

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) Scheduling 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

Service Arrangements

1. Did you make the initial reservation? *(Mandatory, Allow only one choice)*
 - Yes
 - No *(skip to end of survey)*

2. Did you receive a confirmation regarding your reservation? *(Mandatory, Allow only one choice)*
 - Yes
 - No
 - Don't Know *(skip to question 5)*

3. Did you receive a revised email confirmation when changes were made to your reservation? *(Mandatory, Allow only one choice)*
 - Yes
 - No
 - Don't Know
 - Not Applicable

4. Was the confirmation accurate? (*Mandatory, Allow only one choice*)
- Yes
 - No
 - Don't Know

Section 2: All Respondents

Customer Service Ratings

Please rate your satisfaction with your recent scheduling experience on the following dimensions. (*Optional Ratings*) (*Scale range is (1) Unsatisfactory to (10) Outstanding*)

- Competence of staff
- Courtesy of staff
- Timeliness response to scheduling request

Section 3: All Respondents

Comments

1. What was done particularly well in regards to scheduling services?

(*Optional*) _____

2. What could be improved in regards to scheduling services?

(*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/services/Pages/default.aspx>