## **OAM Customer Service Survey**

Beginning in 2021, the Office of Administrative Management (OAM) collaboratively created the OAM 2022-2024 Strategic Plan. Our realized mission is to deliver business solutions that help NEI advance vision research and be Essential Business Partners to all NEI Staff.

One of our five strategic priorities is to provide key administrative services and strengthen our ability to deliver those services in a timely, accurate, and consistent manner so to be perceived as a valued advisor and business partner.

We ask all NEI staff to complete this annual survey, which will take no more than 10 minutes, to ensure we meet our strategic goal of being Essential Business Partners.

For more information about the OAM Strategic Plan, please visit our page on the NEI Intranet. If you encounter any problems, please contact ryanjr@mail.nih.gov. Thank you for your support!

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Generic Clearance for NIH Citizen Science and Crowdsourcing Projects

OMB#: 0925-0766

Expiration Date: Sun Apr 30 00:00:00 EDT 2023

Public reporting burden for this collection of information is estimated to average 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. 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 (0925-0766). Do not return the completed form to this address.

What type of work do you perform at NEI?	<ul><li>Intramural Research</li><li>Clinical Care</li><li>Extramural</li><li>Admin/Other</li></ul>
Which OAM business areas/services do you interact with most?	☐ Procurement/Purchasing ☐ Travel ☐ Facilities ☐ Property ☐ Budget/Finance ☐ Information Technology ☐ Administrative Officer/Admin Tech ☐ Ethics ☐ Human Resources/Recruitment ☐ Contracting ☐ Training/Development



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Procurement/Purchasing							
Please rate the Procuremen	nt/Purchasi	ing team	on the fo	llowing qu	estions.		
	Don't Know	Never	2	3	4	Always	Clear Selection
Does the Procurement team display the knowledge needed to complete my requests?	0	0	0	0	0	0	0
Does the Procurement team communicate effectively?	$\circ$	0	0	0	$\circ$	0	0
Does the Procurement team process my requests in a timely manner?	0	0	0	0	0	0	0
Is the Procurement team an effective problem solver?	0	0	0	0	0	0	0
You gave at least one rating below detail here:	v 3; please pı	rovide	_				_
What, if anything, could the Procuteam do more of and/or differentlyou?							



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	Don't Know	Never	2	3	4	Always	Clear Selection
Does the Travel team display the knowledge needed to complete my requests?	0	0	0	0	0	0	0
Does the Travel team communicate effectively?	0	0	0	0	0	0	0
Does the Travel team process my requests in a timely manner?	0	0	0	0	0	0	0
Is the Travel team an effective problem solver?	0	0	0	0	0	0	0
You gave at least one rating below detail here:	v 3; please p	rovide	_				
What, if anything, could the Trave and/or differently to best support		ore of					

Facilities							
Please rate the Facilities to	Don't Know	Never Never	g question 2	<b>15.</b> 3	4	Always	Clear Selection
Does the Facilities team display the knowledge needed to complete my requests?	0	0	$\bigcirc$	0	0	0	0
Does the Facilities team communicate effectively?	0	0	0	0	0	0	0
Does the Facilities team process my requests in a timely manner?	0	0	0	0	0	0	0
Is the Facilities team an effective problem solver?	0	0	0	0	0	0	0
You gave at least one rating belo detail here:	w 3; please p	rovide					
What, if anything, could the Facil of and/or differently to best supp		more					



Please rate the Property te	Don't Know	Never	2	3	4	Always	Clear Selection
Does the Property team display the knowledge needed to complete my requests?	0	0	0	0	0	0	0
Does the Property team communicate effectively?	0	0	0	0	0	0	0
Does the Property team process my requests in a timely manner?	0	0	0	0	0	0	0
Is the Property team an effective problem solver?	0	0	0	0	0	0	0
You gave at least one rating below detail here:	w 3; please p	rovide					
What, if anything, could the Prope and/or differently to best support		more of					

Budget/Finance							
Please rate the Budget/Fina	ance team	on the fo	llowing q	uestions.			
	Don't Know	Never	2	3	4	Always	Clear Selection
Does the Budget/Finance team display the knowledge needed to complete my requests?	0	0	0	0	0	0	0
Does the Budget/Finance team communicate effectively?	$\circ$	0	0	0	0	0	$\circ$
Does the Budget/Finance team process my requests in a timely manner?	0	0	0	0	0	0	0
Is the Budget/Finance team an effective problem solver?	0	0	0	0	0	0	0
You gave at least one rating below detail here:	v 3; please p	rovide	_				_
What, if anything, could the Budg more of and/or differently to best							



## **Information Technology** Please rate the Information Technology team on the following questions. Don't Know Never Always Clear Selection $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ Does the Information Technology team display the knowledge needed to complete my requests? $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ Does the Information Technology team communicate effectively? $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ Does the Information Technology team process my requests in a timely manner? $\bigcirc$ $\bigcirc$ $\bigcirc$ Is the Information Technology $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ team an effective problem solver? $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ Does the Information Technology team provide effective conferencing and collaboration services and support? $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ Does the Information Technology team provide effective IT security services and support? $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ Does the Information Technology $\bigcirc$ team provide effective server and storage services and support? $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ Does the Information Technology $\bigcirc$ team provide effective application and SharePoint services and support? $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ Does the Information Technology team provide effective network services and support? $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ Are Information Technology resources easy to find on the NEI intranet? You gave at least one rating below 3; please provide detail here: What, if anything, could the Information Technology team do more of and/or differently to best support you?

## Administrative Officer/Admin Tech

Please rate the Administra	tive Officer	/Admin T	ech team	on the fo	llowing q	uestions.	
	Don't Know	Never	2	3	4	Always	Clear Selection
Does the Administrative Officer/Admin Tech team display the knowledge needed to complete my requests?	0	0	0	0	0	0	O
Does the Administrative Officer/Admin Tech team communicate effectively?	0	0	0	0	0	0	0
Does the Administrative Officer/Admin Tech team process my requests in a timely manner?	0	0	0	0	0	0	0
Is the Administrative Officer/Admin Tech team an effective problem solver?	0	0	0	0	0	0	0
Does the Administrative Officer/Admin Tech team provide effective facilities-related support?	0	0	0	0	0	0	0
Does the Administrative Officer/Admin Tech team provide effective personnel-related support?	0	0	0	0	0	0	0
Does the Administrative Officer/Admin Tech team provide effective travel-related support?	0	0	0	0	0	0	0
Does the Administrative Officer/Admin Tech team provide effective budget-related	0	0	0	0	0	0	0
support? Does the Administrative Officer/Admin Tech team provide effective procurement-related support?	0	0	0	0	0	0	0
You gave at least one rating below detail here:	w 3; please p	rovide					
What, if anything, could the Admi Officer/Admin Tech team do more to best support you?		ferently					

Please rate the Ethics team	on the fol	lowina au	uestions.				
	Don't Know	Never	2	3	4	Always	Clear Selection
Does the Ethics team display the knowledge needed to complete my requests?	0	0	0	0	0	0	0
Does the Ethics team communicate effectively?	0	0	0	0	0	0	0
Does the Ethics team process my requests in a timely manner?	$\circ$	0	0	0	0	0	0
Is the Ethics team an effective problem solver?	0	0	0	0	0	0	0
You gave at least one rating below detail here:	v 3; please p	rovide					_
What, if anything, could the Ethics and/or differently to best support		ore of					

## **Human Resources/Recruitment** Please rate the Human Resources/Recruitment team on the following questions. Don't Know Never Always Clear Selection $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ Does the Human Resources/Recruitment team display the knowledge needed to complete my requests? $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ Does the Human $\bigcirc$ Resources/Recruitment team communicate effectively? $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ Does the Human Resources/Recruitment team process my requests in a timely manner? $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$ Is the Human Resources/Recruitment team an effective problem solver? You gave at least one rating below 3; please provide detail here: What, if anything, could the Human Resources/Recruitment team do more of and/or differently to best support you?



Contracting (OLAO)  Please rate the Contracting	n (OLAO) te	am on th	e followir	na auestia	inc		
Trease rate the contraction	Don't Know	Never	2	3	4	Always	Clear Selection
Does the Contracting (OLAO) team display the knowledge needed to complete my requests?	0	0	0	0	0	0	0
Does the Contracting (OLAO) team communicate effectively?	0	0	0	0	0	0	0
Does the Contracting (OLAO) team process my requests in a timely manner?	0	0	0	0	0	0	0
Is the Contracting (OLAO) team an effective problem solver?	0	0	0	0	0	0	0
You gave at least one rating belo detail here:	w 3; please p	rovide					_
What, if anything, could the Cont of and/or differently to best supp		do more					



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Please rate the Training/De	<del>-</del>	team on	the follow	wing ques	tions.		
	Don't Know	Never	2	3	4	Always	Clear Selection
Does the Training/Development team display the knowledge needed to complete my requests?	0	0	0	0	0	0	0
Does the Training/Development team communicate effectively?	0	0	0	0	0	0	0
Does the Training/Development team process my requests in a timely manner?	0	0	0	0	0	0	0
Is the Training/Development team an effective problem solver?	0	0	0	0	0	0	0
You gave at least one rating belo detail here:	w 3; please p	rovide					
What, if anything, could the Train do more of and/or differently to b							
Submission Date							



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