

# CHEAR Client Satisfaction Survey

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You are receiving this survey because you submitted a Request for Services to 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](mailto:pettibonekg@niehs.nih.gov).

Your survey responses will be secure to the extent permitted by law, but not anonymous. NIH staff will have information about who completed the survey 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>.

**Name:**

**CHEAR Project Number:**

**Institution:**

**Primary Discipline/Research Area:**

**1. How did you hear about CHEAR? (Select one response.)**

- Presentations at Scientific Meetings
- Emails from NIH/NIEHS
- Emails from CHEAR Coordinating Center (Westat)
- Recommendations from someone involved with CHEAR
- Internet search
- CDC
- NIEHS Exposome Webinar series
- ECHO
- Other (Please describe)

**2. Please rate your overall satisfaction with the CHEAR public website (chearprogram.org). (Select one response.)**

- I have not visited the CHEAR website
- Great
- Good
- OK
- Not So Good
- Not Worth My Time
- I don't want to answer this question

**3. What can we do to improve the CHEAR public website (chearprogram.org)?**

**4. Please rate your overall satisfaction with general communication about the CHEAR program (emails, presentations, etc.) (Select one response.)**

- I have not received any CHEAR communication
- Great
- Good
- OK
- Not So Good
- Not Worth My Time
- I don't want to answer this question

**5. What can we do to improve communication about the CHEAR program?**

**6. Please rate your overall satisfaction with myCHEAR (the internal CHEAR website)?  
(Select one response.)**

I have not used myCHEAR

Great

Good

OK

Not So Good

Not Worth My Time

I don't want to answer this question

**7. What can we do to improve myCHEAR?**

**8. Please check all the factors that led you to request CHEAR services.  
(Check all that apply.)**

High quality lab data

Lab Hub consultation services

Data Center consultation services

Data analysis services

Breadth of the exposure analyses

Targeted analysis offerings

Cost savings

Speed of data processing

Ability to integrate data with other CHEAR studies

Responsiveness of Coordinating Center staff

Other (Please describe)

**8. What can we do to improve the process for requesting CHEAR services?**

## Pre-Consultation Discussion

**9. Did you discuss your proposed CHEAR project with a representative from the CHEAR Coordinating Center, a CHEAR Lab Hub or the CHEAR Data Center prior to submitting a Request CHEAR Services form?? (If no or don't know, skip to Question 13.)**

Yes                      No                      Don't Know

**10. Please rate the Pre-Consultation Discussion process?discussion with respect to your preparation ofcompleting theyour Request CHEAR Services form. (Select one response.)**

Great  
Good  
OK  
Not So Good  
Not Worth My Time  
I don't want to answer this question

**11. What was the most useful aspect of the discussion? (Select up to three responses.)**

Clarification of eligibility criteria  
Instructions/directions on sample preparation or volume  
Additional information on CHEAR laboratory services (e.g. analyses, methodologies)  
Recommendation for analyses based on available samples  
Recommendation for prioritizing analyses to optimize the use of samples with respect to sample type, sample volumes, study design or aims  
Other (Please describe)

**12. What can we improve about the discussion process?**

## Lab Hub Consultation Process

**13. Did you participate in a Lab Hub Consultation and Feasibility Assessment?  
(If no or don't know, skip to Question 17.)**

Yes                      No                      Don't Know

**14. Please rate the Lab Hub consultation process? (Select one response.)**

Great  
Good  
OK  
Not So Good  
Not Worth My Time  
I don't want to answer this question

**15. What were the most useful aspects of the Lab Hub consultation process?  
(Select up to three responses.)**

Clarification of eligibility criteria  
Instructions/directions on sample preparation or volume  
Additional information on CHEAR laboratory services (e.g. analyses, methodologies)  
Recommendation for prioritizing analyses to optimize the use of samples with respect to sample type, volumes, study design or aims  
Analysis selection based on samples available  
Other (Please describe)

**16. What can we improve about the Lab Hub consultation process?**

## Data Center Consultation Process

**17. Did you participate in a Data Center Consultation and Feasibility Assessment?  
(If no or don't know, skip to Question 21.)**

Yes                      No                      Don't Know

**18. Please rate the Data Center consultation process? (Select one response.)**

Great

Good

OK

Not So Good

Not Worth My Time

I don't want to answer this question

**19. What were the most useful aspects of the Data Center consultation process?  
(Select up to three responses.)**

Prioritize analyses to optimize study design or aims

Prioritize analyses with respect to time/effort/realistic goals

Introduced to additional/novel methods to analyze my data

Introduced to improved methods to analyze my data

Helped clarify my study aims

Clarification and confirmation of CHEAR requirements including: CHEAR data sharing requirements, pre-collected samples, commitment of PI's responsibility to format data dictionary and advise on the ontology

Other

**20. What can we improve about the Data Center consultation process?**

**21. Please check the items below that were instrumental in the development of your proposed CHEAR project. (*Check all that apply.*)**

Not applicable. (I did not complete the CHEAR application process)

Breadth of the exposure analysis

Targeted analysis offerings

Cost savings

Ability to integrate data using other CHEAR studies

Responsiveness of Coordinating Center staff

Lab hub consultation process

Data center consultation process

Other (Please describe)

**22. If you did NOT complete the CHEAR full application process or if your application was not approved, how likely are you to apply again for CHEAR laboratory or data services? (*Select one response.*)**

My request for CHEAR services was approved, so I cannot submit another application.

Very Likely

Likely

I'm Not Sure

Probably Not

Definitely Not

I don't want to answer this question

**23. How likely are you to recommend CHEAR to your colleagues? (*Select one response.*)**

Very Likely

Likely

I'm Not Sure

Probably Not

Definitely Not

I don't want to answer this question

**24. What can NIEHS do to help make it easier for you to recommend CHEAR to your colleagues?**

**25. Is there anything else you want to tell us about?**

**New Follow Up Questions for 2019**

**26. What were you able to do differently because of your access to CHEAR services?**

**27. How will your experience with CHEAR impact your future research projects?**