

## TITLE OF SURVEY

### ***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 (0925-0648). Do not return the completed form to this address.

#### **Introduction:**

This survey asks a series of questions about your perception of the Division of Veterinary Resources customer service. Your feedback is valuable and will be used to evaluate current satisfaction with services, gain ideas for improvement and inform our customer service training efforts.

#### **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 Colleen Guay Broder at [broderco@mail.nih.gov](mailto:broderco@mail.nih.gov).