OMB #0925-0648

Expiration date 03/21/2018

***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 (0925-0648).

***Introduction***

This survey asks a series of questions about your perceptions of NIH Events Management (EM) Post Production 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](mailto:ORSSurveySystem@mail.nih.gov).

***Section 1: All Respondents***

***Contact and Service Arrangements***

1. Who was the **primary point of contact** for **post-production** products or services? *(Mandatory, Allow only one choice)*
   * Joy Jackson Farrar
   * Alice Hardy
   * Dan Marmorstein
   * Other

1.1 If Other is selected, please specify (Optional)­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Did you receive an estimate? *(Mandatory, Allow only one choice)*

* Yes
* No
* Don’t Know
* Not Applicable

1. Was the final price consistent with the estimate? *(Mandatory, Allow only one choice)*

* Yes
* No
* Don’t Know
* Not Applicable

***Section 2: All Respondents***

***Product and Customer Service Ratings***

Please rate your satisfaction with the post production products and customer service provided on the following dimensions. *(Optional Ratings) (Scale range is (1) Unsatisfactory to (10) Outstanding. Include “Don’t Know” and “Not Applicable” as options)*

* Competence of staff
* Courtesy of staff
* Handling of problems
* Quality of products
* Responsiveness of staff
* Timeliness of delivery

***Section 3: All Respondents***

***Comments***

1. What was done particularly well in regards to your order? *(Optional)*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. What could be improved in regards to future orders? *(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/pes/emb/multimedia/Pages/Multimedia-Services.aspx>