

PQRSurvey System

National Cancer Institute (NCI), Cancer Therapy Evaluation Program (CTEP), Protocol and Information Office (PIO) External Customer Satisfaction Survey

All questions are multiple choice on a scale of 1-10, 10 being "very satisfied", 8 being "somewhat satisfied", 5 being "neither satisfied or dissatisfied", 3 being "somewhat dissatisfied", 1 being "very dissatisfied". Please include any comments relevant to that question in the associated open comment field.

OMB #: 0925-0046-08--5
Expiry Date: 2/28/201313

Public reporting burden for this collection of information is estimated to average 10 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 (0925-0046-08). Do not return the completed form to this address.

NIH NCI DCTD OIB CTEP Protocol and Information Office Internal Customer Satisfaction Survey Year 1

Screen 1 of 1

1. Please state your NCI affiliation.

- Select your NCI affiliation -

Comments: (1000 characters)

2. Questions regarding your overall experience when interacting with the PIO (email and phone):

a. Rate your satisfaction with the time it took for PIO to acknowledge your communication if via email.

N/A 1 2 3 4 5 6 7 8 9 10

Comments: (1000 characters)



b. Rate your satisfaction with the professionalism of PIO staff.

N/A 1 2 3 4 5 6 7 8 9 10

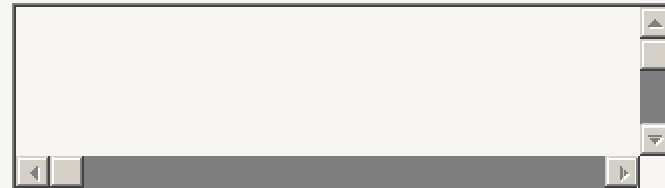
Comments: (1000 characters)



c. Rate your satisfaction with PIO's ability to answer questions concerning CTEP processes.

N/A 1 2 3 4 5 6 7 8 9 10

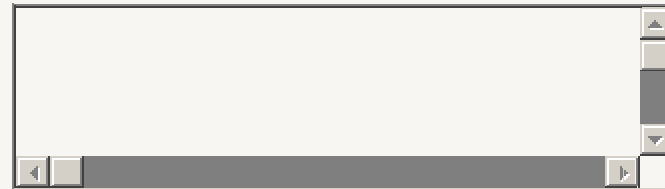
Comments: (1000 characters)



d. Rate your overall experience with the PIO.

N/A 1 2 3 4 5 6 7 8 9 10

Comments: (1000 characters)



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