

OSI Customer Satisfaction Survey

The Office of Scientific Integrity (OSI) within the Office of Science (OS) would like to assess customer satisfaction with our products and/or services. The results of this survey will be used to identify ways to better meet your needs.

The survey will take approximately 15-20 minutes to complete. Please complete this survey by X. Clicking “Next” at the bottom of the page will automatically save your responses for that page. If you need to exit the survey before completion, you can return to the last completed page by clicking the survey URL, as long as you use the same computer.

The information you provide will only be used for evaluation purposes. Access to raw data will be restricted to OSI staff working on this survey. Your responses will not be linked to your name or email address. All information you provide will only be reported in the aggregate with no identifying information attached. If you have any questions or concerns, please email Lisa Ayenew (mrq7@cdc.gov).

If you would like more information about OSI, please refer to our intranet page (<http://intranet.cdc.gov/od/oads/osi/index.htm>).

Public reporting burden of this collection of information is estimated to average 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. 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 CDC/ATSDR Reports Clearance Officer; 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-1050).

1. What is your role at CDC? (Check all that apply)
 - Paperwork Reduction Act (PRA) Contact
 - Human Subjects Contact (HSC)
 - Associate Director for Science (ADS)
 - Associate Director for Laboratory Science (ADLS)
 - Principal Investigator
 - Co-Investigator
 - Project Officer
 - Laboratory Scientist
 - Laboratory Technician
 - Research Study Team Member
 - Institutional Review Board (IRB) Member
 - Program Manager
 - Unit lead
 - Branch Chief or Deputy
 - Division Director or Deputy
 - Center Director or Deputy
 - Other (please specify): _____

2. What type of employee are you?
 - FTE
 - ORISE fellow
 - Title 42 fellow
 - Associate Service Fellow
 - Senior Service Fellow
 - Contractor
 - Commissioned Corps
 - Other (please specify): _____

3. How long have you been working at CDC?
 - Less than 5 years
 - 6-20 years
 - 20+ years

4. How often did you contact OSI within the past year (e.g., email, phone, in-person, etc.)?
 - Daily
 - Weekly
 - Monthly
 - Quarterly
 - Semi-annually
 - Annually

- Have not contacted OSI in the past year
- Unsure

5. OSI provides products and services in the following topic areas:

- Privacy and Confidentiality Protections
- Human Research Protections
- Federal Information Collections (The Paperwork Reduction Act (PRA))
- Public Health Ethics
- Scientific Integrity and Quality Overview Training (SIQT)

Did you use any of these products and services offered by OSI in the past year?

- Yes
- No (Skip to # 34)

6. Did you use OSI's services and/or products regarding Privacy and Confidentiality in the past year?

- Yes
- No (Skip to # 12)

Privacy and Confidentiality

7. How helpful were the following products and services?

1-Not at all helpful 2 3 4 5-Extremely helpful did not use product/service

Consultation and
Technical Assistance

Assurance of
Confidentiality (AoCs)
Online training

Privacy and
Confidentiality Training
(Available upon request)

Privacy and
Confidentiality Guidance
Documents

Assurance of
Confidentiality

Application and
Guidance
Privacy and

Confidentiality Intranet
Webpages

Other

Describe the other services you use: _____

8. Please rate the assistance you received from the OSI's *Privacy and Confidentiality staff* in the following areas:

1-Very Poor 2 3 4 5-Excellent N/A

Timeliness
Issue Resolution
Accuracy
Accessibility
Overall Quality

9. How has your experience with the services and products you used in the past year impacted your overall perception of OSI's *Privacy and Confidentiality* activities?

1-Negative impact 2 3 4 5-Positive impact

10. Please provide feedback on ways OSI can improve its products and/or services on *Privacy and Confidentiality* to better meet your needs (e.g., improve existing or provide new products/services, etc.)

11. Did you use OSI's services and/or products regarding Human Research Protections in the past year?

- Yes
- No (Skip to # 17)

Human Research Protections

12. How helpful were the following products and services?

1-Not at all helpful 2 3 4 5-Extremely helpful did not use product/service

Consultation and
Technical Assistance

Human Subjects
Research Training

Guidance Documents
(e.g., IRB report writing,
Protocol development,
Informed consent guides)

Forms (e.g., IRB review cycle and agreements, Incident report)

Manuals or Standard Operating Procedures (SOPs)

Templates

Worksheets (e.g., Protocol development, exemption from human subjects regulation, protocol approval)

CDC IRB Boards
Human Research Protections Intranet
Webpages

Other

Describe the other services you use: _____

13. Please rate the assistance you received from the OSI's *Human Research Protections staff* in the following areas:

1-Very Poor 2 3 4 5-Excellent N/A

Timeliness
Issue Resolution
Accuracy
Accessibility
Overall Quality

14. How has your experience with the services and products you used in the past year impacted your overall perception of OSI's *Human Research Protections* activities?

1-Negative impact 2 3 4 5-Positive impact

15. Please provide feedback on ways OSI can improve its products and/or services on *Human Research Protections* to better meet your needs (e.g., improve existing or provide new products/services, etc.)

16. Did you use OSI's services and/or products regarding Federal Information Collections (The Paperwork Reduction Act (PRA)) in the past year?

- Yes
- No (Skip to # 22)

Federal Information Collections (PRA)

17. How helpful were the following products and services?

1-Not at all helpful 2 3 4 5-Extremely helpful did not use product/service

Consultation and
Technical Assistance
(e.g., PRA determination,
general questions)

Training (e.g., explainer
videos, presentations)

Guidance Documents
(e.g., HHS data
collection standards,
FAQs for new fast-track
process under PRA)

Forms (e.g., PRA
determination form,
emergency extension
form)

Manuals or Standard
Operating Procedures
Templates (Federal
Register Notice (FRN)
30-day and 60-day
templates)

Worksheets (FRN
publication request
worksheet, PRA
submission worksheet)

Information Collection
Request Desk Officer
Review

Information Collection
Intranet Webpages

Other

Describe the other services you use: _____

18. Please rate the assistance you received from the OSI's *Information Collections (PRA)* staff in the following areas:

1-Very Poor 2 3 4 5-Excellent N/A

Timeliness
Issue Resolution
Accuracy
Accessibility
Overall Quality

19. How has your experience with the services and products you used in the past year impacted your overall perception of OSI's *Information Collections (PRA)* activities?

1-Negative impact 2 3 4 5-Positive impact

20. Please provide feedback on ways OSI can improve its products and/or services on *Information Collections (PRA)* to better meet your needs (e.g., improve existing or provide new products/services, etc.)

21. Did you use OSI's services and/or products regarding Public Health Ethics in the past year?

- Yes
- No (Skip to # 27)

Public Health Ethics

22. How helpful were the following products and services?

1-Not at all helpful 2 3 4 5-Extremely helpful did not use product/service

Public Health Ethics
Consult Service

Public Health Ethics
Trainings (e.g., Web-based
self studies,
Recorded trainings)

Public Health Ethical
Guidelines, Documents
or Worksheets

CDC Public Health
Ethics Committee
Meetings

Ethics Desk in the
Emergency Operation
Center

Public Health Ethics
Intranet Webpages

Other

Describe the other services you use: _____

23. Please rate the assistance you received from the OSI's *Public Health Ethics* staff in the following areas:

	1-Very Poor	2	3	4	5-Excellent	N/A
Timeliness						
Issue Resolution						
Accuracy						
Accessibility						
Overall Quality						

24. How has your experience with the services and products you used in the past year impacted your overall perception of OSI's *Public Health Ethics* activities?

1-Negative impact 2 3 4 5-Positive impact

25. Please provide feedback on ways OSI can improve its products and/or services on *Public Health Ethics* to better meet your needs (e.g., improve existing or provide new products/services, etc.)

26. Did you use OSI's services and/or products regarding Scientific Integrity and Quality Overview Training (SIQT) in the past year?

- Yes
- No (Skip to # 34)

Scientific Integrity and Quality Overview Training (SIQT)

27. Did you take the SIQT Overview Training course this past year?

- Yes

- No (Skip to # 30)

28. Did the SIQT Overview training enhance how you do your job?

- Yes
- No

29. How helpful were the following products and services?

1-Not at all helpful 2 3 4 5-Extremely helpful did not use product/service

OSI Training Mailbox

Guidance Documents
(e.g., SIQT factsheet,
SIQT role-based training
requirements)

SIQT Compliance
SharePoint Site

SIQT Intranet Webpages

Other

Describe the other services you use: _____

30. Please rate the assistance you received from the OSI's *Training* staff in the following areas:

1-Very Poor 2 3 4 5-Excellent N/A

Timeliness
Issue Resolution
Accuracy
Accessibility
Overall Quality

31. How has your experience with the services and products you used in the past year impacted your overall perception of OSI's *training* activities?

1-Negative impact 2 3 4 5-Positive impact

32. Please provide feedback on ways OSI can improve its products and/or services on *SIQT* to better meet your needs (e.g., improve existing or provide new products/services, etc.)

33. How likely is it that you will recommend OSI's services or products to a colleague?

1-Very unlikely 2 3 4 5-Very likely

Use this space to elaborate on your response:_____

34. Which statement best describes the amount of communication you receive from OSI in regards to new services/products, requirements etc.?

- Too much
- Too little
- Just right

Use this space to elaborate on your response:_____

35. Overall, how satisfied are you with OSI's intranet webpages?

1-Very Dissatisfied 2 3 4 5-Very Satisfied

Use this space to elaborate on your response:_____

37. Please provide additional comments below