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### NIAMS Client Survey

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#### NIAMS Client Survey Questions

The purpose of this brief questionnaire is to gain information from research Investigators, study team members, Data and Safety Monitoring Board members, Safety Officers, and NIAMS Program Directors whom KAI Research, Inc. (KAI) interfaces with as the Executive Secretary to the National Institute of Arthritis and Musculoskeletal and Skin Diseases (NIAMS), NIH. We will use the information gained from you to improve our processes and the services we provide.

OMB Control number: 0925-0648  
Expiration date: 01/2015

**1. Please specify your affiliation with the NIAMS(select all that apply):**

- Research Investigator
- Study Team member (e.g. Clinical Coordinator, Research Assistant)
- Data and Safety Monitoring Board member
- Safety Officer
- NIAMS Program Director
- Other (please specify)

**2. How would you rate your overall understanding of KAI's role as the Executive Secretary?**

- Completely Understand
- Somewhat Understand
- Understand
- Do Not Understand

**3. How satisfied are you with KAI's efficiency at scheduling meetings?**

- Very Satisfied
- Satisfied
- Unsatisfied
- Very Unsatisfied
- NA

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**4. If you have used the shared calendar (Web site link sent to you for you to enter your availability), how satisfied are you with the meeting scheduling tool? (If you have not used the shared calendar, please select "N/A.")**

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

N/A

**5. How satisfied are you with KAI's facilitation of meetings (i.e., starting on time, keeping to agenda, level of professionalism)?**

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

N/A

**6. How satisfied are you with KAI's responsiveness to communications (i.e., emails, phone calls)?**

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

N/A

**7. If you have used the NIAMS materials Web site (Secure Web site you log into to access study materials) hosted by KAI, how satisfied are you with this tool? (If you have not used the Web site, please select "N/A.")**

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

N/A

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**8. How would you rate your overall satisfaction with KAI as the NIAMS Executive Secretary and its ability to meet your needs?**

Very Satisfied  
 Satisfied  
 Unsatisfied  
 Very Unsatisfied  
 N/A

**9. Are there specific areas in need of improvement (select all that apply)?**

Scheduling meetings  
 Shared calendar  
 Facilitation of meetings  
 Responsiveness to communications  
 NIAMS Materials Web site  
 None

Other (please specify)

**10. Please add any additional information or suggestions you feel are relevant:**

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