

Attachment 3a- Full Survey, Intermediary Version

Welcome to the National Institute for Occupational Safety and Health (NIOSH)  
**Customer Satisfaction 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 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 effect 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=3ni7d2mnpg07112016](http://www.cdc.gov/niosh/npg/mobilepocketguide.html?s_cid=3ni7d2mnpg07112016)
- 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 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)

Public reporting burden of this collection of information is estimated to average 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Information Collection Review Office, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-0544).

## INTERMEDIARY VERSION

### Your Professional and Organizational Demographics

1. What type of organization do you work for?

- Company or business
- Professional organization\*
- University or college\*
- Labor organization\*
- Industry or trade association\*
- Federal, state, or local government agency\*
- Other \_\_\_\_\_
- None of the above

**[\* Response coded as “intermediary”. Respondent will be shown the intermediary version of the survey from here on.]**

2. How would you classify the size of the organization or association in which you work? (Select only **one** answer.)

- Very small (1 to 49 employees)
- Small (50-99 employees)
- Medium (100 to 499 employees)
- Large (500 or more employees)
- Don't know

3. How many members or individuals does your organization serve?

- 499 or fewer members
- 500 - 999 members
- 1000 - 4999 members
- 5000 - 9,999 members
- 10,000 or more members
- Not applicable

4. In your current job, which of the following activities best represent your primary responsibilities? (Select **all** that apply.)

- Establish or manage occupational safety and health (OSH) programs
- Conduct OSH training
- Perform hazard exposure assessments
- Perform accident investigations/loss control analyses
- Design or implement hazard control measures
- Formulate new or revised OSH policy/practices
- Interpret, apply, and/or enforce regulations (e.g., from Federal Motor Carrier Safety Regulations [FMCSRs] Occupational Safety and Health Administration [OSHA])

- Deliver medical services
- Record or report injury and illness cases
- Assist employers with OSHA compliance
- Develop or conduct research projects
- Conduct workplace safety audits and inspections
- Perform air sampling or monitoring
- Design or lay out facilities to meet production and safety specifications
- Assist employers with identifying relevant OSH resources
- Other (Specify): \_\_\_\_\_

5. Are workplace (worker) safety and health issues part of your job responsibilities?  
 Yes  No  (If no, skip to question #6)

In an average week, what percentage of your time is spent on workplace (worker) safety and health issues?

- (1) < 10% of the time
- (2) 10% - 50% of the time
- (3) 50% - 75% of the time
- (4) More than 75% of the time

6. How would you define your professional training/background? (Check **all** that apply.)

- |   |  |
|---|--|
| <input type="checkbox"/> Physician                    | <input type="checkbox"/> Researcher                      |
| <input type="checkbox"/> Safety professional/manager  | <input type="checkbox"/> Physical therapist              |
| <input type="checkbox"/> Toxicologist                 | <input type="checkbox"/> Industrial hygienist            |
| <input type="checkbox"/> Risk/loss control manager    | <input type="checkbox"/> Industrial psychologist         |
| <input type="checkbox"/> Ergonomist/work physiologist | <input type="checkbox"/> Human resource specialist       |
| <input type="checkbox"/> Nurse                        | <input type="checkbox"/> Educator/trainer                |
| <input type="checkbox"/> Economist                    | <input type="checkbox"/> Health communication specialist |
| <input type="checkbox"/> Public Health Professional   | <input type="checkbox"/> Other _____                     |

7. Which of the following industries represents the majority of your work or profession? (Select only **one** answer.)

- Agriculture, forestry, or fishing (e.g., farming, timber extraction, animal production)
- Construction (e.g., industrial building, water or sewer line construction, land subdivision)
- Healthcare and social assistance (e.g., nursing, outpatient care centers, medical laboratory)
- Manufacturing (e.g., milling, refining, product manufacturing)
- Mining (e.g., coal, stone, metal ore)
- Oil and Gas Extraction (e.g., drilling, equipping wells, crude petroleum)
- Public Safety (e.g., law enforcement, firefighter, emergency response, corrections)
- Services (e.g., retail, financial services, food service, publishing, entertainment, clerical)
- Transportation, Warehousing, Utilities (e.g., trucking, air transportation, railroad)
- Other (please specify) \_\_\_\_\_

8. How much professional experience do you have in occupational safety and health (OSH) matters? (Select only **one** answer.)

- 0-5 years
- 6-10 years
- 11-15 years

- 16-20 years
- More than 20 years

## Your Organization's Channels for Disseminating OSH Information

9. How often does your organization provide to its members workplace safety and health information from the following channels? [Choose "Not Applicable" if your organization does not have that channel (e.g., website, magazine)].

<b><i>My organization provides workplace safety and health information through...</i></b>	<b>Often</b>	<b>Sometimes</b>	<b>Never</b>	<b>Not Applicable</b>
a. My organization's website.				
b. Email notices to my members.				
c. Posting or reposting (e.g., "retweeting") messages on social media (e.g., Facebook, LinkedIn, Twitter).				
d. My organization's newsletter.				
e. My organization's magazine.				
f. My organization's technical journal.				
g. My organization's sponsored conferences.				
h. My organization's training courses.				

10. If your organization uses social media, which social media sites does it use? (Check **all** that apply.)

- Facebook
- Twitter
- LinkedIn
- WordPress
- Instagram
- Other (please specify) \_\_\_\_\_

11. How often does your organization provide to its members workplace safety and health information from NIOSH through the following channels? [Choose "Not Applicable" if your organization does not have that channel (e.g., website, magazine)].

<b><i>My organization provides workplace safety and health information from NIOSH through...</i></b>	<b>Often</b>	<b>Sometimes</b>	<b>Never</b>	<b>Not Applicable</b>
a. My organization's website.				
b. Email notices to my members.				

- c. Posting or reposting (e.g., “retweeting”) messages on social media (e.g., Facebook, LinkedIn, Twitter).
- d. My organization’s newsletter.
- e. My organization’s magazine.
- f. My organization’s technical journal.
- g. My organization’s sponsored conferences.
- h. My organization’s training courses.

12. If your organization’s newsletter provides workplace safety and health information, is the newsletter in:

- Print form?
- Electronic form?
- Both
- Don’t Know
- My organization doesn’t have a newsletter.

13. If your organization’s magazine provides workplace safety and health information, is the magazine in:

- Print form?
- Electronic form?
- Both
- Don’t Know
- My organization doesn’t have a magazine.

14. If your organization’s technical journal includes workplace safety and health information, is the technical journal in:

- Print form?
- Electronic form?
- Both
- Don’t Know
- My organization doesn’t have a technical journal.

15. If your organization’s training courses include workplace (worker) safety and health information, which topics are typically covered in these training courses?

---

---

---

16. Please identify specific NIOSH products or publications (e.g., *Workplace Solutions*, fact sheets, Engineering and Physical Hazards Reports) that your organization provides for workplace (worker) safety and health training?

---

---

---

17. Does your organization provide members with any workplace (worker) safety and health information in languages other than English?

No  **[If No or Don't know, skip to question 18.]**

Yes  If yes, please specify language(s) \_\_\_\_\_

Don't know

In what formats does your organization provide information in languages other than English?

Website  Emails  Social media  Newsletters

Other \_\_\_\_\_

Does your organization provide members with materials from NIOSH in languages other than English?

No

Yes  If yes, please specify language(s) \_\_\_\_\_

Don't know

## Your Organization's Use of OSH Sources

18. In the **past 12 months**, have you read or referred to OSH (or other relevant) information provided or published by any of the following organizations or sources? (Select **all** that apply.)

### Government agencies

ATSDR Agency for Toxic Substances and Disease Registry

CDC Centers for Disease Control and Prevention

DOE Department of Energy

U.S. Department of Transportation

EPA Environmental Protection Agency

FDA Food and Drug Administration

NIEHS National Institute of Environmental Health Sciences

NIOSH National Institute for Occupational Safety and Health

NTSB National Transportation Safety Board

OSHA Occupational Safety and Health Administration

Other (specify) \_\_\_\_\_

### Professional or Non-government Organizations

ACGIH American Conference of Governmental Industrial Hygienists

AAOHN American Association of Occupational Health Nurses

ACOEM American College of Occupational and Environmental Medicine

AIHA American Industrial Hygiene Association

- APHA American Public Health Association
- ASSE American Society of Safety Engineers
- NSC National Safety Council
- Other (specify) \_\_\_\_\_

**Standard-setting organizations**

- ANSI American National Standards Institute
- NFPA National Fire Protection Association
- ISO International Organization for Standardization
- Underwriters Laboratories
- Other (specify) \_\_\_\_\_

**Other**

- Labor Organizations (specify) \_\_\_\_\_
- Trade Associations (specify) \_\_\_\_\_
- Universities/Colleges (specify) \_\_\_\_\_
- Commercial publications (specify) \_\_\_\_\_

19. In your current job, how often do you use the following channels to search for OSH information?  
(Select one answer for each category.)

- |  |       |     |           |     |       |     |
|--|-------|-----|-----------|-----|-------|-----|
| Web general search (e.g., Google search engine)  | Never | ___ | Sometimes | ___ | Often | ___ |
| Web database search (e.g., PubMed)               | Never | ___ | Sometimes | ___ | Often | ___ |
| NIOSH databases (e.g., NIOSHTIC-2, Pocket Guide) | Never | ___ | Sometimes | ___ | Often | ___ |
| Social media (e.g., Twitter, Facebook)           | Never | ___ | Sometimes | ___ | Often | ___ |
| CD-ROMs, software                                | Never | ___ | Sometimes | ___ | Often | ___ |
| Peer-review journals                             | Never | ___ | Sometimes | ___ | Often | ___ |
| Books  | Never | ___ | Sometimes | ___ | Often | ___ |
| Technical reports                                | Never | ___ | Sometimes | ___ | Often | ___ |
| Newsletters                                      | Never | ___ | Sometimes | ___ | Often | ___ |
| Research or conference presentations             | Never | ___ | Sometimes | ___ | Often | ___ |
| Other channels (specify) _____                   | Never | ___ | Sometimes | ___ | Often | ___ |

## Effect of NIOSH Information on Your Organization

20. Listed below are various statements about searching for NIOSH information. Please indicate how often you have done each of the following during the **past 12 months** (Please select **one** response per item.):

<i>To find OSH information, within the last 12 months I have . . .</i>	Frequently >10 Times	Occasionally 3-10 Times	Rarely <3 Times	Never 0 Times	Not Applicable
--	-------------------------	----------------------------	--------------------	------------------	-------------------

- a. Used NIOSH printed publications.



- b. Used the NIOSH Website for general purposes.
- c. Used CDC-INFO.
- d. Clicked through a link on a NIOSH-sponsored social media site.
- e. Attended a NIOSH exhibit booth at a conference or meeting.
- f. Contacted a NIOSH staff member or subject matter expert.
- g. Subscribed to a NIOSH Listserv.
- h. Subscribed to NIOSH newsletters
- i. Attended NIOSH-sponsored conferences, workshops, or webinars.
- j. Attended a course (classroom or online) or attended an educational program in which NIOSH publications or products were used as information materials.
- k. Used the *NIOSH en Español* Website
- l. Accessed NIOSH databases (e.g., NIOSHTIC-2, Pocket Guide to Chemical Hazards, or Emergency Response Safety and Health Database).
- m. Accessed presentation slides of research findings

21. Please indicate how often you referred to or consulted NIOSH publications (e.g., printed documents, electronic documents or PDFs, CD-ROMS, or information on the NIOSH Website) during the **past 12 months** to perform each of the following tasks. (Select one answer for each item.)

TASKS	Frequently >10 Times	Occasionally 3-10 Times	Rarely <3 Times	Never 0 Times	Not Applicable
<i>Within the <b>last 12 months</b>, I have referred to NIOSH publications when:</i>					
a. Establishing occupational safety and health programs.					
b. Conducting occupational safety and health training.					
c. Performing hazard exposure assessments.					
d. Designing or implementing hazard control measures.					
e. Formulating new or revised safety					

TASKS	Frequently >10 Times	Occasionally 3-10 Times	Rarely <3 Times	Never 0 Times	Not Applicable
<i>Within the <b>last 12 months</b>, I have referred to NIOSH publications when:</i>					

and health policy and practices.

- f. Developing or conducting research projects.
  - g. Conducting workplace safety audits and inspections.
  - h. Performing air sampling or monitoring.
  - i. Preparing reports for management.
  - j. Preparing educational materials for organizational members.
  - k. Other
- 

22. Please indicate how often you have done each of the following during the **past 12 months** based on information from one or more NIOSH publications and/or products (Please select **one** response per item.):

<i>As a result of NIOSH publications and/or products, I have <b>in the last 12 months</b>:</i>	Frequently >10 Times	Occasionally 3-10 Times	Rarely <3 Times	Never 0 Times	Not Applicable
--	-------------------------	----------------------------	--------------------	------------------	-------------------

- a. Recommended a safety or health program for adoption by member organizations.
- b. Recommended adoption of a technology or approach to improve health or safety practices
- c. Used guidance and/or recommendations from NIOSH.
- d. Seen greater knowledge of workplace (worker) health and safety issues in general.
- e. Seen greater knowledge of workplace (worker) health and safety issues specific to my industry.
- f. Seen improvement of safety practices within my organization.
- g. Seen the improvement of the health and well-being of my organization's members.

23. Listed below are various statements about sharing NIOSH information. Please indicate how often you have done each of the following during the **past 12 months** (Please select **one** response per item.):

<i>During the <b>last 12 months</b> I or my organization have . . .</i>	<b>Frequently &gt;10 Times</b>	<b>Occasionally 3-10 Times</b>	<b>Rarely &lt;3 Times</b>	<b>Never 0 Times</b>	<b>Not Applicable</b>
a. Shared NIOSH information and recommendations with members of my organization.					
b. Shared NIOSH information and recommendations with my supervisor(s).					
c. Shared NIOSH information and recommendations with people outside of work (e.g., friends, family).					
d. Shared NIOSH information and recommendations through social media outlets (e.g., Facebook, Twitter).					
e. Repackaged NIOSH content and distributed it to members of my organization.					
f. Seen a NIOSH publication referred to or cited by name in my organization's policy and/or procedures.					
g. Seen a member of my organization refer to a NIOSH publication by name in policy and/or procedures.					

## Your Perceptions of NIOSH Products and Publications

24. Please indicate your level of agreement with each of the statements below about NIOSH publications and products in general.

<b>STATEMENTS</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree nor Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
a. b. NIOSH publications contain current, up-to-date information.					
c. d. NIOSH publications are unbiased.					
e. f. NIOSH publications are written at the appropriate technical level.					
g. h. NIOSH publications are written in language that is clear.					
i. j. NIOSH publications provide useful and practical recommendations and					

guidance that are readily usable.

- k. l. The length of NIOSH publications is appropriate for coverage of the topic.
- m. NIOSH publications are delivered in a timely manner.
- n. It is easy to repackage NIOSH information and disseminate it according to my organization's needs.
- i. The use of NIOSH products is perceived positively by my organization's members.
- j. My organization is better able to meet the needs of its members with the use of NIOSH materials.
- k. NIOSH publications and resources are based on evidence and sound science.

25. Please indicate your level of agreement with each of the statements below about NIOSH as a source of OSH information.

STATEMENTS	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
a. NIOSH is a credible source for obtaining OSH information.					
b. NIOSH is an important resource for the OSH community.					
c. Information from NIOSH is valuable to my organization.					
d. Members of my organization view open and active partnerships with NIOSH positively.					
f. NIOSH is known for its commitment to scientific and professional integrity.					
g. NIOSH is known for its commitment to transparency in the release of information, policy statements, and recommendations.					

26. Please indicate how strongly you agree or disagree with each of the following statements about how NIOSH disseminates its information (Select one answer for each item.)

STATEMENTS	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strong Disagree	No basis on which

- a. The NIOSH Website contains information that I can use.
- b. The NIOSH Website provides easy access to NIOSH information and publications.
- c. The NIOSH Website is easy to navigate.
- d. CDC-INFO provides high quality, usable information.
- e. CDC-INFO provides easy access to NIOSH information and publications.
- f. The NIOSH exhibits at conferences keep me informed about new NIOSH publications and services.
- g. NIOSH-sponsored social media channels (e.g., Twitter, Facebook) make it easy to access OSH information.
- h. NIOSH databases (e.g., NIOSHTIC-2, HHE Program) are useful

27. Please indicate how important or relevant each type of NIOSH product or resource is to your organization and its members. (Select **one** answer for each item.)

	Very important	2	3	4	Not important
NIOSH products and resources	1				5
Alert					
Criteria Document					
Current Intelligence Bulletin					
Engineering and Physical Hazards Reports					
Health Hazard Evaluation Report (HHE)					
Fatality Assessment and Control Evaluation Report (FACE)					
Firefighter Fatality Investigation Report					
Hazard Control					
Workplace Solutions or Workplace Design Solutions					
Dust Control Handbook for Industrial Minerals Mining and Processing					
Practical Demonstrations of Ergonomic Principles					

Reducing Low Back Pain and Disability  
in Mining  
Mine Safety and Health  
Administration (MSHA) data files  
Quality of Worklife Questionnaire  
TWH in Action! e-newsletter  
Fact sheets  
Impact sheets  
Worker Health Study Summaries  
Pocket Guide to Chemical Hazards  
Manual of Analytical Methods  
National Health Interview Survey  
(NHIS)  
Other (specify)

---

28. Which NIOSH publications have you found most useful? Please list up to three publications and provide a short explanation of why you found them useful. (For the following questions, please refer to the enclosed List of NIOSH Publications.)

- a.
- b.
- c.

29. Listed below are suggested ways for improving NIOSH dissemination of information. Please indicate the importance to you on a scale of 1 to 5 of each suggested improvement where "1" indicates "very important" and "5" indicates "not important. (Select **one** response for each item.)

STATEMENTS	Very important				Not important		Not familiar with the product
	1	2	3	4	5	0	
a. Produce more NIOSH catalogues that describe publications and reports.							
b. Announce more publications on NIOSH Listserv.							
c. Announce more publications on NIOSH Website.							
d. Do more to promote NIOSHTIC-2 database for search or access of its reports.							
e. Establish reader interest profiles and send publications that match reader profiles.							
f. Increase the publicizing and circulation of NIOSH Health Hazard Evaluation (HHE)							

STATEMENTS	Very important				Not important		Not familiar with the product
	1	2	3	4	5	0	

Reports.

g. Produce more Technology Reports and other investigative reports.

h. Package and distribute NIOSH publications around common themes (e.g., noise and hearing loss, ergonomics, agriculture).

i. Increase use of direct mail notices.

j. Develop versions of technical documents that are more understandable to workers.

k. Support a chat room on the NIOSH Website to discuss current issues.

l. Create CD-ROM collections of publications.

m. m. Use more social media to circulate links to publications and products.

n. Provide more information through downloadable apps for tablets and/or smartphones.

o. Provide information that can be repurposed or repackaged (e.g., for syndication).

p. Provide more checklists, tools, and guides or direct application.

q. Make publications available in different languages. (*Specify languages*): \_\_\_\_\_

r. Make the NIOSH Website easier to navigate or use.

s. Do more to promote the *NIOSH en Español* Website

t. Partner more with stakeholder associations or organizations to promote NIOSH publications and products.

STATEMENTS	Very important				Not important		Not familiar with the product
	1	2	3	4	5	0	
u. Provide more recommended safety and health standards (e.g., criteria documents).							
v. Create more products for educating and informing <u>workers</u> .							
w. Create more products for educating and informing <u>owners and managers</u> .							
x. Create short web videos (e.g., YouTube, Vimeo)							
y. Other ( <i>Specify</i> ): _____							

30. Listed below are various methods NIOSH uses to notify the public about new NIOSH publications. Please indicate YOUR preference on a scale of 1 to 5 for each notification method NIOSH uses, where “1” indicates a high preference for that method and “5” indicates a low preference.

STATEMENTS	Prefer1	2	3	4	Do Not Prefer5
a. NIOSH eNews					
b. NIOSH Website					
c. CDC-INFO (800-number)					
d. NIOSH conferences or exhibits					
e. NIOSH Direct mailing					
f. NIOSH Publication catalog					
g. NIOSH social media channels (e.g., Facebook, Twitter)					
h. NIOSH Science Blog					
i. Research Rounds					
j. Press releases or NIOSH updates					
k. Federal Register Notices					

31. Listed below are various methods you might use to obtain NIOSH publications. Please indicate your preference on a scale of 1 to 5 for each method of obtaining NIOSH publications where “1” indicates a



high preference for that method and “5” indicates a low preference (Please select **one** response per item.).

STATEMENTS	High preference				Low preference
	1	2	3	4	5
a. Request via NIOSH Website e-mail					
b. Download from NIOSH Website					
c. Use CDC-INFO (800-Number)					
d. Contact NIOSH authors or subject matter experts					
e. Request via NIOSH Fax-line					
f. Request at NIOSH conferences or exhibits					
g. Link to them through social media					
h. Link to them through the NIOSH Science Blog					
i. Other (specify)					

---

32. Please list THREE safety and health topics that NIOSH should address in future publications. These can be new topics or topics that NIOSH has already addressed.

---

---

---

33. **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. Further information about the NIOSH outreach initiatives can be found at the following links:

- National Institute for Occupational Safety & Health (NIOSH): <http://www.cdc.gov/niosh>
- NIOSH Newsroom: <http://www.cdc.gov/niosh/newsroom/>
- National Occupational Research Agenda (NORA): <http://www.cdc.gov/niosh/nora>
- Research to Practice (r2p): <http://www.cdc.gov/niosh/r2p>
- NIOSH Science Blog: <http://blogs.cdc.gov/niosh-science-blog/>
- Total Worker Health: <http://www.cdc.gov/niosh/TWH/>
- Prevention through Design (PtD): <http://www.cdc.gov/niosh/topics/ptd>