

Section 0: All Respondents

Burden Disclosure

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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.

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) _____

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

- Yes
- No
- Don't Know
- Not Applicable

3. 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>