

**ATTACHMENT B.1.2: PROTOCOLS FOR CUSTOMER SATISFACTION ONLINE SURVEY FOR APPLICANTS: OFFICIALS OF HOST INSTITUTIONS**

**INVITATION EMAIL FOR CUSTOMER SATISFACTION ONLINE SURVEY FOR HOST INSTITUTIONS**

**SUBJECT:** NIH EIA Program: Invitation to Participate in Customer Satisfaction Survey for Officials of Host Institutions

Dear Dr. XXXX:

The Common Fund of the National Institutes of Health (NIH) is seeking input on its Early Independence Award (EIA) program from host institutions that have applied to RFA-RM-XX-XXX **[Insert link]**. The information gathered may be used to make adjustments to the EIA program in any subsequent RFA.

Given that the EIA is a new program, we would like to invite you to participate in the customer satisfaction survey to gather opinions about the EIA program. As the authorized representative from your institution, you have been identified as the point-of-contact for this survey. We would like to ask you to coordinate the completion of the survey by your institution. Some of the survey questions may require you to seek information from other offices involved in the recruitment and selection of the EIA junior scientist(s).

You can access the customer satisfaction survey at **[Insert Website]**. The online survey should take approximately 15 minutes to complete. For security purposes, the user code for you to access the survey online will be sent in a separate email. **The website for the survey will be open from [Insert date] to [Insert date] (11:59 p.m. Eastern Daylight Time).**

Your participation is voluntary and non-participation will have no impact on you or your institution. Your responses will be kept private. If you choose to participate, your privacy will be protected to the extent permitted by law, and will not be disclosed to anyone but the researchers conducting this study, except as otherwise required by law. You will not be identified by name and information from the study will only be reported in the aggregate. Your responses will be combined with those of other respondents in the final report. Responses will be used solely for the purpose of program improvement. Any identifiers (e.g., names, institutions, e-mail addresses, etc.) will be removed when responses are compiled. No proprietary, classified, confidential, or sensitive information should be included in your responses.

Thank you in advance for your cooperation. The NIH Common Fund, Office of Strategic Coordination, an Office of the Division of Program Coordination, Planning and Strategic Initiatives (DPCPSI), located in the NIH Office of the Director (OD) has contracted an independent company, XXXX, to coordinate and implement the survey effort. If you have any questions or concerns, please contact **[Insert email]** or call **[Insert phone number]**

Sincerely,

**EMAIL TO PROVIDE USER CODE TO OFFICIALS OF HOST INSTITUTION**

**SUBJECT FOR EMAIL:** NIH EIA Program Survey: User Code for Host Institutions

Dear **[Insert title and Name]**

Thank you in advance for your participation in the online survey.  
Below is your user code to access the survey.

**USER CODE: [Insert code]**

This is an anonymous survey and the information you provide will only be presented in aggregate.  
The success of this survey depends on you, and we appreciate your participation.

Feel free to contact me with any technical questions you may have.

Thank you,

XXXX

**[Insert email address]**

Contractor

Phone number **[Insert number]**

## **INTRODUCTION THAT WILL BE INSERTED IN THE CUSTOMER SATISFACTION ONLINE SURVEY HOST INSTITUTIONS**

Public reporting burden for this collection of information is estimated to average 15 minutes, including the time for reviewing instructions, searching existing data sources, gather 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 to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0534). Do not return the completed form to this address.

If you have comments or concerns regarding the status of your individual submission of this survey, please email **XXXX**.

### **Introduction**

Thank you for accessing the customer satisfaction survey for host institutions that have applied to the Early Independence Award Program (EIA) as announced in RFA-RM-11-007 **[Insert link]**. The purpose of this survey is to gather opinions about the EIA program. This is an opportunity for your institution to share experiences and provide feedback. The information collected may be used to make adjustments to the EIA program in subsequent announcements.

You have been identified as the single point-of-contact for this survey. We would like to ask you to coordinate the completion of the survey by your institution. Some of the survey questions may require you to seek information from other offices within your institution involved in the recruitment and selection of the EIA junior scientist(s).

The survey should take approximately 15 minutes to complete. There are no right or wrong answers, and you may skip any questions that you do not wish to address.

**The website for the survey will be open from [Insert date] to [Insert date] (11:59 pm Eastern Daylight Time).**

### **Privacy and Participation**

Your participation is voluntary and non-participation will have no impact on you or your institution. Your responses will be kept private. If you choose to participate, your privacy will be protected to the extent permitted by law, and will not be disclosed to anyone but the researchers conducting this study, except as otherwise required by law. You will not be identified by name and information from the study will only be reported in the aggregate. Your responses will be combined with those of other respondents in the final report. Responses will be used solely for the purpose of program improvement. Any identifiers (e.g., names, institutions, e-mail addresses, etc.) will be removed when responses are compiled. No proprietary, classified, confidential, or sensitive information should be included in your responses.

### **Agree to Participate**

Press “START SURVEY” if you agree to participate. Your participation is greatly appreciated.

**START SURVEY**

**FIRST REMINDER EMAIL FOR CUSTOMER SATISFACTION ONLINE SURVEY FOR  
HOST INSTITUTIONS**

**Subject of the email:** NIH EIA Program: Reminder to Participate in Customer Satisfaction Survey for  
Officials of Host Institutions

Dear **[Insert title and Name]**

We recently sent an email invitation to participate in a customer satisfaction survey to gather opinions about the EIA program. As the authorized representative from your institution, you have been identified as the point-of-contact for this survey. If you have completed the survey, we thank you for your participation. If you have not had the chance to complete the survey, we would like to ask you to coordinate the completion of the survey by your institution. Information about the survey is below.

You can complete the customer satisfaction survey at **[Insert Website]**. The online survey should take approximately 15 minutes to complete. For security purposes, the user code for you to access the survey online will be sent in a separate email. You should receive this email shortly.

**The website for the survey will be open until [Insert date] (11:59 p.m. Eastern Daylight Time).**

Feel free to contact me with any technical questions you may have.

Thank you,

XXXX

**[Insert email address]**

Contractor

Phone number **[Insert number]**

**SURVEY INFORMATION**

The Common Fund of the National Institutes of Health (NIH) is seeking input on its Early Independence Award (EIA) program from host institutions that have applied to RFA-XX-XXX **[Insert link]**. The information gathered may be used to make adjustments to the EIA program in any subsequent RFA.

Given that the EIA is a new program, we would like to invite you to participate in the customer satisfaction survey to gather opinions about the EIA program. As the authorized representative from your institution, you have been identified as the point-of-contact for this survey. We would like to ask you to coordinate the completion of the survey by your institution. Some of the survey questions may require you to seek information from other offices involved in the recruitment and selection of the EIA junior scientist(s).

You can access the customer satisfaction survey at **[Insert Website]**. The online survey should take approximately 15 minutes to complete. For security purposes, the user code for you to access the survey

online will be sent in a separate email. **The website for the survey will be open from [Insert date] to [Insert date] (11:59 p.m. Eastern Daylight Time).**

Your participation is voluntary and non-participation will have no impact on you or your institution. Your responses will be kept private. If you choose to participate, your privacy will be protected to the extent permitted by law, and will not be disclosed to anyone but the researchers conducting this study, except as otherwise required by law. You will not be identified by name and information from the study will only be reported in the aggregate. Your responses will be combined with those of other respondents in the final report. Responses will be used solely for the purpose of program improvement. Any identifiers (e.g., names, institutions, e-mail addresses, etc.) will be removed when responses are compiled. No proprietary, classified, confidential, or sensitive information should be included in your responses.

Thank you in advance for your cooperation. The NIH Common Fund, Office of Strategic Coordination, an Office of the Division of Program Coordination, Planning and Strategic Initiatives (DPCPSI), located in the NIH Office of the Director has contracted an independent company, XXXX, to coordinate and implement the survey effort. If you have any questions or concerns, please contact XXXX or call XXX.

**USER CODE FOR THE FIRST REMINDER EMAIL**

**SUBJECT FOR EMAIL:** NIH EIA Program Survey: User Code for Host Institutions

Dear **[Insert title and Name]**

Thank you in advance for your participation in the online survey.  
Below is your user code to access the survey.

**USER CODE: [Insert code]**

This is an anonymous survey and the information you provide will only be presented in aggregate.  
The success of this survey depends on you, and we appreciate your participation.

Feel free to contact me with any technical questions you may have.

Thank you,

XXXX

**[Insert email address]**

Contractor

Phone number **[Insert number]**

## **FINAL REMINDER EMAIL FOR CUSTOMER SATISFACTION ONLINE SURVEY FOR HOST INSTITUTIONS**

**Subject of the email:** NIH EIA Program: Final Reminder to Participate in Customer Satisfaction Survey for Officials of Host Institutions

Dear **[Insert title and Name]**

This is the final reminder to participate in the customer satisfaction survey to gather opinions about the EIA program. **The website for the survey will be open until [Insert date] (11:59 p.m. Eastern Daylight Time).**

- You can complete the customer satisfaction survey at **[Insert website]**. The online survey should take approximately 15 minutes to complete. For security purposes, the user code for you to access the survey online will be sent in a separate email. You should receive this email within a few minutes.
- If you have completed the survey, we thank you for your participation.

Feel free to contact me with any technical questions you may have.

Thank you,

XXXX

**[Insert email address]**

Contractor

Phone number **[Insert number]**

**USER CODE FOR THE FINAL REMINDER EMAIL**

**SUBJECT FOR EMAIL:** NIH EIA Program Survey: User Code for Host Institutions

Dear **[Insert title and Name]**

Thank you in advance for your participation in the online survey.  
Below is your user code to access the survey.

**USER CODE: [Insert code]**

This is an anonymous survey and the information you provide will only be presented in aggregate.  
The success of this survey depends on you, and we appreciate your participation.

Feel free to contact me with any technical questions you may have.

Thank you,

XXXX

**[Insert email address]**

Contractor

Phone number **[Insert number]**