

CIRB Helpdesk Survey_OMB PRV

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Expiry Date: xx/xx/xxxx
CIRB Helpdesk Survey

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-xxxx*). Do not return the completed form to this address.

Please take the time to complete this short survey. Your feedback would be greatly appreciated and would help us with our quality improvement efforts.

1. We would like to ask you about your recent experience with the NCI CIRB HelpDesk. Based on this communication, how would you rate the following:

	Very Satisfied	Satisfied	Not Satisfied
Response time to your inquiry	☐	☐	☐
Quality of the response	☐	☐	☐
Satisfaction with the response received	☐	☐	☐
Overall customer service	☐	☐	☐
Comments			

2. How do you feel the customer service could have been improved?

3. Please select the team member with whom you communicated with. (Select all that apply)

- | | | |
|--|--|--|
| ☐ Nadia Chevalier | ☐ Angela Norman | ☐ Bianca Collins |
| ☐ Diana Orr | ☐ Katya Bratslavsky | ☐ Claudine Valmonte |
| ☐ Marion Peoples | ☐ Laura Covington | ☐ Emmett Lauer |
| ☐ Lauren Kirby | ☐ Alex Borbely | ☐ Amparo Briggs |
| ☐ John Horigan | ☐ Jennifer Dugan | ☐ Don't Know |

4. Please indicate your role.

- ☐ IRB Director/Manager
- ☐ Cooperative Group
- ☐ IRB Contact
- ☐ Other
- ☐ Investigator/Research Staff/Regulatory Affairs