

**MRRIN Pilot Project Survey: Screenshots**  
**April 10, 2015**

Title Page

**NICHD Customer Satisfaction Survey of  
MRRIN Pilot Project Investigators**

OMB No.0925-0643    Exp. Date 10/31/2017

**Thank you for taking the time to complete this survey for the National Institutes of Health (NIH), *Eunice Kennedy Shriver* National Institute of Child Health and Human Development (NICHD). We are conducting this survey of Medical Research Rehabilitation Infrastructure Network (MRRIN) investigators receiving Pilot Project awards to understand how satisfied they are with the services provided by the centers granting the pilot funds. Your answers to this survey will provide valuable information and help NIH staff make informed future program decisions.**

Public reporting burden for this collection of information is estimated to average 10 minutes, 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 (0925-0657). Do not return the completed form to this address

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## Informed Consent

NICHD Customer Satisfaction Survey of  
MRRIN Pilot Project Investigators

**Informed Consent Form**

OMB#: 0925-0643 Exp. Date:10/31/2017

**Identification of Project**

Medical Rehabilitation Research Network CUSTOMER SATISFACTION SURVEY.

**Statement of Age of Subject**

I state that I am at least 18 years of age and wish to participate in a survey being conducted by the Eunice Kennedy Shriver National Institute of Child Health and Human Development, Bethesda, MD 20892.

**Purpose**

The purpose of this survey is to understand how satisfied MRRIN investigators receiving Pilot Project awards are with the services provided by the centers granting the pilot funds.

**Procedures**

Participants will be asked to access a web-based questionnaire and complete the questionnaire by a specific date. The total time involved, including instructions, will be no more than 10 minutes.

**Confidentiality**

All information collected in this survey will be kept secure to the extent permitted by law. I understand that the data I provide will be grouped with data that others provide for the purpose of reporting and presentation, and that my name will not be used.

**Risks**

I understand that the risks of my participation are expected to be minimal in nature.

**Benefits, Freedom to Withdraw, & Ability to Ask Questions**

I understand that this survey is not designed to help me personally but that the investigators hope to learn about the user's overall satisfaction with the MRRIN Pilot Project Program. The survey population will include individual recipients of MRRIN Pilot Project awards. I am free to ask questions or withdraw from participation at any time and without penalty.

**Contact Information of Investigators**

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National Institute of Child Health and Human Development (NICHD)

Telephone: 301-594-3800

Email: [jennifer.guimond@nih.gov](mailto:jennifer.guimond@nih.gov)

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question 1

Q

**NICHD Customer Satisfaction Survey of  
MRRIN Pilot Project Investigators**

**Introduction**

Seven institutions nationwide comprise the Medical Rehabilitation Research Infrastructure Network (MRRIN). The MRRIN sites are listed below, followed by the Center names. If you have received funding for more than one pilot project, please respond based on the most recently awarded pilot project when answering the survey questions.

**From which host institution/Center below did you receive pilot project funds? (Please select only one.)**

- Stanford University**/National Center for Simulation in Rehabilitation Research
  - Simbex, Inc. and Dartmouth College**/Center for Translation of Rehabilitation Engineering Advances and Technology
  - Children's National Medical Center (Washington, D.C.)**/NCMRR-DC Core Molecular and Functional Outcome Measures in Rehabilitation Medicine
  - University of California, San Diego**/National Center for Muscle Rehabilitation Research
  - University of Texas Medical Branch at Galveston**/Center for Rehabilitation Research using Large Datasets
  - Boston University Medical Campus**/Boston Rehabilitation Outcomes Measurement Center
  - Rehabilitation Institute of Chicago**/Engineering for Neurologic Rehabilitation
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Question 2

Save and continue survey later

**NICHD Customer Satisfaction Survey of  
MRRIN Pilot Project Investigators**

**Awareness of the Pilot Project Program**

How did you hear about the pilot project funds available through the MRRIN program? *(Please select all that apply.)*

- Website
- Email from a MRRIN Center
- NIH staff
- Colleagues
- Scientific meeting
- Professional listserv
- Article in a magazine, technical or trade publication
- Other (please specify)

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Question 3

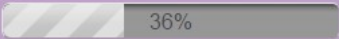
Save and continue survey later

**NICHD Customer Satisfaction Survey of  
MRRIN Pilot Project Investigators**

How do you think the process of making researchers aware of MRRIN pilot project funds could be improved?

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Question 4

Save and continue survey later

**NICHD Customer Satisfaction Survey of  
MRRIN Pilot Project Investigators**

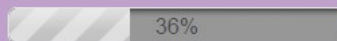
**Application Process**

How many pilot project applications did you submit before you received funds?

- 1
- 2
- 3
- 4
- 5 or more

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Question 5

Save and continue survey later

**NICHD Customer Satisfaction Survey of  
MRRIN Pilot Project Investigators**

**How clear were the instructions for submitting a pilot project application?**

- Very Clear      Somewhat Clear      Neither Clear nor Unclear      Somewhat Unclear      Very Unclear
- 

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Questions 6 and 7

Save and continue survey later

**NICHD Customer Satisfaction Survey of  
MRRIN Pilot Project Investigators**

**Did you receive technical assistance from the MRRIN Center in the application process?**

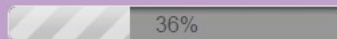
- Yes
- No

**If Yes, how satisfied were you with the technical assistance you received?**

- |                       |                       |                                       |                       |                       |
|-----------------------|-----------------------|---------------------------------------|-----------------------|-----------------------|
| Very Satisfied        | Satisfied             | Neither Satisfied nor<br>Dissatisfied | Dissatisfied          | Very Dissatisfied     |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/>                 | <input type="radio"/> | <input type="radio"/> |

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Question 8

Save and continue survey later

**NICHD Customer Satisfaction Survey of  
MRRIN Pilot Project Investigators**

**Would any of the following supports have been helpful to you during the application process? (Please select all that apply.)**

- More information on the pilot project program in general
- More information on pilot project funding guidelines
- Assistance completing the application
- More website resources (e.g., FAQs)
- More information on the status of your application after it was submitted
- Other (please specify)

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Questions 9 and 10

Save and continue survey later

**NICHD Customer Satisfaction Survey of  
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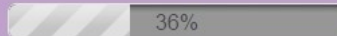
**Overall, how satisfied were you with the pilot project application process?**

- Very Satisfied      Satisfied      Neither Satisfied nor  
Dissatisfied      Dissatisfied      Very Dissatisfied
- 

**How do you think the application process could be improved?**

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 36%

Question 11

Save and continue survey later

**NICHD Customer Satisfaction Survey of  
MRRIN Pilot Project Investigators**

**Satisfaction with MRRIN Center Support and Services**

Please indicate how satisfied you are/were with the overall support you received from the MRRIN Center while conducting your pilot project. *(Please select one response in each row.)*

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
a. Communication from the Center staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Administration of funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Technical assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Information to sustain your pilot project after funding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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36%

Questions 12 and 13

Save and continue survey later

**NICHD Customer Satisfaction Survey of  
MRRIN Pilot Project Investigators**

You indicated that you were "Somewhat Dissatisfied" (or "Very Dissatisfied") with "Communication from the Center staff". Please explain why.

How could "Communication from the Center staff" be improved?

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39%

Question 14

Save and continue survey later

**NICHD Customer Satisfaction Survey of  
MRRIN Pilot Project Investigators**

**MRRIN Centers offer a variety of services and training to medical rehabilitation researchers. Did you receive additional services from the MRRIN Center outside of your pilot project funds? If so, please select all that apply.**

- Skill building and training
- Equipment, animal models, software, laboratory testing, and other core-type services
- Expert consultation and collaboration
- Information dissemination (without consultation)
- Visiting Scholars/Visiting Scientists program
- Sabbatical program
- Other (please specify)

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54%

Question 15

Save and continue survey later

**NICHD Customer Satisfaction Survey of  
MRRIN Pilot Project Investigators**

You indicated that you used the services listed in the items below. Please indicate how satisfied you were with the following services:

**Skill building and training**

Very Satisfied      Satisfied      Neither Satisfied nor  
Dissatisfied      Dissatisfied      Very Dissatisfied

**Expert consultation and collaboration**

Very Satisfied      Satisfied      Neither Satisfied nor  
Dissatisfied      Dissatisfied      Very Dissatisfied

**Visiting Scholars/Visiting Scientists program**

Very Satisfied      Satisfied      Neither Satisfied nor  
Dissatisfied      Dissatisfied      Very Dissatisfied

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Questions 16 and 17

Save and continue survey later

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You noted that you were “Somewhat Dissatisfied” or “Very Dissatisfied” with Skill building and training. Please explain why you were dissatisfied and how this service could be improved?

	Why were you dissatisfied?	How can the service be improved?
Skill building and training	<input type="text"/>	<input type="text"/>

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61%



Question 18

Save and continue survey later

**NICHD Customer Satisfaction Survey of  
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**Overall Experience**

Which of the following areas did you use your pilot project funding to support? *(Please select all that apply.)*

- Primary data collection and analysis
- Data preparation, cleaning, validation
- Secondary data analysis
- Travel and/or conference presentation
- Publication costs
- Clinical costs
- Salary support for yourself
- Salary support for postdoc or trainee
- Archiving/data sharing or dissemination costs
- Other (please specify)

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Question 19

Save and continue survey later

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**For which of the following activities have you used your pilot project results? (Please select all that apply.)**

- Support an NIH grant application
  - Support another grant application
  - Publish findings
  - Develop methodology
  - Share data
  - Validate measures
  - Assess research direction/design with preliminary data
  - Train undergrad, grad, post doc researcher(s)
  - Other (please specify)
- 

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71%

Question 20

Save and continue survey later

**NICHD Customer Satisfaction Survey of  
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Overall, how satisfied were you with your pilot project opportunity?

Very Satisfied

Satisfied

Neither Satisfied nor  
Dissatisfied

Dissatisfied

Very Dissatisfied

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75%

Question 21

Save and continue survey later

**NICHD Customer Satisfaction Survey of  
MRRIN Pilot Project Investigators**

Please tell us anything else you think is important to know about your experience with the pilot project mechanism and process.

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Submit

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Thank you page

**NICHD Customer Satisfaction Survey of  
MRRIN Pilot Project Investigators**

**Thank you for completing this survey.**

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100%