

Attachment 3d- Short Survey, Employer Version

Form Approved  
OMB No. 0920-0544  
Exp Date xx/xx/20xx

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

**Because 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=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>

CDC estimates the average public reporting burden for this collection of information as 5 minutes per response, including the time for reviewing instructions, searching existing data/information sources, gathering and maintaining the data/information 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).

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## Customer Satisfaction Survey—Short

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### Employer 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

**[\* Respondent will be shown employer version of the survey from here on.]**

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

	How often?				Does your organization use NIOSH material?	
	Never	Sometimes	Often	N/A	Yes	No
<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

Public reporting burden of this collection of information is estimated to average Survey is 5 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).

3. Does your company 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 company 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.):

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

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>
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 company's needs.
- i. The use of NIOSH products is perceived positively by my company.
- j. My company 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		Neither	Strongly	
	Agree	Agree	Agree nor Disagree	Disagree	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 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.					

## 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>