SURVEY SOLICITING EAP CUSTOMER SATISFACTION

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 EAP counseling services. Your feedback is valuable and will be used to evaluate counseling services provided during the early stages of COVID-19.

Instructions*:*

Please see the attached survey link 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:

- 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 Anna Verschoore at anna.verschoore@nih.gov.

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Sent via email

Hello,

The NIH Employee Assistance Program (EAP) is seeking feedback for those who have received our services from April 2020 through November 2020. Please answer this anonymous one question survey using the link below to help us know if your EAP experience was helpful. There will also be a space provided to share any anonymous feedback you have about our services

NIH Employee Assistance Program (EAP) Feedback Survey

The NIH Employee Assistance Program (EAP) is seeking feedback of those who have received services from April through October 2020. Please answer question one below to help us know if your EAP experience was helpful. Thank you for taking the time to provide your feedback.

Required

1. Did you find the services you received from EAP helpful to you in addressing the concerns that brought you to EAP?Required to answer Single choice, please.

⦿ Yes

◯ No

2. Please provide any feedback you may have about the EAP services:

Thank you so much for taking the time to complete this survey!

The NIH EAP Team