

Attachment 3b- Full Survey, Employer 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=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. 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**

CUSTOMER SATISFACTION SURVEY

EMPLOYER 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

[* If answer is "Company/business," respondent is shown "employer" version of the survey from here on.]

2. How would you classify the size of the organization 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 clients or customers does your organization serve?

- 499 or fewer clients
- 500 - 999 clients
- 1,000 - 4,999 clients
- 5,000 - 9,999 clients
- 10,000 or more clients
- Not applicable

Public reporting burden of this collection of information is estimated to average Survey is 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing 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-XXXX).

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 Occupational Safety and Health Administration (OSHA) regulations
- Deliver medical services
- Records 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 Company's Channels for Disseminating OSH Information

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

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

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

<i>My company provides workplace safety and health information from NIOSH through...</i>	Often	Sometimes	Never	Not Applicable

- a. My company's website.
- b. Email notices to employees.
- c. Posting or reposting (e.g., "retweeting") messages on social media (e.g., Facebook, LinkedIn, Twitter).
- d. My company's newsletter.
- e. My company's magazine.
- f. My company's technical journal.
- g. My company's sponsored conferences.
- h. My company's training courses.

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

- Print form?
- Electronic form?
- Both
- Don't Know
- My company doesn't have a newsletter.

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

- Print form?
- Electronic form?
- Both
- Don't Know
- My company doesn't have a magazine.

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

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

15. If your company'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 company provides for workplace (worker) safety and health training?

17. Does your company provide 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 company provide information in languages other English?

Website _____ Emails _____ Social media _____ Newsletters _____

Other _____

Does your company provide materials from NIOSH in languages other than English?

No _____

Yes _____ If yes, please specify language(s) _____

Don't know _____

Your Company'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 Company

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
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- 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* Web site.
- 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 Web site) 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 last 12 months, 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 and health policy and practices.					

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

- 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 company employees.
- 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 in the last 12 months:</i>	Frequently >10 Times	Occasionally 3-10 Times	Rarely <3 Times	Never 0 Times	Not Applicable
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- a. Adopted a safety or health program for my company.
- b. Adopted 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 company.
- g. Seen the improvement of the health and well-being of my company's workforce.

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 last 12 months I or my company have . . .</i>	Frequently >10 Times	Occasionally 3-10 Times	Rarely <3 Times	Never 0 Times	Not Applicable
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- a. Shared NIOSH information and recommendations with employees in my company.
- 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 with clients or customers.
- e. Shared NIOSH information and recommendations through social media outlets (e.g., Facebook, Twitter).
- f. Repackaged NIOSH content and distributed it within my company.
- g. Seen a NIOSH publication referred to or cited by name in my company's policy and/or procedures.
- h. Seen a client or customer 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.

STATEMENTS	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree
	Strongly Agree	Agree	Disagree	Disagree	
a. NIOSH publications contain current, up-to-date information.					
b. NIOSH publications are unbiased.					
c. NIOSH publications are written at the appropriate technical level.					
d. NIOSH publications are written in language that is clear.					
e. NIOSH publications provide useful and practical recommendations and guidance that are readily usable.					
f. The length of NIOSH publications is					

appropriate for coverage of the topic.

g. NIOSH publications are delivered in a timely manner.

h. It is easy to repackage NIOSH information and disseminate it according to my company's needs.

i. The use of NIOSH products is perceived positively by my company.

j. My organization is better able to meet the needs of its workforce 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 company.					
d. My company values the OSH guidance and assistance that NIOSH provides them.					
e. My company views 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 to judge

- a. The NIOSH Web site contains information that I can use.
- b. The NIOSH Web site provides easy access to NIOSH information and publications.
- c. The NIOSH Web site 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 company. (Select **one** answer for each item.)

NIOSH products and resources	Very important				Not important
	1	2	3	4	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) Reports.								
g. Produce more Technology Reports and other investigative reports.								

STATEMENTS	Very important				Not important		Not familiar with the product
	1	2	3	4	5	0	
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 Web site 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. (<i>Specify languages</i>): _____ _____							
r. Make the NIOSH Website easier to navigate or use.							
s. Do more to promote the <i>NIOSH en Español</i> Website							
t. Partner more with stakeholder associations or organizations to promote NIOSH publications and products.							
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,							

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

Vimeo)

w. y. Other (Specify): _____

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	Prefer				Do Not Prefer
	1	2	3	4	5

- 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 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>

