



## DSEIS Maintenance and Repair Survey

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**Burden Disclosure:** Public reporting burden for this collection of information is estimated to average of 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:** 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](mailto: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

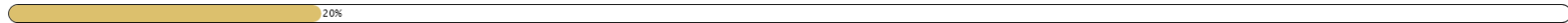
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## DSEIS Maintenance and Repair Survey



### What was your request for?

- Routine/Preventative maintenance
- Repair services

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## DSEIS Maintenance and Repair Survey



**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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**DSEIS Maintenance and Repair Survey**



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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