

Section 0: All Respondents

Burden Disclosure

Public reporting burden for this collection of information is estimated to average 5 minutes or less per response including the time for reviewing instructions. 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.

Introduction

This survey asks a series of questions about your perceptions of DVR Animal Transportation services. Your responses are completely confidential and secure since our software resides behind the NIH firewall. For each question select the option that best represents your view. The survey will take 5 minutes or less to complete. Try to answer each question within the survey as honestly and accurately as possible. Questions about this survey can be sent to Dr. Janice Rouiller, with the NIH Office of Research Services (ORS) Office of Quality Management (OQM) at ORSSurveySystem@mail.nih.gov.

Section 1: All Respondents

Demographics

1. Which one of the following best describes you? (Mandatory, Allow only one choice)

- Facility Manager
- Program Coordinator
- Other (Please specify) (Optional)_____

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Section 2: All Respondents

Service Ratings

1. Please rate your satisfaction with DVR animal transportation services during the past 12 months on the following dimensions. (Optional Ratings) (Scale range is (1) Unsatisfactory to (10) Outstanding. Include “Don’t Know” and “Not Applicable” as options)
 - Convenience of service
 - Ease of use of the system
 - Handling of problems by staff
 - Reliability of service
 - Staff availability
 - Staff competence
 - Staff courtesy
 - Staff responsiveness
 - Timeliness of service
 - Overall service quality
2. Please rate this year’s overall DVR animal transportation performance compared to last year’s performance. (Optional Rating) (Scale range is (1) Much below previous year, (5) About the same as previous year, to (10) Much better than previous year. Include “Don’t Know” and “Not Applicable” as options)

Please explain below average or above average ratings. Your comments will help us improve our service.

Section 3: All Respondents

Comments

1. What was done particularly well? (Optional) _____
2. What needs to be improved? (Optional) _____
3. Other comments? (Optional) _____

Thank you for your participation in this survey. Your responses will be kept confidential and summarized as part of a combined analysis for improving our services.

END OF SURVEY: Link to

<http://www.ors.od.nih.gov/sr/dvr/facility/Pages/AnimalTransportation.aspx>