh/topics/ptd>