

## Attachment 5a

### Customer Satisfaction and Impact (CSI) Survey Instructions to Respondents on the Landing Webpage

Welcome to the National Institute for Occupational Safety and Health (NIOSH)  
**Customer Satisfaction and Impact (CSI) Survey.**

NIOSH is the federal agency that conducts research and makes recommendations to assure safe and healthy work conditions for all U.S. workers. Because of your potential role in occupational safety and health (OSH), we'd like to invite you to complete the Customer Satisfaction and Impact (CSI) Survey, which you can complete online (the link to the survey is below). And to thank you for your participation, be sure to bookmark the links below for downloads of the most popular NIOSH products!

The CSI Survey is your chance to tell NIOSH how well they're doing in creating and distributing engaging, innovative, and useful occupational safety and health information. 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—in their development and delivery

Your feedback is critical in helping NIOSH meet audience needs. Your individual responses will not be tied to any information collected about you, and they will not be shared with anyone other than individuals directly involved with this research project. Because we are interested in group-level findings, your responses will not be linked back to you or your organization. Completing the CSI survey will take about 20 minutes.

**Would you like to participate in this survey?** (click "yes" or "no")

YES

NO

For downloads of NIOSH's most popular products and programs, click on these links:

- NIOSH Pocket Guide to Chemical Hazards: [http://www.cdc.gov/niosh/npg/mobilepocketguide.html?s\\_cid=3ni7d2mnp07112016](http://www.cdc.gov/niosh/npg/mobilepocketguide.html?s_cid=3ni7d2mnp07112016)
- NIOSH Ladder Safety Mobile Application: <http://www.cdc.gov/niosh/topics/falls/mobileapp.html>
- NIOSH Manual of Analytical Methods: <http://www.cdc.gov/niosh/docs/2003-154/>
- NIOSH Applications Manual for the Revised NIOSH Lifting Equation: <http://www.cdc.gov/niosh/docs/94-110/pdfs/94-110.pdf>

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

If you have any questions or difficulties accessing the survey, call technical support toll free at: 000-000-000, or send an e-mail message to: [xxxx@xxx](mailto:xxxx@xxx)