

NIH Events Management Branch Scheduling Services 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:

The NIH Events Management Branch Scheduling Services Survey asks you about the recent scheduling 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

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 Scheduling Survey

 National Institutes of Health
Office of Management

Office of Research Services OMB# 0925-0648 Exp., date: 05/31/2021

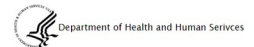
NIH Event Management Branch Scheduling Services Survey

0%

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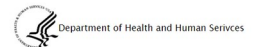
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12%

Did you make the initial reservation?

☐ Yes
☐ No

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100%

Thank you for participating in the survey. If you did not make the initial reservation for scheduling services, you did not receive the remaining questions in the survey.



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25%

Did you receive a confirmation regarding your reservation?

☐ Yes

☐ No

☐ Don't know

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37%

Did you receive a revised email confirmation when changes were made to your reservation?

☐ Yes

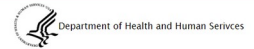
☐ No

☐ Don't know

☐ Not applicable

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50%

Was the confirmation accurate?

☐ Yes

☐ No

☐ Don't know

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62%

Please rate your satisfaction with the scheduling services provided.

	Unsatisfactory										Outstanding	Don't Know	Not Applicable
	1										10	(D/K)	(N/A)
Competence of staff	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Courtesy of staff	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Timely response to scheduling request	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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Department of Health and Human Services

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75%

What was done particularly well with respect to our scheduling services?

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NIH Event Management Branch Scheduling Services Survey

87%

What could we improve with respect to future scheduling services?

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NIH Event Management Branch Scheduling Services Survey

100%

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