

# OMPC Customer Satisfaction Survey (Feds & Contractors)

OMB No.: 0925-0642  
Expiration Date: 8/31/2017

The purpose of this survey is to gather feedback about your level of satisfaction with the Office of Management Policy and Compliance's (OMPC) support and materials. The information provided will be used to monitor and enhance services.

This survey will take less than 5 minutes to complete. Your responses will be kept secure, to the extent provided by law. Thank you.

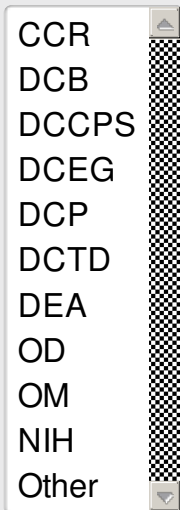
Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. **An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a 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 (0925-0642). Do not return the completed form to this address.

1. Please select the option that applies to you: \*

- I am a federal employee
- I am a contractor
- Other - Write In (Required)

\*

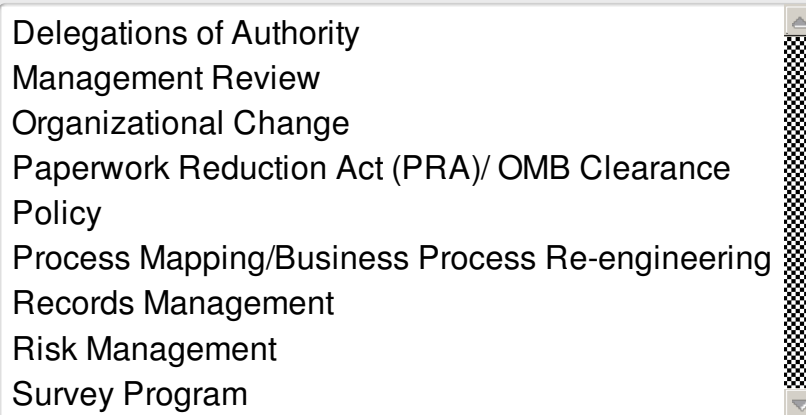
2. Where do you work? \*



CCR  
DCB  
DCCPS  
DCEG  
DCP  
DCTD  
DEA  
OD  
OM  
NIH  
Other

Specify: \*

3. Thinking about your recent contact with OMPC, which service did you use? \*



Delegations of Authority  
Management Review  
Organizational Change  
Paperwork Reduction Act (PRA)/ OMB Clearance Policy  
Process Mapping/Business Process Re-engineering  
Records Management  
Risk Management  
Survey Program

4. Approximately when did you last contact OMPC? \*

- Within the last week
- 2-3 weeks ago
- 4 or more weeks ago

5. How did you contact OMPC staff? \*

- Phone
- Email (Direct)
- Email (Linked from Website or other source)
- Instant Message
- Other - Write In (Required)

\*

---

6. How satisfied were you with:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
The timeliness of service/response?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The level of courtesy and professionalism?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your request being understood?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. How satisfied were you with the follow-up provided?

- Satisfied
- Dissatisfied
- Follow-up not needed

Please comment on the reason why you were dissatisfied with the follow-up:

\*

8. How satisfied were you with:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
The quality of information and materials provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall quality of the service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Aside from OMPC staff, where else do you find information or answers to your questions? You may select more than one answer.

- myNCI website
- cancer.gov website
- NIH website
- Colleagues
- Supervisor/Management
- Administrative Officer
- Other - Write In (Required)

\*

10. What other services could OMPC provide?

11. Please take a moment to share additional feedback about OMPC services, support and materials.

---

Thank you for taking the time to complete this survey. For more information on OMPC, click [here](#) or contact us at [nciompc@mail.nih.gov](mailto:nciompc@mail.nih.gov).