



DSEIS Maintenance and Repair Survey

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Introduction: The Division of Scientific Equipment and Instrumentation Services (DSEIS) survey asks you about recent equipment maintenance or repair services we provided you. Survey responses reside behind the NIH firewall and are secure to the extent permitted by law. For each question select the option that best represents your view. The survey will take about 5 minutes 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

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Who was your service technician?

- Anthony Jolly
- Charles Kirkendoll
- Glenn Simons
- Bill Smith
- Jerry Tyus
- Do not remember/Don't know

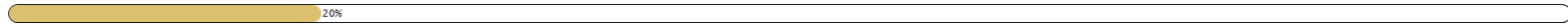
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What was your request for?

- Routine/Preventative maintenance
- Repair services

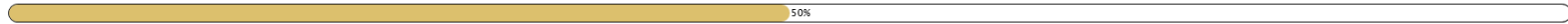
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Was your request::

- Part of a maintenance agreement with DSEIS
- A la carte, on demand, or as needed

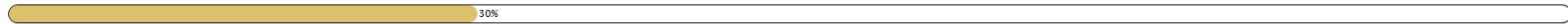
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How did you initially contact DSEIS?

- Email
- Phone
- Website contact form

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How quickly did DSEIS staff respond to your initial request?

- Within the hour
- Same day
- Next day
- Three or more days
- Don't know
- Do not remember

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Was service completed within the agreed upon time frame?

- Yes
- No
- Don't Know
- Do not remember

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Please rate the following aspects of the services you received.

	Unsatisfactory								Outstanding	Don't Know	Not Applicable
	1								10	D/K	N/A
Cost of service (s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost of material(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courteousness of service technician	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical competence of service technician	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism of service technician	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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What was done particularly well with respect to the service?

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What could we improve?

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