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PQRSurvey System

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| |  |  |  |  |  | | --- | --- | --- | --- | --- | | **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 #: 0925-0624  Expiry Date: xx/xx/20xx  Public reporting burden for this collection of information is estimated to average 5 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 current 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 (0925-0624). Do not return the completed form to this address. | | | | | |  |  |  |  |  | |  | | | | | |  |  |  |  |  | | **NIH NCI DCTD OIB CTEP Protocol and Information Office External Customer Satisfaction Survey Year 2** | | | | | | **Screen 1 of 1** | | | | | |  | | | | | | **1. Please state your NCI affiliation.** | | | | | |  | | | | | | Comments: (1000 characters) | | | | | |  | | | | | |  | | | | | | **2. Questions regarding your overall experience when interacting with the PIO.** | | | | | | 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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