

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0648 Exp., date: 06/30/2024)

ORIP P40 Resource Center User Survey

[Resource Center name]

A: Rat Resource and Research Center (RRRC)

B: Vervet Research Colony (VRC)

C: National Natural Toxins Research Center (NNTRC)

Thank you for participating in our survey! Your responses are being collected by the Human Resources Research Organization (HumRRO), an independent third party. Your opinions and feedback will be combined with those of other customers to help the Office of Research Infrastructure Programs (ORIP) understand how to best serve you. This survey is authorized by Office of Management and Budget Control No. 0925-0648, which expires on June 30, 2024, and your participation is voluntary and anonymous.

Burden Disclosure: Public reporting burden for this collection of information is estimated to average 7 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.

Please click “Next” to begin.

Thank you for assisting in a pilot study to gather feedback on selected resource centers funded by the National Institutes of Health’s (NIH) Office of Research Infrastructure Programs (ORIP). In this survey we are asking for your perspective as a user of the resources and services provided by **[Resource Center name]**, especially your user experience(s) from 2017 to the present. Questions in Part I ask about your research in general, not specifically tied to the **[Resource Center name]**. Questions in Part II ask about your research related to resources and services provided by the **[Resource Center name]**.

Part I. Background Questions

1. Which role most closely describes you?
 - a. Principal investigator
 - b. Researcher
 - c. Research support staff
 - d. Veterinarian/veterinary technician
 - e. Educator/trainer
 - f. Other (please specify) _____

2. What type of institution are you employed by?
 - a. NIH Institute, Center, or Office (ICO) (e.g., National Cancer Institute, Office of AIDS Research)
 - b. U.S. federal government agency other than NIH
 - c. Academic institution
 - d. Private or nonprofit foundation
 - e. Industry/pharmaceutical/for-profit organization
 - f. Other (please specify) _____

3. Which organizations have funded your research from 2017 to the present? (Please select all that apply.)
 - a. NIH ICO (e.g., National Cancer Institute, Office of AIDS Research)
 - b. U.S. federal government agency other than NIH
 - c. Academic institution
 - d. Private/nonprofit foundation
 - e. Industry/pharmaceutical/for-profit organization
 - f. Other(s) (please specify) _____

4. [ASK ONLY IF Q3 = A] Which NIH ICOs have provided funding for your research from 2017 to the present? (Please select all that apply.)
 - a. National Cancer Institute (NCI)
 - b. National Center for Advancing Translational Sciences (NCATS)
 - c. National Eye Institute (NEI)
 - d. National Heart, Lung, and Blood Institute (NHLBI)
 - e. National Human Genome Research Institute (NHGRI)
 - f. National Institute on Aging (NIA)
 - g. National Institute on Alcohol Abuse and Alcoholism (NIAAA)
 - h. National Institute of Allergy and Infectious Diseases (NIAID)
 - i. National Institute of Arthritis and Musculoskeletal and Skin Diseases (NIAMS)
 - j. National Institute of Biomedical Imaging and Bioengineering (NIBIB)
 - k. *Eunice Kennedy Shriver* National Institute of Child Health and Human Development (NICHD)
 - l. National Institute on Deafness and Other Communication Disorders (NIDCD)
 - m. National Institute of Dental and Craniofacial Research (NIDCR)
 - n. National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK)

- o. National Institute on Drug Abuse (NIDA)
- p. National Institute of Environmental Health Sciences (NIEHS)
- q. National Institute of General Medical Sciences (NIGMS)
- r. National Institute of Mental Health (NIMH)
- s. National Institute on Minority Health and Health Disparities (NIMHD)
- t. National Institute of Neurological Disorders and Stroke (NINDS)
- u. National Institute of Nursing Research (NINR)
- v. National Library of Medicine (NLM)
- w. Fogarty International Center (FIC)
- x. National Center for Complementary and Integrative Health (NCCIH)
- y. Office of AIDS Research (OAR)
- z. Office of Behavioral and Social Sciences Research (OBSSR)
- aa. Office of Research Infrastructure Programs (ORIP)
- bb. Office of Research on Women's Health (ORWH)
- cc. Office of Strategic Coordination (OSC)/Common Fund
- dd. Sexual & Gender Minority Research Office (SGMRO)
- ee. Tribal Health Research Office (THRO)

Part II. User Experience

These questions ask about your individual experience(s) with resources and services from the **[Resource Center name]** from 2017 to the present.

WILL SEE A, B or C depending on the Resource Center:

A: **[RRRC]** Resources include normal/wild-type animals, mutant or genetically modified animals, and biomaterials, such as tissues and blood. Services include cryopreservation and cryostorage, genetic testing, training, and other related services.

B: **[VRC]** Resources include normal/wild-type animals, on-site studies, and biomaterials, such as tissues and blood. Services include data, consultation, training, and other related services.

C: **[NNTRC]** Resources include venom, snake blood, and other biomaterials. Services include assays, Western blots, training, and other related services.

5. From 2017 to the present, when conducting research using resources and services from the **[Resource Center name]**, which area(s) of biomedical research has your research focused on? (Please select all that apply.)
- a. Aging
 - b. Cardiology
 - c. Diabetes
 - d. Drug development
 - e. Genetics
 - f. HIV/AIDS
 - g. Immunology
 - h. Infectious disease
 - i. Medical technology
 - j. Mental health
 - k. Metabolism
 - l. Neurology
 - m. Obesity
 - n. Oncology
 - o. Pediatric research
 - p. Reproductive biology
 - q. Substance abuse
 - r. Toxicology
 - s. Women's health
 - t. Other (please specify)
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	Very large extent	Large extent	Neutral	Little extent	Very little extent	Not applicable
6. To what extent do the resources offered support your individual research interests?						
7. To what extent does the process for requesting resources or services meet your research needs?						
8. To what extent does the delivery time meet your research needs?						
9. To what extent have you encountered problems or quality concerns with resources you ordered?						
10. To what extent do the services offered fulfill your research needs?						
11. To what extent are you satisfied with the resources and/or services offered?						
12. How likely are you to recommend the resources and/or services offered?						

13. Please share any additional comments related to process and satisfaction.

	Very large extent	Large extent	Neutral	Little extent	Very little extent	Not applicable
14. To what extent do the resources offered support your resource needs?						
WILL SEE IF Resource Center A or B: 15. To what extent do the resources offered meet your normal/wild-type animal needs?						
WILL SEE IF Resource Center A: 16. To what extent do the resources offered meet your mutant or genetically modified animal needs?						
17. To what extent do the resources offered meet your biomaterial needs?						

<p>WILL SEE A, B, or C depending on the Resource Center:</p> <p>18. A: [RRRC] To what extent do the services (e.g., cryopreservation and cryostorage, genetic testing) offered meet your needs?</p> <p>B: [VRC] To what extent do the services (e.g., data, consultation) offered meet your needs?</p> <p>C: [NNTRC] To what extent do the services (e.g., assays, Western blots) offered meet your needs?</p>						
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19. What additional products and services would be relevant or useful to your research?

20. Please share any additional comments related to the resource center resources and services.
