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## CHEAR Client Satisfaction Survey

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](mailto: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>.

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

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

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

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

How did you hear about CHEAR? <i>(Check the best answer that applies)</i> <ul style="list-style-type: none"> <li><input type="checkbox"/> Presentations at Scientific Meetings</li> <li><input type="checkbox"/> Emails from NIH/NIEHS</li> <li><input type="checkbox"/> Emails from CHEAR coordinating Center (Westat)</li> <li><input type="checkbox"/> Recommendation from someone involved with CHEAR (Please indicate who: _____ )</li> <li><input type="checkbox"/> Internet search</li> <li><input type="checkbox"/> CDC</li> <li><input type="checkbox"/> NIEHS Exposome Webinar series</li> <li><input type="checkbox"/> ECHO</li> <li><input type="checkbox"/> Other (Please describe: _____)</li> </ul>					
Please rate your overall satisfaction with the CHEAR public webpage (chearprogram.org).	5 Great	4 Good	3 Ok	2 Not So Good	1 Not 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	4 Good	3 Ok	2 Not So Good	1 Not 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	4 Good	3 Ok	2 Not So Good	1 Not Useful at All
What can we do to improve the myCHEAR internal webpage?					
Please check the factors below that led you <b>to request</b> CHEAR services. <i>(Check all that apply)</i> <ul style="list-style-type: none"> <li><input type="checkbox"/> High quality lab data</li> <li><input type="checkbox"/> Lab Hub consultation</li> <li><input type="checkbox"/> Data Center consultation</li> <li><input type="checkbox"/> Data analyses services</li> <li><input type="checkbox"/> Breadth of the exposure analyses</li> <li><input type="checkbox"/> Targeted analyses offerings</li> <li><input type="checkbox"/> Untargeted analyses offerings</li> <li><input type="checkbox"/> Cost savings</li> <li><input type="checkbox"/> Speed of processing</li> <li><input type="checkbox"/> Ability to integrate data using other CHEAR studies</li> <li><input type="checkbox"/> Responsiveness of Coordinating Center staff</li> <li><input type="checkbox"/> Other: _____</li> </ul>					
Please rate the overall CHEAR process.	5 Great	4 Good	3 Ok	2 Not So	1 Not worth

					Good	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	4 Good	3 Ok	2 Not So Good	1 Not 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	5 Great	4 Good	3 Ok	2 Not So Good	1 Not 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. <i>(Check all that apply)</i>						
<input type="checkbox"/> I did not <u>complete</u> the CHEAR data analysis process <input type="checkbox"/> High quality lab data <input type="checkbox"/> Lab Hub consultation process <input type="checkbox"/> Data center consultation process <input type="checkbox"/> Data analyses services <input type="checkbox"/> Breadth of the exposure analyses <input type="checkbox"/> Targeted analyses offerings <input type="checkbox"/> Untargeted analyses offerings <input type="checkbox"/> Cost savings <input type="checkbox"/> Speed of processing <input type="checkbox"/> Ability to integrate data using other CHEAR studies <input type="checkbox"/> Responsiveness of Coordinating Center staff <input type="checkbox"/> Other: _____						
How likely are you to use CHEAR services again?		5 Very likely	4 Likely	3 I'm not sure	2 Probably not	1 Definitely 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	4 Likely	3 I'm not sure	2 Probably not	1 Definitely 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?					