

National Institute for Occupational Safety and Health (NIOSH) Manual of Analytical Methods

Customer Satisfaction Survey

Form Approved
OMB No. 0920-0572
Expiration Date 8/31/2021

The purpose of this survey is to collect information about how you use analytical methods in your work, your use of the **NIOSH Manual of Analytical Methods (NMAM)**, and your experience using the NMAM. The information you provide will help us determine if the NMAM includes the analytical methods you need and identify improvements to enhance the user experience. Survey results will be used to help focus future method development activities, improve NMAM methods, and identify website content or features in need of improvement. We truly appreciate your time and feedback.

This survey is voluntary and respondents must be 18 years of age or older to participate. While we prefer that you answer all of the questions, you may skip questions or choose to quit at any time without any negative consequences. The survey is anonymous and there is no way to link you to your survey response. No individually identifiable data will be published or released.

If you have questions, concerns, or complaints, you may contact:

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This survey has been reviewed and approved by an institutional review board (the Oak Ridge Sitewide Institutional Review Board (ORSIRB)). You may contact them at (865) 574-4359 or ORSIRB@orau.org if:

1. Your questions, concerns, or complaints are not being answered by the survey team.
2. You cannot reach the survey team.
3. You want to talk to someone besides the survey team.
4. You have questions about your rights as a survey respondent.
5. You want to get information or provide input about this survey.
6. For any reason you wish to talk to the IRB.

1. I consent to participate in this online survey and confirm that I am 18 years of age or older:

- I agree
 I do not agree

The public reporting burden of this collection of information is estimated to average 20 to 30 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 Reports Clearance Officer; 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333 ATTN: PRA (0920-0572).

National Institute for Occupational Safety and Health (NIOSH) Manual of Analytical Methods

Customer Satisfaction Survey

Part 1. To understand your use of analytical methods, we would like to know more about your work and the analytical method sources you use.

2. Which of the following roles accounts for the majority of your use of analytical methods?

- Chemist
- Environmental Professional
- Industrial Hygienist
- Laboratory Manager
- Safety Professional
- Other

3. Do you work in an analytical laboratory?

- Yes
- No

4. What industries/groups use your analytical services?

(Check all that apply)

- Agriculture, Forestry, Fishing
- Academia
- Consulting Firms
- Construction
- Government Agencies
- Health Care and Service Assistance
- Manufacturing
- Mining
- Services
- Transportation, Warehousing, and Utilities
- Wholesale and Retail Trade
- Not applicable
- Other

5. Indicate the approximate percent of analyses you performed in the last year that apply to each of the categories listed.

(Total should add up to 100%.)

	Approximate % of Analyses Performed
Environmental (air/water/soil)	
Environmental (biological/mold/anthrax/other)	
Industrial Hygiene (air/wipe/area sampling/bulk)	
Industrial Hygiene (biomonitoring)	
Manufacturing Process	
Quality Control	
Toxicological (animal)	
Other (please specify)	

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If you selected "other" as a category, please specify:

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6. Identify which of the following method sources are used in your workplace. For each method source used, please indicate why the source is used.

(Select all that apply)

	Is this source used?		Why the source is used <i>(select all that apply)</i> :					If you selected 'Other Reason' please specify and explain.
	Yes	No	Required by Client	Required by Regulation	Easy to Use	Accuracy of Method	Other Reason	
AOAC	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ASTM	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Is this source used?		Why the source is used (select all that apply):					If you selected 'Other Reason' please specify and explain.
	Yes	No	Required by Client	Required by Regulation	Easy to Use	Accuracy of Method	Other Reason	
EPA	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
HSE (UK)	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ISO	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
NEMI.gov	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
NIOSH	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
OSHA	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
In-house	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

If you selected "other" as a method source, please specify:

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7. In the last year, what analytes did you examine most frequently at your workplace? List the five analytes you analyzed most frequently and indicate the sample matrix and method source used for each, selecting all that apply for each analyte listed. If you select 'Other,' please specify.

	Analyte Name	Sample Matrix (select all that apply.)								If you selected 'Other' sample matrix, please specify.	Method Source Used (select all that apply.)										If you selected 'Other' method source used, please specify.
		Air	Blood	Bulk sample	Soil	Urine	Water	Wipe sample	Other		AOAC	ASTM	EPA	HSE (UK)	ISO	NEMI.gov	NIOSH	OSHA	In-house	Other	
Analyte 1		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Analyte 2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Analyte 3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Analyte 4		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Analyte 5		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

8. In the last year, how many requests have you received to analyze substances for which no method was available?

Please name the substances:

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Customer Satisfaction Survey**

Part 2. To understand whether the 5th edition of the NMAM is meeting your needs, we would like to know about your use of NMAM methods.

9. Are you aware that a 5th edition of the NMAM is available at <https://www.cdc.gov/niosh/nmam/default.html>?

- Yes
- No

10. Have you used the 5th edition of the NMAM?

- Yes
- No

11. Please share why you have not used the 5th edition of the NMAM:

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Customer Satisfaction Survey

Part 2. Cont'd

12. Select the option which best describes how often you visit the NMAM 5th edition?

- At least once per day
- At least once per week
- At least once per month
- Less than one time per month
- Never
- Other

13. In the first column, please list the NMAM methods you use most frequently. In the second column, indicate if you use the method as written or if you modify the method in any way. If you have modified a method, use the third and fourth columns to describe why and how it was modified.

	Method Number	Used as written or modified?		If modified, describe why it was modified.	If modified, describe how it was modified.
		Used as written	Modified		
Method 1		<input type="radio"/>	<input type="radio"/>		
Method 2		<input type="radio"/>	<input type="radio"/>		
Method 3		<input type="radio"/>	<input type="radio"/>		
Method 4		<input type="radio"/>	<input type="radio"/>		
Method 5		<input type="radio"/>	<input type="radio"/>		

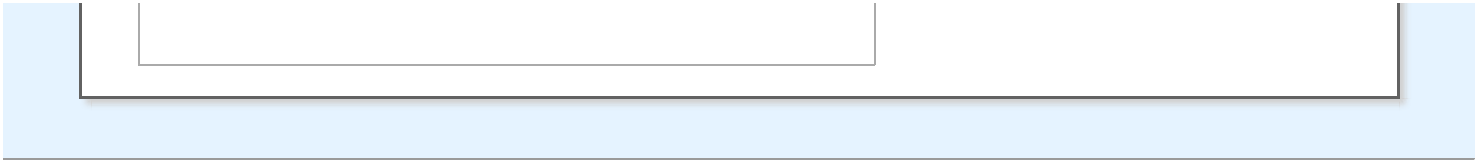
14. In the first column, list the NMAM methods that you feel could use the most improvement. Use the second column to briefly describe reason(s) why you listed the method. *Reasons may include but are not limited to: Expense, lack of sensitivity, inaccurate, outdated, equipment/reagents not available, and confusing instructions.*

	Method Number for Method in Need of Improvement	Reason(s) why the method needs improvement:
Method 1		
Method 2		
Method 3		
Method 4		
Method 5		

15. Which new methods would you like to see added to the NMAM?

16. Which new chemicals would you like to see added to the NMAM?

17. Which new techniques would you like to see added to the NMAM?



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Part 3. To improve the homepage for the 5th edition of the NMAM, we would like to ask your opinion about the content and features found there.

18. Indicate the extent to which you agree with the following statements about the NMAM homepage.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The format of the NMAM homepage is well organized.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can find what I need on the NMAM homepage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Indicate the extent to which you agree that the following information found on the NMAM website is useful. You may provide comments to elaborate on your responses. If you did not view the information listed, please select: *Did not view*.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Did not view	Comments
Links that CDC-NIOSH provides to analytical method information outside of CDC's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
The introductory video for the 5 th edition of the NMAM	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
NMAM Chapters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Backup Data Documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5 th Edition Webbook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
NMAM 4 th Edition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Sampler Wall Deposits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Find a Method	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

20. Backup Data Documentation was recently added to the NMAM website. Indicate the extent to which you agree with the following statements about the backup data reports.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Did not view	Comments
The backup data reports are easy to find.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
The backup data reports are well organized.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

21. For each of the following NMAM chapters, please indicate the extent to which you found the information helpful. If you did not consult the chapter, please select: *Did not use*.

	Not helpful	Helpful	Did not use
Purpose and Scope	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development and Evaluation of Methods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Measurement Uncertainty and NIOSH Method Accuracy Range	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General Considerations for Sampling Airborne Contaminants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Factors Affecting Aerosol Sampling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sampling and Characterization of Bioaerosols	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Filter Pore Size and Aerosol Sample Collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Measurement of Fibers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sampling and Analysis of Soluble Metal Compounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monitoring Diesel Exhaust in the Workplace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Analysis of Carbon Nanotubes and Nanofibers on Mixed Cellulose Ester Filters by Transmission Electron Microscopy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Glossary of Abbreviations, Definitions and Symbols	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. What additional topics should be addressed in chapter format?

23. Should the NMAM also be a repository for industrial hygiene methods developed outside of NIOSH provided they meet established evaluation criteria?

- Yes
 No

Why or why not?

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Customer Satisfaction Survey

Part 4. To improve the 5th edition of the NMAM, we would like to know about your experience finding information and your opinion regarding the information found.

24. Which of the following “Find a Method” search options do you use?

	Use Search Option	
	Yes	No
Methods by Chemical Name	<input type="radio"/>	<input type="radio"/>
Methods by Chemical CAS Number	<input type="radio"/>	<input type="radio"/>
Methods by Number	<input type="radio"/>	<input type="radio"/>

The NMAM team has received feedback about the search process for the 5th edition of the NMAM and difficulties encountered by customers needing to find methods located in the 4th edition of the NMAM.

25. Besides the known issue of needing to search both editions to ensure you get all potentially relevant results, do the search options for the 5th edition of the NMAM provide the information necessary for selecting the proper method(s) you need to conduct all analyses?

- Yes
 No
 Don't know

If "no," please explain.

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26. The features listed below are provided for customers searching the 4th edition of the NMAM. Indicate whether these features would be helpful if they were provided for customers searching the 5th edition of the NMAM. If you have no opinion, please select: *No opinion*.

	Would not be helpful	Would be helpful	No opinion
Listing a chemical regardless of whether the method is included in the 4 th or 5 th edition of the NMAM	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing a cross reference for the method, referring the user to the other edition, when the other edition contains the method	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you selected "other" as a feature of the search result, please specify:

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27. What information would make the “Find a Method” tool on the NMAM website more helpful for your work?

28. Indicate the extent to which you agree with the following statements about the presentation of the NMAM method information and the details provided. You may provide comments to elaborate on your responses. If you did not view the information listed, please select: *Did not view*.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Did not view	Comments
Summary Page (p. 1)							
The layout/organization of content is easy to follow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Information is pertinent to the use of the method.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
All of the information is necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Procedures (i.e., subsections: Reagents through Measurement)							
Procedures are easy to follow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Procedures provide sufficient detail.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
I prefer the format of NMAM procedures to those from other method sources (e.g., EPA, OSHA). (Please specify.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Evaluation of Method							

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Did not view	Comments
Information is easy to follow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Information helps with the application of the method.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

29. Please indicate the extent to which you agree that video demonstrations would be helpful for the following examples, categories, or techniques.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
In general (videos demonstrating some procedures would be useful)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sample tube desorption processes (such as charcoal)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Standards preparation (liquid vs. gas vs. bulk)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Filter handling procedures (like pre/post weight or punch selection)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Surface sampling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you selected "other," please specify:

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Part 5. To improve the 5th edition of the NMAM, we would like to know what you like most and least about the NMAM overall.

30. Please describe what you like best about the 5th edition NMAM.

31. Please describe what you like least about the 5th edition NMAM.

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Customer Satisfaction Survey

Part 6. To improve our service to you, we would like to know more about you. Please remember that all questions are optional, survey responses are anonymous, and no individually identifiable data will be published or released.

32. Is English your first language?

- Yes
- No

33. Where do you work?

- United States
- Other

If you selected 'Other', please specify.

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To submit the survey, please click on the Submit button below.