

## **Attachment 5b**

### **Customer Satisfaction and Impact (CSI) Survey Frequently Asked Questions (FAQs)**

#### **What is the purpose of this survey?**

- The purpose of this survey is to see how well NIOSH services and products are meeting the needs of occupational safety and health (OSH) professionals, business and trade associations, and labor organizations. NIOSH regularly assesses the reach and impact of its products and information resources. As NIOSH produces more guidance and uses a growing number of technologies, the Institute must evaluate how well it identifies and reaches diverse audiences. The results of this survey will help NIOSH improve the development and dissemination of its publications and products.

#### **Who can complete the survey?**

- The research team randomly selected members among professional associations in occupational safety and health to form a survey sample. You have been randomly selected to participate. To participate in the survey, please follow the link to the survey provided for you in your invitation email and use the unique passcode provided to you to access the survey questions.

#### **Is the survey voluntary?**

- Yes, the survey is voluntary. Once you begin the survey, your participation is still voluntary. That means you are free to end the survey at any time without penalty.

#### **Why is it important for me to participate in the survey?**

- Your feedback will help us make improvements to positively impact your experience with NIOSH products and services. Your responses will help us better understand how users like you seek and use NIOSH information in the current digital environment.

#### **Will I get paid for completing the survey?**

- There is no monetary award or payment for completing the survey. But as a way to show our appreciation for your help, you have been given links to several free NIOSH products. The link appear on the email invitation and on the landing page of the survey's website.

#### **How long does it take to complete the survey?**

- You should be able to complete the survey in no more than 20 minutes.

#### **Do I have to answer every question?**

- Which questions you answer is up to you. However, there are some questions that require a response so you can be routed through the entire survey appropriately. For example, some questions that get a "no" response will allow you to skip past certain questions.

### **Do I have to complete the survey all at once? Can I save my answers and come back to it later?**

- Yes, you can leave the survey by saving your answers. Just click the “SAVE MY ANSWERS” button and come back to the survey at any time. Be sure to bookmark the link to the survey so you can find it later. When you come back, enter the unique passcode you were given in your email invitation.

### **Can I change my answers at any time?**

- Yes, you change an answer to any question before submit and complete the survey. However, once you hit the “SUBMIT” button, you will not be able to go back into the survey or complete a new one or to change your answers.

### **May I pass/forward the survey on to someone else who might be interested in completing it?**

- No, each link to the survey is unique and can only be used once. Your link to the survey and your passcode will only work for you. Once you have completed the survey, neither you nor anyone else will not be able to use the link.

**Who exactly will see my responses? How will this information be stored, and who will it be shared with?** The responses you give on the survey will be recorded separately from your personal information. No one will be able to identify you based on your individual survey responses in any way, and no one will be able to match any of your responses to the organization(s) you work for. Any data that could be used to identify specific individuals within a group will not be reported. Only summary and group-level findings will be collected and shared in reports (e.g., conference presentations, journal articles, technical reports). No individual results that could be linked back to you (i.e., responses you personally provide) will be prepared or shared with anyone inside or outside of NIOSH.

### **Is this survey available in paper-and-pencil format (instead of online)?**

- There is no paper-and-pencil version available. We did it that way because the web version typically requires less time and effort from respondents. Also, conducting surveys online is faster and less expensive than making phone calls or sending surveys through postal mail.

### **Who should I contact with questions about the CIS Survey?**

- You can contact Dr. Juliann Scholl, the Project Officer, at: [xhn3@cdc.gov](mailto:xhn3@cdc.gov) or at 513.533.8178.

### **I don't know my survey User ID. How do I find it?**

- You don't need an ID to access the survey website; just click on the link in your email invitation. You will need to enter your unique passcode—found in your email invitation—once you get to the survey website in order to access the survey. If you have trouble locating the link or your passcode, or no longer have your email invitation, you can email technical support at . . or call the phone number: . . . .

### **What if I need technical help?**

- If you have any questions or difficulties accessing the survey, call technical support toll free at: 000-000-000 to talk to someone in person, or send an e-mail message to: xxxx@xxx.