

OIT Customer Survey

OMB # 0925-0648, Expiration 6/30/2024

OIT is very excited about the changes we're making to make us a more customer centric and agile organization. We are pleased to announce the redesigned [OIT website](#), which communicates our improved service offerings to promote customer engagement and collaboration. Please let us know your thoughts by filling out the following survey.

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.

OK

* 1. Based on your current interactions with OIT, how would you rate your overall experience?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
★	★	★	★	★

* 2. What services do you use currently utilize from OIT? (Select all that apply)

- Web Application Development and Management
- Information Systems and Network Security
- Server Hosting
- Professional Services
- Cloud Computing
- End User Services (Help Desk)
- Other (please specify)
-
- None of the above

* 3. How would you rate the services you received?

	Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied	N/A
Web Application Development and Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Server Hosting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cloud Computing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
End User Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Systems and Network Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 4. When you interact with departments within OIT, how satisfied or dissatisfied are you with the level of communication?

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 5. Of the services OIT currently offers but you do not utilize, which one(s) interest you the most?

- | | |
|---|---|
| <input type="checkbox"/> Web Application Development and Management | <input type="checkbox"/> Information Systems and Network Security |
| <input type="checkbox"/> Server Hosting | <input type="checkbox"/> Professional Services |
| <input type="checkbox"/> Cloud Computing | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> End User Services | |

6. What services would be beneficial to your organization that are not currently offered by OIT?

* 7. How likely is it that you would recommend OIT to other customers in your position?

Highly Unlikely	Unlikely	Neutral	Likely	Highly Likely
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Based on your overall experience rating, what changes would OIT have to make for you to give it an even higher rating?