# **CHEAR Client Satisfaction Survey**

Public reporting burden for this collection of information is estimated to average 15 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: NIH, Project Clearance Branch; 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0648). Do not return the completed form to this address.

You are receiving this survey because you submitted a Request for Services through the NIEHS Children’s Health Exposure Analysis Resource (CHEAR) program.

Your completion of this survey is completely voluntary. If you would prefer to respond to the question by phone or have a question about your feedback later, please email: *pettibonekg@niehs.nih.gov*.

Your survey responses will be confidential, but not anonymous. NIH staff will have information about who completed the study to help improve specific aspects of the program. It is likely we will compile responses to share with program staff and grantees, however no responses will be specifically attributed to individual respondents. Therefore, please do not include any personally identifiable information (such as address, age, military service, etc.) or personal health information in your narrative comments. For more information, the NIH privacy policy is available at: [*https://www.niehs.nih.gov/about/od/ocpl/policies/#a763111*](https://www.niehs.nih.gov/about/od/ocpl/policies/#a763111).

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CHEAR Project Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Institution: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Discipline: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| How did you hear about CHEAR? *(Check the best answer that applies)** Presentations at Scientific Meetings
* Emails from NIH/NIEHS
* Emails from CHEAR coordinating Center (Westat)
* Recommendation from someone involved with CHEAR (Please indicate who: \_\_\_\_\_\_\_\_\_\_\_\_ )
* Internet search
* CDC
* NIEHS Exposome Webinar series
* ECHO
* Other (Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
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| Please rate your overall satisfaction with the CHEAR public webpage (chearprogram.org). | 5 Great | 4Good | 3 Ok | 2Not So Good | 1Not Useful at All |
| What can we do to improve the CHEAR public webpage? |
| Please rate your overall satisfaction with general communication about the CHEAR program (emails, presentations, etc.) | 5 Great | 4Good | 3 Ok | 2Not So Good | 1Not Useful at All |
| What can we do to improve communication about the CHEAR program? |
| Please rate your satisfaction with the myCHEAR internal webpage. | 5 Great | 4Good | 3 Ok | 2Not So Good | 1Not Useful at All |
| What can we do to improve the myCHEAR internal webpage? |
| Please check the factors below that led you **to request** CHEAR services. *(Check all that apply)** High quality lab data
* Lab Hub consultation
* Data Center consultation
* Data analyses services
* Breadth of the exposure analyses
* Targeted analyses offerings
* Untargeted analyses offerings
* Cost savings
* Speed of processing
* Ability to integrate data using other CHEAR studies
* Responsiveness of Coordinating Center staff
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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| Please rate the overall CHEAR process.  | 5 Great | 4Good | 3 Ok | 2Not So Good | 1Not worth my Time |
| What can we do to improve the process for requesting and/or obtaining CHEAR services? |
| Please rate the Lab Hub consultation process. | I did not have a Lab Hub Consultation | 5 Great | 4Good | 3 Ok | 2Not So Good | 1Not worth my Time |
| What was the most useful aspect of the Lab Hub consultation process? |
| What can we improve about the Lab Hub consultation process? |
| Please rate the Data Center consultation process. | I did not have a Data Center Consultation  | 5Great | 4Good | 3 Ok | 2Not So Good | 1Not worth my Time |
| What was the most useful aspect of the Data Center consultation process? |
| What can we improve about the Data Center consultation process? |
| Please check the factors below that were instrumental in the success of your project. *(Check all that apply)** I did not complete the CHEAR data analysis process
* High quality lab data
* Lab Hub consultation process
* Data center consultation process
* Data analyses services
* Breadth of the exposure analyses
* Targeted analyses offerings
* Untargeted analyses offerings
* Cost savings
* Speed of processing
* Ability to integrate data using other CHEAR studies
* Responsiveness of Coordinating Center staff
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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| How likely are you to use CHEAR services again? | 5 Very likely | 4Likely | 3 I’m not sure | 2Probably not | 1Definitely not |
| How will your experience with CHEAR impact your future research projects? |
| How likely are you to recommend CHEAR to your colleagues? | 5 Very likely | 4Likely | 3 I’m not sure | 2Probably not | 1Definitely not |
| What can NIEHS do to help make it easier for you to recommend CHEAR to your colleagues? |
| Is there anything else you want to tell us about? |