

## NIAID Internal Communications Survey

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Thank you for participating in this survey. This survey is designed to gather information about your experiences and opinions related to internal communications at NIAID. This includes both formal and informal communications within your immediate workgroup and across the Institute. The intent of this effort is to provide the Institute with up-to-date information that may be translated into concrete communications solutions.

The survey will take less than 10 minutes to complete. Your responses are anonymous, voluntary, and secure to the extent permitted by law. Responses will be aggregated and analyzed as a group. Personal identifiers will not appear in any report of the survey results.

Please complete the survey by **COB May 17, 2019**. If you have any questions or concerns about the survey functionality, please contact the [NIAID Evaluation Team](#). If you have any questions about the survey questions or purpose, please contact the [NIAID EPIC Cohort 3](#).

SurveyMonkey supports the following browsers:

- Chrome 16 and later
- Firefox 13.0 and later
- Safari 5.0 and later
- Internet Explorer 9.0 and later

Next





## NIAID Internal Communications Survey

\* 1. How are you employed at NIAID? 

- Federal employee
- Contractor
- IRTA Trainee
- Volunteer or Guest Researcher
- Other (please specify)

Prev Next

### NIAID Internal Communications Survey

2. Please rank how frequently you use the following communication options from most often (1) to least often (5):

- ☰ Face-to-face
- ☰ Email
- ☰ Instant messages (Skype for Business)
- ☰ Video conference (Skype for Business, GoTo Meeting, etc.)
- ☰ Voice call (telephone or Skype for Business)

3. Please rank your preference for the following communication options from most preferred (1) to least preferred (5):

- ☰ Email
- ☰ Voice call (phone or Skype for Business)
- ☰ Instant messages (Skype for Business)
- ☰ Video conference (Skype for Business, GoTo Meeting, etc.)
- ☰ Face-to-face

Prev Next

## NIAID Internal Communications Survey

\* 4. What are the top three ways you obtain information specific to your role at NIAID? (Select three) 🗨

- InsideNIAID (intranet) website
- NIAID public website
- NIH-level websites
- Public web search engine (e.g., Google, Bing)
- SharePoint
- Shared drives (e.g., S:, R:)
- Colleagues (peer-to-peer)
- Supervisor
- AO staff
- Other (please specify)

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Prev

Next

### NIAID Internal Communications Survey

5. On a scale of 1 to 10, how would you rate your overall satisfaction with InsideNIAID (intranet)?

1 (extremely dissatisfied) 10 (extremely satisfied)

6. What type of information do you typically look for on the intranet? (Select all that apply)

- Contact information
- Standard operating procedures
- Policies
- Events or meetings
- NIAID announcements
- Links to systems or applications
- I do not use the NIAID Intranet
- Other (please specify)

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\* 7. Do you receive email notifications with information (reminders for mandatory training, ePMAP, AMBIS, etc.) that you wish you could find all in one place on the intranet specialized just for you, such as a "personal dashboard"?

- Yes
- No

Prev Next

### NIAID Internal Communications Survey

8. What kinds of information would you like to find in one place on the intranet? (Select all that apply)



- Reminders for mandatory training
- Reminders for ePMAP
- Reminders for AMBIS
- Reminders for ITAS
- Property Portal Status
- Ethics Documents
- Links to my most visited pages
- Links to my document repositories like SharePoint or LiveLink
- Items flagged in my email with due dates
- Other (please specify)

9. What could be improved to make the intranet more useful to you? (List only one thing)



Prev Next

## NIAID Internal Communications Survey

10. Which of the following publications do you read regularly? (Select all that apply) 

- Extramural Nexus: Insider Edition
- Inside Extramural Newsletter
- Inside NIAID Newsletter
- NIAID Funding News
- NIAID Travel News
- NIH Intramural Research News
- NIH OLPA Weekly Report
- OAS Insider
- None of the above
- Other (please specify)

Prev Next



### NIAID Internal Communications Survey

11. How do you find out about meetings, conferences, or workshops held at NIAID facilities? (Select all that apply)

- Website (NIAID intranet)
- Website (external, e.g., Google)
- Word of mouth
- Newsletter
- Event-specific e-mail announcement
- Workplace TV monitor
- Other (please specify)

\* 12. What would be your preferred method of learning about meetings, conferences, or workshops held at NIAID facilities? (Select up to 3)

- Newsletter
- Workplace TV monitor
- Word of mouth
- Website (NIAID intranet)
- Website (external, e.g., Google)
- Event-specific e-mail announcement
- Other (please specify)

\* 13. Do you experience communication barriers within NIAID?

- Yes
- No

[Prev](#)[Next](#)



**NIAID Internal Communications Survey**


14. Select your top three communication barriers. (Select up to 3)

- Confusing or unclear emails
- Unable to locate policy or operational information
- Unclear lines of authority
- Lack of vertical communication (top-down or bottom-up)
- Lack of horizontal communication (peer-to-peer or cross-organization)
- Multiple or redundant systems, tools, or procedures
- Locating the appropriate individual or group point-of-contact for a given topic
- Other (please specify)

16. From the list below, select up to 5 ideas that you hope NIAID will pursue to improve internal communications: (Select up to 5)

- Communications training
- Facilitating meetings training
- Trainings and seminars on contracts and grants
- Internal policy landing webpage
- More privacy spaces
- More social events
- Master list of points of contact
- Update or redesign organizational charts
- Update or redesign intranet
- Email or newsletter templates for staff use
- Cross-Divisional interest groups
- Best practices webpage
- More in-person forums or brown bags
- Online discussion forum
- Other (please specify)

## NIAID Internal Communications Survey

16. If you have any other suggestions for improvement or comments about communications at NIAID, please provide them here: 

Prev Next

### NIAID Internal Communications Survey

17. Where is your primary duty station? 🗨️

- 5601 Fishers Lane
- Twinbrook
- NIH Main Campus
- Rocky Mountain Laboratories (RML)
- Integrated Research Facility, Frederick (IRF)
- Full-time Telework
- Other (please specify)

18. How long have you been with NIAID? 🗨️

- 0-5 years
- 6-10 years
- 11-15 years
- More than 15 years

19. Which of the following best describes your generation? 🗨️

- Traditionalists: Born between 1922 and 1943
- Baby Boomers: Born between 1944 and 1964
- Generation X: Born between 1965 and 1979
- Generation Y: Born between 1980 and 1994
- Generation Z: Born between 1995 and 2015
- Decline to answer

20. In which Division do you primarily work? 🗨️

- DAIDS
- DAIT
- DCR
- DEA
- DIR
- DMID
- VRC
- OSMO/OD

21. Do you hold a supervisory position? 🗨️

- Yes
- No