

Attachment 4a

Invitation to Participate in the Customer Satisfaction and Impact (CSI) Survey First email

Dear [Name]:

The National Institute for Occupational Safety and Health (NIOSH) needs your help in assessing the way we develop and distribute products to our audiences. NIOSH is the federal agency that conducts research and makes recommendations to assure safe and healthy work conditions for all U.S. workers. We are contacting you because you are a member of [Organization]. Because of your potential role in occupational safety and health (OSH), we'd like to invite you to participate in the Customer Satisfaction and Impact (CSI) Survey, which you can complete online (the link to the survey is below, along with your unique passcode).

Through the 2017 Customer Satisfaction and Impact (CSI) Survey, you can tell NIOSH what is working well and what needs improvement when it comes to creating and distributing engaging, innovative, and useful occupational safety and health information (OSH). Specifically, we need your feedback on:

- How credible and trustworthy NIOSH communication products are
- How well NIOSH distributes its products
- What kind of impact NIOSH communication products have on workplace safety and health policies and practices
- How NIOSH products can be improved—development and delivery
- How important NIOSH outreach efforts are

The survey should take you about 20 minutes to complete. Your responses will remain separate from any information collected about you, and will not be shared with anyone other than the individuals directly involved with this research project. Because we are interested in group-level findings, none of your individual responses will be tied back to you or your organization.

Thank you for taking this important opportunity to help improve NIOSH's customer experience in the coming years. To access the survey, just click [here](#), and you will be directed to the survey website. **The survey closes at 11:59 pm on [Month, date, year]. Please use this unique passcode to log into the survey: XXXXXX**

For more information on the CSI Survey, you can contact Dr. Juliann Scholl at 513-533-8178 or at xhn3@cdc.gov. For a list of frequently asked questions, please click here: [FAQs](#).

If you have any technical questions or difficulties with the survey, you call technical support at: 000-000-000 or send an e-mail message to: xxxx@xxx.

If you wish to opt out of future emails, please click here to [unsubscribe](#).