

Section 0: All Respondents

Burden Disclosure

Public reporting burden for this collection of information is estimated to average 5 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: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0642*). Do not return the completed form to this address.

Introduction

This survey asks a series of questions about your perceptions of NIH Events Management (EM) Video 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 Broadcast Mode

1. Who was the **primary point of contact** for the video production portion of your event?

(Mandatory, Allow only one choice)

- David Bean
- Bill Branson
- Ernie Branson
- Anthony Conoway
- Helen Erslev
- Alice Hardy
- David Higgins
- Joy Jackson
- Ken Ryland
- Ernie Smith
- Janet Stephens
- Don't Know

- Other

1.1 If Other is selected, please specify (*Optional*) _____

2. What **broadcast mode** was used for the video production portion of your event? Check all that apply. (*Mandatory, Allow for all choices except for last one. If checked, allow no other choices.*)

- Adobe Connect
- Satellite transmission
- Video teleconference
- Webcast
- Webinar
- Event was not broadcast (*if chosen, allow no other choices*)

Section 2: All Respondents

Product and Customer Service Ratings

Please rate your satisfaction with 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)

- Collaboration with staff
- Competence of staff
- Coordination of video production
- Cost of products and services
- Courtesy of staff
- Handling of problems
- Quality of captioning
- Quality of video recording/tape
- Responsiveness of staff
- Timeliness of deliveries

Section 3: All Respondents

Comments

1. What was done particularly well in regards to the video production products or services offered at your event?

(*Optional*) _____

2. What could be improved in regards to the video production products or services offered in the future?

(*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>