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\* 1. This survey is voluntary and asks for opinions only about your experience with the NIH Loan Repayment Programs (LRP) Application Process. Please check "Continue" below to start the survey or close your browser if you do not want to participate in this survey.

Continue

\* 2. Please choose the category that best describes you.

- You are a first time LRP applicant and have never received an award
- You applied to the LRP before but never received an award
- You have received at least one LRP award

\* 3. To which LRP did you apply?

- Clinical Research
- Pediatric Research
- Contraception and Infertility Research
- Health Disparities Research
- Clinical Research for Researchers from Disadvantaged Backgrounds

4. Some LRP applicants experienced technical problems during the application period. Please indicate below if you experienced any of these problems. [Choose all that apply]

- Finding or clicking the upload button for files like the research plan, etc.
- Getting the upload button for files to work
- Referee/Recommender/IBO/Mentor contact information couldn't be added easily
- NIH systems not validating the Commons ID you entered
- Unable to see the Application Status page
- Your local internet provider blocked some NIH URLs, including the LRP OAS
- There was a delay in sending automated emails to a Referee/Recommender
- The Send Again button for automated emails to go to a Referee/Recommender or IBO didn't work
- The Submit Application button wasn't available while logged in with your open ID (i.e., not Commons ID)
- Unable to change your application/award type or program via the checkbox banner at the top of the application
- Other (please specify):

This next set of questions is about the LRP Information Center. The LRP Information Center, or help desk, is part of the central LRP administrative office, which runs the LRP application system, conducts eligibility vetting, and provides contract and loan repayment services to awardees.

The LRP Information Center **\*does not\*** include the LRP Liaisons and Program Officers located at the various NIH Institutes and Centers. LRP Liaisons or Program Officers are people you may have contacted to discuss your research or how your research maps onto the funding priorities of a particular NIH Institute or Center.

\* 5. Did you contact the LRP Information Center with an issue/question before submitting your application?

- No
- Yes
- Don't remember

6. What was the issue/question? If you did this more than one, think about the first contact you made and the first issue/question you had.

\* 7. How did you first contact the LRP Information Center for this issue/question?

- Phone
- Email
- Don't remember

8. On the first phone call, how easy was it to navigate the phone options tree?

	Not at All Easy	Somewhat Easy	Moderately Easy	Very Easy	Extremely Easy	Don't Remember
Navigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. On the first call, how many times were you put on hold while the agent researched your issue/question?  
[Choose from the dropdown]

10. On the first call, were you asked to email your question to the LRP Information Center to get an answer?

- No
- Yes
- Don't remember

\* 11. On the first call, did you get all the information you needed (or was your question answered completely)?

- No
- I got some information but not all
- Yes
- Yes, but I still double-checked with another source
- Don't remember

\* 12. What did you do to get more information?[Choose all that apply]

- Checked the LRP website
- Checked with an LRP Liaison or Program Officer located at one of the NIH Institutes
- Called the LRP Information Center back
- Sent an email to the LRP Information Center
- Emailed/called the eRA Commons help desk
- Talked to a current/past LRP award recipient
- Talked to an LRP Ambassador
- Reviewed the Application Instruction Booklet
- Did not pursue the issue any further
- Don't remember
- Other (please specify):

\* 13. After the first call, how many more times did you need to contact the LRP Information Center (both calling and emailing) to get the information you needed on your issue/question? [Choose from the dropdown]

14. How many days did it take to get an answer to your first email?[Choose from the dropdown]

\* 15. In answer to your first email, did you get the all information you needed (or was your question answered completely)?

- No
- I got some information but not all
- Yes
- Yes, but I still double-checked with another source
- It's more complicated - I got information another way before I received a reply to my email
- Don't remember

\* 16. What did you do to get more information?[Choose all that apply]

- Checked the LRP website
- Checked with an LRP Liaison or Program Officer located at one of the NIH Institutes
- Emailed/called the eRA help desk
- Emailed the LRP Information Center again
- Called the LRP Information Center
- Talked to a current/former LRP award recipient
- Talked to an LRP Ambassador
- Reviewed the Application Instruction Booklet
- Did not pursue the issue any further
- Don't remember
- Other (please specify):



17. After your first email, how many more times did you need to contact the LRP Information Center (both calling and emailing) to get the information you needed on your issue/question? [Choose from the dropdown]

18. Did you finally get \*all\* the information you needed on your issue/question?

- No
- Yes
- Not sure/Don't remember

These next questions are about the LRP Liaisons or Program Officers located at the NIH Institutes and Centers.

\* 19. Did you contact an LRP Liaison or Program Officer?

- No
- Yes
- Not sure/Don't remember

20. How easy was it to make contact with the LRP Liaison or Program Officer?

	Not at All Easy	Somewhat Easy	Moderately Easy	Very Easy	Extremely Easy	Don't Remember
Ease of contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. What was the issue/question? If you had more than one issue/question, please feel free to list them briefly.

22. Overall, how helpful/useful was contacting the LRP Liaison or Program Officer? If you had contact over more than one issue, take them all into account.

	Not at All	Somewhat	Moderately	Very	Extremely	Don't Remember
Helpful/Useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. If you feel comfortable specifying, please let us know the **\*Institute\*** name of the LRP Liaison or Program Officer you contacted.