

# MEI Customer Satisfaction Survey

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Start of Block: MEI - CSS

We are currently conducting an end of year survey of key stakeholders who have worked with our team in the Minority Educational Institutions Division (MEI) at the U.S. Department of Energy (DOE). The data you supply will be used to enhance our services and future strategies. As such, your opinions and feedback are very important to us. As such, we welcome all recommendations you provide. This survey aims to assess the various aspects of your experiences with MEI, such as program offerings, staff interactions, informational sessions, partnerships, and overall feedback.

Public reporting burden for this collection of information is estimated to average of 5 to 10 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. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Office of the Chief Information Officer, Enterprise Policy Development & Implementation Office, IM-22, Information Collection Management Program (1910-5160), U.S. Department of Energy, 1000 Independence Ave SW, Washington, DC 20585; and to the Office of Management and Budget (OMB), OIRA, Paperwork Reduction Project (1910-5160), Washington, DC 20503.

Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a currently valid OMB control number. Submission of this data is voluntary. Responses will be kept confidential. By taking this survey, you agree that we store and analyze data for future reports.

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Page Break

Q0 Overall, how satisfied are you with your most recent interaction with the Minority Educational Institutions Division?

- Extremely satisfied (1) (1)
  - Somewhat satisfied (2) (2)
  - Neither satisfied nor dissatisfied (3) (3)
  - Somewhat dissatisfied (4) (4)
  - Extremely dissatisfied (5) (5)
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Q1 Did the information sessions provide solutions to your problems?

- Yes (1)
  - No (2)
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Q2 Were the opportunities clear and accessible?

- Yes (1)
  - No (2)
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Page Break

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Q3 Did you feel prepared to take next steps to access opportunities?

Yes (1)

No (2)



Q4 Are there any additional topics you would like to learn more about in regard to DOE's initiatives in support of minority serving institutions, minority businesses and underserved communities? If so, please elaborate.

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Q5 Did the DOE webinars assist you in your Science, Technology, Engineering, and Mathamtics (STEM) education (internships, financial, advanced career education, educational changes and career preparation)?

Yes (1)

No (2)

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Q6 On a scale from 1-5 (from "extremely easy" to "not at all"), was the information easy to understand?

Extremely easy (1) (5)

Very easy (2) (4)

Moderately easy (3) (3)

Slightly easy (4) (2)

Not at all (5) (1)

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Q7 Is there a more effective way to share information with stakeholders? Please explain.

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Q8 How did you find out about events (marketing material, colleagues, direct email, website)? Please explain.

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Q9 Were you motivated to apply for opportunities at educational institutions or national laboratories?

Yes (1)

No (2)

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Q10 What technical assistance have you received from DOE and which program office provided the support. Please note how beneficial and what could be improved.

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Q11 What technical assistance have you received from other agencies. Please list the agency, type of assistance and how beneficial it was to you and how it can be improved.

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