

[SURVEY PREVIEW MODE] NIAMS Client Survey 2013NIAMS Client Survey - Windows Internet Explorer
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NIAMS Client Survey 2013

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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. Have you been invited to participate in a meeting (via in-person or teleconference) that KAI has scheduled?

- Yes
- No (if no, please go to Question #7)

4. If yes to Question #3, how satisfied are you with KAI's efficiency at scheduling meetings?

- Very Satisfied
- Satisfied
- Unsatisfied
- Very Unsatisfied

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5. Have you participated in a meeting that KAI has facilitated?

Yes
 No (if no, please go to Question #11)

6. If yes to Question #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

7. Have you been asked to complete the shared calendar (Web site link sent to you for you to enter your availability) to assist KAI in scheduling a meeting?

Yes
 No (if no, please go to Question #9)

8. If yes to Question #7, how satisfied are you with this meeting scheduling tool?

Very Satisfied
 Satisfied
 Unsatisfied
 Very Unsatisfied

9. Do you correspond with KAI (i.e., via emails, phone calls)?

Yes
 No (If no, please go to Question #11)

10. If yes to Question #9, how satisfied are you with KAI's responsiveness to communications?

Very Satisfied
 Satisfied
 Unsatisfied
 Very Unstaisfied

11. Have you used the NIAMS materials Web site (Secure Web site you log into to access study materials) hosted by KAI?

Yes

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11. Have you used the NIAMS materials Web site (Secure Web site you log into to access study materials) hosted by KAI?

- Yes
- No (If no, please go to Question #13)

12. If yes to Question #11, how satisfied are you with this tool?

- Very Satisfied
- Satisfied
- Unsatisfied
- Very Unsatisfied

13. 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
- Decline to answer

14. 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)

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

Next

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Thank you for your time!

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