

National Personal Protective Technology Laboratory
(NPPTL)

Customer Satisfaction Survey
for Users

Public Burden Statement:

We think this form takes an average of 20 minutes to complete including the time for getting the needed data and reviewing both the instructions and completed form. Send comments regarding our estimate or any other aspect of this form, including suggestions for reducing completion time, to the Office of Personnel Management (OPM), OPM Forms Officer, Paperwork Reduction (3206- 0236), Washington, DC 20415-7900. The OMB Number, 3206-0236, is currently valid. OPM may not collect this information, and you are not required to respond, unless this number is displayed.

Background Information

1. Which of the following best describes your affiliation (check all that apply)?
 - ☐ Fire Department
 - ☐ First Receiver
 - ☐ First Responder
 - ☐ Federal/State/Local Government
 - ☐ Academician/Researcher
 - ☐ Union/Labor Representative
 - ☐ Safety Professional
 - ☐ Respirator User
 - ☐ Other PPE User
 - ☐ Other
2. How long have you been dealing with NIOSH relative to functions performed by NPPTL?
 - ☐ Less than 1 year
 - ☐ 1-3 years
 - ☐ 3-10 years
 - ☐ More than 10 years
3. Have you contacted NPPTL for assistance in the past year?
 - ☐ Yes
 - ☐ No
 - ☐ Not Sure
4. Has NPPTL provided you with training or information sessions in the past year?
 - ☐ Yes
 - ☐ No
 - ☐ Not Sure

Reliability

	No Basis to Judge	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
30. NPPTL personnel give me accurate information.	O	O	O	O	O	O
31. NPPTL personnel keep accurate records.	O	O	O	O	O	O
32. NPPTL personnel provide services when promised.	O	O	O	O	O	O
33. NPPTL personnel provide reliable and consistent service.	O	O	O	O	O	O

Choice

	No Basis to Judge	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
34. NPPTL products and services are designed to meet customer needs.	O	O	O	O	O	O
35. NPPTL personnel use suggestions from their customers to improve the quality of products and services.	O	O	O	O	O	O
36. I am satisfied with the range of products and services provided by NPPTL.	O	O	O	O	O	O

Tangibles

	No Basis to Judge	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
37. NPPTL personnel present a professional appearance.	O	O	O	O	O	O
38. I am satisfied with the appearance of written communication materials prepared by NPPTL.	O	O	O	O	O	O
39. I am satisfied with the appearance of the NPPTL website (for example, the layout is clean and visually appealing).	O	O	O	O	O	O
40. I am satisfied with the usability of the Certified Equipment List (CEL).	O	O	O	O	O	O

Overall Satisfaction

54. Overall, how satisfied are you with the services you are receiving from NPPTL?

- ☐ Very Dissatisfied
- ☐ Dissatisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Satisfied
- ☐ Very Satisfied

55. If you had a choice of service providers, would you use NPPTL again?

- ☐ Yes
- ☐ No
- ☐ Not Sure

56. If you had a choice of service providers, would you recommend NPPTL to others?

- ☐ Yes
- ☐ No
- ☐ Not Sure

57. Based on the service you have received from NPPTL personnel, how would you rate the quality their services?

- ☐ Very poor
- ☐ Poor
- ☐ Fair
- ☐ Good
- ☐ Very good
- ☐ No Basis to Judge

The following section asks about specific NPPTL issues.

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
58. NPPTL conducts research relevant to stakeholder needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
59. NPPTL develops and produces standards and guidelines that meet the requirements of stakeholders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
60. The NPPTL call center (x4000) provides adequate support.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
61. NPPTL's responses to technical issues are presented in understandable terms.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
62. NIOSH effectively addresses user needs through the development of guidance documents.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
63. Distinctions among ANSI, NIOSH, and OSHA roles in standards development are clear to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
64. I am aware of the NPPTL research portfolio and the intended application of each program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
65. I can read and understand a NIOSH Approval Label.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
66. I understand the NIOSH approved Cautions and Limitations statements concerning the respirators used in my workplace.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

67. Should NPPTL play a role in workplace training programs regarding PPE standards?

- ☐ No
- ☐ Not Sure
- ☐ Yes

68. Do you have a need for NPPTL to provide you with PPE (respirator and other PPE) test and evaluation services?

- ☐ No
- ☐ Not Sure
- ☐ Yes

69. If you answered yes to the above question, please check the appropriate tests (check all that apply).

- ☐ High flow particulate
- ☐ Battery indicator
- ☐ Low pressure indicator
- ☐ Live agent
- ☐ Chemical warfare agent stimulant
- ☐ Anthropometrics
- ☐ Cold temperature
- ☐ Vibration conditioning
- ☐ Human physiology
- ☐ Total inward leakage
- ☐ Chemical warfare agent permeation (Swatch)
- ☐ Gas service life (cartridge or canister)
- ☐ Carbon Dioxide
- ☐ Other _____

70. Would a tour of the NPPTL facilities be valuable to you?

- ☐ Yes
- ☐ No
- ☐ Not Sure

71. Does availability of NIOSH approval labeling/compliance impact your purchasing of PPE?

- ☐ Yes
- ☐ No
- ☐ Not Sure

72. Have you been awarded DHS 2005 grant awards for PPE purchases and intend to purchase NIOSH certified equipment?

- ☐ Yes
- ☐ No
- ☐ Not Sure

73. Do you regularly follow procedures described in the NFPA Service Care & Maintenance (SCAM) document and/or the manufacturer's instructions for maintaining your PPE?

- ☐ Yes
- ☐ No
- ☐ Not Sure

74. Use the following space to describe what NPPTL is doing well.

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75. Use the following space to describe what you would like to see NPPTL change.

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This completes the survey. Thank you for your cooperation.