

NIH Events Management Branch Audio Visual Survey

Section 1: 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 (0925-0648). Do not return the completed form to this address.

Introduction:

This survey asks a series of questions about your perception of the NIH Events Management Branch's Audio Visual Services. Your feedback is valuable and will be used to evaluate current service use and satisfaction. We are also gathering ideas for improvement to better meet your needs. The data you provide will be combined with the responses of others and analyzed for an overall program performance.

Instructions:

Please see the attached survey card for your reference and use. The survey will be digital, however a hard copy of the survey questions is included to assist in the evaluation process. In addition, please note the following below:

- 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 approximately 5 minutes to complete.
- Try to answer each question as honestly and accurately as possible.
- At any point, you may exit the survey and return to complete the survey at a later time. Your answers will be saved.

Questions about this survey may be sent to Dr. Janice Rouiller (ORSSurveySystem@mail.nih.gov).

Data Collection Instruments

NIH Events Management Branch Audio Visual Survey

NIH Events Management Branch Audio Visual Survey

0%

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Introduction: The NIH Events Management Branch Audio Visual survey asks you about recent conference audio visual 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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Department of Health and Human Services

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14%

Where was the meeting held?

- Building 1
- Building 10
- Building 31
- Building 35
- Building 38
- Building 40
- Building 45
- Building 49
- Building 50
- Building 60
- Neuroscience
- Rockledge
- Fishers Lane

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Department of Health and Human Services

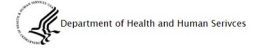
NIH Events Management Branch Audio Visual Survey



Was the room opened when you arrived?

- Yes
- No

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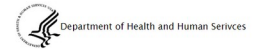
NIH Events Management Branch Audio Visual Survey



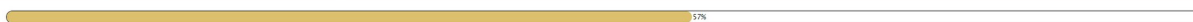
Was the audio visual (AV) equipment set up when you arrived?

- Yes
- No

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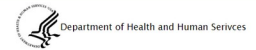
NIH Events Management Branch Audio Visual Survey



Please rate your satisfaction with the media experience and customer service provided.

	Unsatisfactory								Outstanding	Don't Know	Not Applicable
	1								10	(D/K)	(N/A)
Competence of AV staff	<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"/>
Responsiveness of AV staff	<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"/>
Courtesy of AV staff	<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"/>
Functioning of equipment	<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"/>
Quality of instruction on use of equipment	<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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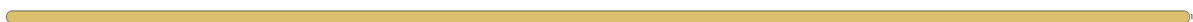


What could we improve with respect to the service moving forward?

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Thank you for participating in this survey.

