

**Assessing Customer Satisfaction with the
Extramural Research Program Services Office Serving NCCDPHP and NCBDDD**

Interview Guide for Panel Members

Public reporting of this collection of information is estimated to average 30 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 CDC/ATSDR Reports Clearance Officer, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-0919).

FOR INTERVIEWER USE ONLY

FOA _____

Name of Interviewee _____

Date _____

INTERVIEWER READS:

On behalf of the Centers for Disease Control and Prevention, thank you for agreeing to participate in this telephone interview. It will only take about 30 minutes of your time. Your participation is voluntary and you can stop at any time, for any reason, or skip any question.

My name is [] and I'm an independent consultant on organizational improvement. CDC asked me to speak openly with a few individuals who have recently interacted with the Extramural Research Program Services Office ("ERPOS") for NCCDPHP and NCBDDD ("the Chronic Disease Center" and "the Birth Defects Center").

To help me communicate your thoughts accurately, I plan to take a few notes during our conversation, but CDC will not have access to the notes. CDC will not know who completed the interviews, and I will not attribute specific comments to any individual in the summary report. CDC has asked me to prepare a de-identified summary so that they are clear about ways to improve services, without affecting your personal relationship with ERPOS, or your organization's relationship with ERPOS. All interview notes will be destroyed after I prepare the summary report for CDC.

Do you have any questions before we start?

Panel Member

In thinking about your participation in the _____ panel...

1. Was the panel in person or on the phone?
2. Did this influence the quality of the review?
3. Did you feel prepared to complete fair reviews?
4. Was the reviewer orientation call helpful?
5. Were the review criteria clear?
6. Could you consistently apply the review criteria in your reviews?
7. What were your impressions of how the panel was run?
8. Did your fellow panel members have the right subject matter expertise to evaluate the applications?
9. Did you feel you had the right subject matter expertise for the applications that were assigned to you?

INTERVIEWER READS:

On behalf of CDC, thank you for helping us improve the services and guidance offered by ERPOS. If you'd like to add to the comments you've already provided, please feel free to contact me before **[closing date]**.