

Attachment 3c -Short Survey, Intermediary Version

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

***If respondent initially declined to participate in the survey:***

That's okay—we know you're busy.

But before you go, would you still be willing to answer a few questions?

They'll take you less than 5 minutes.

**YES**

**NO**

*If YES is clicked, user is taken to the Short-version Survey.*

*If NO is clicked, user is shown this message:*

Thank you for your time. 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>
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## Customer Satisfaction Survey—Short

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### Intermediary Version

1. What type of organization do you work for?

Company/business  
 Professional organization\*  
 University/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 intermediary version of the survey from here on.]**

2. How often does your organization use the following to provide members with workplace (worker) safety and health information? Do any of these use NIOSH information? Please choose “N/A” (i.e., “not applicable”) if your organization does not have that channel.

	How often?				Does your organization use NIOSH material?	
<b>Website</b>	Never ___	Sometimes ___	Often ___	N/A ___	Yes ___	No ___
<b>Email notices</b>	Never ___	Sometimes ___	Often ___	N/A ___	Yes ___	No ___
<b>Social media</b>	Never ___	Sometimes ___	Often ___	N/A ___	Yes ___	No ___
<b>Newsletter</b>	Never ___	Sometimes ___	Often ___	N/A ___	Yes ___	No ___
<b>Magazine</b>	Never ___	Sometimes ___	Often ___	N/A ___	Yes ___	No ___
<b>Technical journal</b>	Never ___	Sometimes ___	Often ___	N/A ___	Yes ___	No ___
<b>Conferences</b>	Never ___	Sometimes ___	Often ___	N/A ___	Yes ___	No ___
<b>Training courses</b>	Never ___	Sometimes ___	Often ___	N/A ___	Yes ___	No ___

3. 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 #4.]**

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

Don't know \_\_\_\_\_

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

Website \_\_\_ Emails \_\_\_ Social media \_\_\_ Newsletters \_\_\_

Other \_\_\_\_\_

4. 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.):

<b><i>As a result of NIOSH publications and/or products, I have in the last 12 months:</i></b>	<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>
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- 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.

5. 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>
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- b. NIOSH publications contain current, up-to-date information.
- d. NIOSH publications are unbiased.
- f. NIOSH publications are written at the appropriate technical level.
- h. NIOSH publications are written in language that is clear.
- j. NIOSH publications provide useful and practical recommendations and

guidance that are readily usable.

- 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.

6. 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.					

## 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>