

**Office of Research Services (ORS)**  
**DSEIS Maintenance and Repair Services Survey**

Dear Colleague,

The Division of Scientific Equipment and Instrumentation Services (DSEIS) staff have recently provided you with equipment maintenance or repair services (**Work Request #**). Please take our brief survey about the services you received. The survey is designed to help us benchmark current service use and satisfaction. We are also gathering ideas for improvement to better meet your needs.

The survey is secure to the extent permitted by law. The Office of Quality Management (OQM) will analyze the results and provide a report. The survey should take no more than 5 minutes to complete. At the end of the survey, you will have the option to provide comments. We plan on summarizing the survey results on the DSEIS website.

Please take the survey in one sitting as you will be unable to save your progress. Please use IE or Chrome as your browser. Due to firewall constraints, the survey can be accessed only on NIH computers or other VPN-enabled NIH devices. If you encounter any issues with survey access, appearance, or 508 compliance, please contact Dr. Janice Rouiller, with the NIH ORS OQM at [ORSSurveySystem@mail.nih.gov](mailto:ORSSurveySystem@mail.nih.gov).

**Survey Link**

Thank you for your participation.

Jerry Tyus  
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