

## ***Section 0: All Respondents***

### ***Burden Disclosure***

Public reporting burden for this collection of information is estimated to average 6 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 Medical Arts Branch (MAB) services. Your responses are secure to the extent permitted by law since our software resides behind the NIH firewall. For each question select the option that best represents your view. The survey will take 6 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](mailto:ORSSurveySystem@mail.nih.gov).

## ***Section 1: All Respondents***

### ***Demographics***

1. Which of the following broad categories best describes the type of work you perform at NIH? (Mandatory, allow one choice)
  - Administrative management and support staff (e.g., AO, grants management, program administration, etc.)
  - Central Support Services (e.g., building engineer, custodian, facility manager, facility operations, firefighter, IT, events management, police officer, safety services, trades, etc.)
  - Scientific/Clinical (basic research, patient care, etc.)

## ***Section 2: All Respondents***

### ***Most Recent Transaction Identification***

2. Who was your initial contact for services? (Mandatory, allow one choice)
  - Martha Blalock
  - Ann Donald
  - Tammie Edwards
  - Gilbert Jones
  - Julia Proctor

- Do not remember
  - Other (please specify)\_\_\_\_\_
3. How quickly did the MAB staff respond to your initial request (Mandatory, allow one choice)
- Within the hour
  - Same day
  - Next day
  - Three or more days
  - Do not remember
4. From the following list, please choose one service that best describes your project with MAB? (Mandatory, allow one choice)
- Design (e.g., posters, publication, infographics, environmental graphics) (continue to Section 3)
  - Medical Illustration (e.g., manuscript/textbook figure, technical illustration, journal cover, animation) (skip to Section 4)
  - Production Services (e.g., event and scientific poster printing, framing, aerial views) (skip to Section 5)

### ***Section 3: Respondents indicating Design Services as most recent transaction***

5. Who was your contact for Design products/services? (Mandatory, allow one choice)
- Martha Blalock
  - Chris Dame
  - Tim Gallahan
  - Bonnie Hamalainen
  - Jessica Jackson
  - India Taylor
  - Rayne Ann Wood
  - Do not remember
  - Other (please specify)\_\_\_\_\_
6. Which Design products/services did you receive? (Optional, check all that apply)
- Branding
  - Environmental graphics
  - Exhibits
  - Posters
  - PowerPoint presentations
  - Print collateral
  - Publications
  - Signage
  - Visual identity

Skip to Section 6

## ***Section 4: Respondents indicating Medical Illustration Services as most recent transaction***

7. Who was your contact for Medical Illustration products/services? (Mandatory, allow one choice)

- Erina He
- Alan Hoofring
- Ethan Tyler
- Do not remember
- Other (please specify)\_\_\_\_\_

8. Which Medical Illustration products/services did you receive? Please select all that apply. (Optional)

- Animation
- Anatomical/Biological figures
- Journal covers
- Patient education
- Surgical procedures
- Technical diagrams

Skip to Section 6

## ***Section 5: Respondents indicating Production Services as most recent transaction***

9. Who was your contact for Production products/services? (Mandatory, allow one choice)

- Chris Dame
- Tim Gallahan
- Frank Mullen
- India Taylor
- Do not remember
- Other (please specify)\_\_\_\_\_

10. Which Production products/services did you receive? Please select all that apply. (Optional)

- Brochures
- Campus photos
- Certificates
- Event materials
- Framing
- Poster printing/mounting
- Scanning
- Scientific posters

Skip to Section 6

## ***Section 6: All Respondents Service Satisfaction***

Please rate the following aspects of the products/services you received. (Optional Ratings). Use the following scale (1) Unsatisfactory to (10) Outstanding. Include Don't Know (D/K) and Not applicable (N/A) as options.

11. Collaboration with MAB staff
12. Cost of products/services
13. Staff ability to deal with challenges
14. Staff understanding of product requirements
15. Quality of final product
16. Overall service

17. Did you receive the final products/services by the established due date?

- Yes
- No
- N/A

## ***Section 7: All Respondents***

### ***Comments***

1. What was done particularly well with respect to your order? (Optional)\_\_\_\_\_
2. What could MAB improve? (Optional)\_\_\_\_\_
3. What new or emerging technology would you like MAB to offer in the future? (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 <https://www.ors.od.nih.gov/mab/Pages/default.aspx>