

NIAMS Client Survey Questions

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: OMB Control number: 0925-0648, Expiration date: 03/2018. Do not return the completed form to this address.

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

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 Don't Understand

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

Yes No (If no, please go to Question # 5)

- 3a. If yes, how satisfied are you with KAI's efficiency at scheduling meetings?

Very Satisfied Satisfied Unsatisfied Very Unsatisfied

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

Yes No (If no, please go to Question # 7)

- 4a. 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

5. 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 scheduled a meeting?

Yes No (If no, please go to Question # 6)

5a. If yes, how satisfied are you with this meeting scheduling tool?

Very Satisfied Satisfied Unsatisfied Very Unsatisfied

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

Yes No (If no, please go to Question # 7)

6a. If yes, how satisfied are you with KAI's responsiveness to communications?

Very Satisfied Satisfied Unsatisfied Very Unsatisfied

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

Yes No (If no, please go to Question # 8)

7a. If yes, how satisfied are you with the materials website?

Very Satisfied Satisfied Unsatisfied Very Unsatisfied

8. 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

9. 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)

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

Thank you for your time!