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## 2015 NIAMS Client Survey

### NIAMS Client Survey Questions

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The purpose of this brief questionnaire is to gain information from research investigators, study team members, Data and Safety Monitoring Board members, Safety Officers, and NIAMS Program Directors whom KAI Research, Inc. (KAI) interfaces with as the Executive Secretary to the National Institute of Arthritis and Musculoskeletal and Skin Diseases (NIAMS), NIH. We will use the information gained from you to improve our processes and the services we provide.

OMB Control number: 0925-0648

Expiration date: 03/2018

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### NIAMS Client Survey Questions

**1. Please specify your affiliation with the NIAMS(select all that apply):**

- Research Investigator
- Study Team member (e.g. Clinical Coordinator, Research Assistant)
- Data and Safety Monitoring Board member
- Safety Officer
- NIAMS Program Director
- Other (please specify)

**2. How would you rate your overall understanding of KAI's role as the Executive Secretary?**

- Completely Understand
- Somewhat Understand
- Understand
- Do Not Understand

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3. Have you been invited to participate in a meeting (via in-person or teleconference) that KAI has scheduled?

- Yes
- No

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### 4. If Yes, how satisfied are you with KAI's efficiency at scheduling meetings?

- Very Satisfied
- Satisfied
- Unsatisfied
- Very Unsatisfied

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5. Have you participated in a meeting that KAI has facilitated?

- Yes
- No

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**6. If Yes, how satisfied are you with KAI's facilitation of meetings (i.e., starting on time, keeping to agenda, level of professionalism)?**

- Very Satisfied
- Satisfied
- Unsatisfied
- Very Unsatisfied

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7. Have you been asked to complete the shared calendar (Web site link sent to you for you to enter your availability) to assist KAI in scheduling a meeting?

- Yes
- No

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8. If Yes, how satisfied are you with this meeting scheduling tool?

- Very Satisfied
- Satisfied
- Unsatisfied
- Very Unsatisfied

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9. Do you correspond with KAI (i.e., via emails, phone calls)?

- Yes
- No

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10. If Yes, how satisfied are you with KAI's responsiveness to communications?

- Very Satisfied
- Satisfied
- Unsatisfied
- Very Unsatisfied

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11. Have you used the NIAMS materials Web site (Secure Web site you log into to access study materials) hosted by KAI?

- Yes
- No

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12. If Yes, how satisfied are you with the materials website?

- Very Satisfied
- Satisfied
- Unsatisfied
- Very Unsatisfied

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**13. How would you rate your overall satisfaction with KAI as the NIAMS Executive Secretary and its ability to meet your needs?**

- Very Satisfied
- Satisfied
- Unsatisfied
- Very Unsatisfied
- Decline to answer

**14. Are there specific areas in need of improvement (select all that apply)?**

- Scheduling meetings
- Shared calendar
- Facilitation of meetings
- Responsiveness to communications
- NIAMS Materials Web site
- None
- Other (please specify)

**15. Please add any additional information or suggestions you feel are relevant:**

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Thank you for your time!

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