**NIH Office of the Director (OD)**

**Office of Communication and Public Liaison (OCPL)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 07 | Customer Satisfaction |  The entire NIH community | Satisfaction with NIH Record |

**NIH Institute/Center (I/C)**

**I/C, Biomedical Engineering and Bioengineering (NIBIB) Biomedical Engineering and Physical Science (BEPS) – formerly known as DBEPS within ORS Scientific Resources (SR) community**

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| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | DBEPS collaborators | Assess satisfaction of collaborators with collaborative efforts |
| 03 |
| 04 |
| 04 | Needs Assessment | DBEPS collaborators (NIH senior principal/tenure track investigators) and budget and executive officers. | Assess extent of recent collaborations, collaboration choices, cost determination, anticipated future collaborative efforts, and potential funding options.  |

**I/C, Clinical Center (CC)**

**CC Office of Communications and Media Relations**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 15 | Customer Satisfaction and Needs Assessment - Finalized but not distributed | NIH Clinical Center staff | Assess satisfaction with CC News and obtain ideas for improvement |
| 16 |

 **I/C, Clinical Center (CC) (cont.)**

**CC Office of Patient Recruitment (OPR)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 14 | Customer Satisfaction and Needs Assessment | ICs (protocols) using OPR for patient recruitment services  | Assess IC protocol patient recruitment services use, satisfaction, and needs |
| 19 | Customer Satisfaction and Training Needs Assessment | Customers requesting information from the NIH Clinical Center Office of Patient Recruitment (OPR) by email or telephone | Draft surveys proposed and revised several times |
| 20 | Final survey generated and approved. Information gained from the survey will be used to inform training efforts and serve as the baseline for measuring optimal customer service |

**I/C, Fogarty International Centers**

**Office of the Director, Step-It-Up Initiative**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Survey Type** | **Customers** | **Description** |
| 16 | Program Evaluation | The entire NIH community using ORS global email list | Assess effectiveness of initiative in both awareness and impact on peoples’ behavior (i.e., increased use of stairs) |

**I/C, National Institute of Neurological Disorders and Stroke (NINDS)**

**NINDS Neurology Consultation Service (NCS)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 16 | Scheduling service satisfaction and needs assessment – Finalized but not distributed | Patients receiving neurological service scheduling at the Clinical Center | Benchmark and needs assessment |

**NIH Office of Management (OM)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 08 | Organizational Assessment (interview and questionnaire summaries at ORS Service Group level) for input into OM Dashboard | Most ORS service groups were included such as DVR, Emergency Preparedness, NIH Library, Mail and Courier, Medical Arts, OQM, Physical Security, and Workforce Management Planning among others)  | Gap analysis results for each ORS service group incorporated into OM Dashboard presentation |

**OM Office of Acquisition and Logistics Management (OALM)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** |  | **Customers** | **Description** |
| 19 | In support of Optimize NIH, assess how acquisition services are provided across NIH. In addition, assess service satisfaction and elicit ideas for improvement including technological improvements. | All customers and providers of acquisition services in NIH.  | Developed draft survey that would be distributed to all of NIH and responses grouped by demographics including IC, COAC, role, and role tenure. |
| 20 | Revised survey numerous times. Decision made to use focus group surveys rather than survey the entire NIH population. |

**OALM Office of Acquisition Management and Policy (OAMP)**

**OAMP Division of Simplified Acquisition Policy and Services (DSAPS)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 16 | Blanket Purchas Agreement (BPA) Needs Assessment | P-Card holders, purchasing agents, contract specialists/contracting officers, staff working in an Office of Acquisition (OA)/ Consolidated Operations Acquisition Center (COAC), and staff in the delegated simplified acquisition community | Survey used to obtain customer requirements regarding the Blanket Purchase Agreement (BPA) program (e.g., use, frequency of ordering, satisfaction, and ideas for additional BPAs). Data analyzed by a variety of demographics including IC, role, and tenure. |

**NIH OM, ORS Office of the Director (OD)**

| **FY** | **Survey Type** | **Customers** | **Description** |
| --- | --- | --- | --- |
| 01 | Climate Assessment | ORSAC and ORS leadership team members | Assess perceptions of decision making and information access involving important ORS-wide initiatives, direction, etc. |
| 02 |
| 02 | Customer Satisfaction | Senior leaders at NIH (e.g., NIH senior managers, IC Directors, Executive Officers, FARB members, ORS Advisory Committee members – both on and off NIH campus | Customer ratings of satisfaction and importance of 5 ORS major service areas and ORS leadership performance |
| 07 | Needs Assessment | The entire NIH community using ORS global email list | ORS services including Medical Arts, Print and Digital Media, NIH Library, NIH Events Management, SEIB, worksite enrichment programs, travel, transportation, parking, and DVR. |
| 07 | Climate Assessment | ORS staff | Obtain ORS staff perceptions about alternative work arrangements such as telework |

**NIH OM, ORS Office of the Director (OD) (cont.)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 10 | ORS corporate identity survey  | ORS staff  | ORS corporate identity polo shirt |
| 11 | Service use and Customer Satisfaction | AOs | Obtain feedback on the key request process at NIH (e.g. replacement of lost key, new key request, duplicate key request.) |
| 12 | Needs Assessment | ORS and ORF Management | Identify components for a successful service area performance plan |
| 14 | Needs Assessment | ORS-identified “future leaders” of ORS | Obtain preferences on level and type of involvement in ORS strategic planning activities |
| 14 | Needs Assessment related to “ORS as a Customer Initiative” | ORS Contracting Office Representatives | Obtain COR needs related to new website concerning desired topics, training, links to other useful information, etc. |
| 14 | Current use of ORS intranet and Needs Assessment related to “ORS Internal Communications Sub-committee Initiative” | The entire ORS community | Obtain ORS staff use and preferences related to internal communications(e.g., ORS intranet, social networking tools, ORS-wide meetings, etc.) |
| 15 | ORS “People’s Choice” Award survey | The entire ORS community | Voting determines winner of award |
| 16 |
| 17 |
| 16 | ORSAC Needs Assessment | ORSAC committee members | Obtain members thoughts on meeting agenda, frequency, topics and obtain ideas for improvement |
| 18 | Customer Satisfaction | ORS Staff | Obtain staff perceptions about the “Cool Down Day” event and gather ideas for improving the event. |

**ORS OD, ORS Office of Administrative Management (OAM)**

**OAM Administrative Services Branch (ASB)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 03 | Service use and Customer Satisfaction Survey | ORS/ORF staff and contractors  | Obtain use and satisfaction with ASB services |
| 04 |
| 05 |
| 06 |
| 09 |
| 04 | Administrative Office Meeting (AO) Needs Assessment | FY04 AO meeting attendees | Assess AO Office Meeting frequency, invitees, contents, etc. |
| 13 | Administrative Services Branch (ASB) task identification and ratings | ORS and ORF administrative officers (AOs), division directors, managers and supervisors, and program support staff | As part of the ASB Director’s Initiative collected data to identify perceived responsibilities for performing ASB tasks. Summarized results in two reports. |
| 14 |

**OAM Information Technology Branch (ITB)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction  | ORS and ORF staff and contractors | Obtain satisfaction and importance ratings on ITB desktop support services |
| 03 | Customer Satisfaction  | ORS and ORF staff and contractors | Obtain satisfaction and importance ratings on all ITB services (i.e., help desk, desktop support, network services, web services, project management services, and customized support services) |
| 05 |
| 05 | Needs Assessment  | ORS and ORF staff and contractors | Obtain data on importance and criticality of ITB supported software applications (e.g., CATWeb, Rational, Remedy, Confined Space Database, EDMS, etc.)  |

**OAM Information Technology Branch (ITB) (cont.)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 08 | Customer Satisfaction | ORS and ORF staff and contractors requesting ITB help desk services | Obtain monthly satisfaction ratings. |
| 09 |
| 10 |
| 10 | Needs Assessment | ORS and ORF staff and contractors | Use, importance and criticality ratings of ITB software applications A section also devoted to “executive “perceptions of future needs and prioritization of services |
| 11 |

**OAM Management Analysis and Review Branch (MARB)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | ORS staff requiring approval | Obtain satisfaction and importance ratings on one Ethics Service Area (HHS 520 Requests for Approval of Outside Activity) |
| 10 | Needs Assessment  | ORS and ORF staff and contractors | Obtain data on use and importance of a number of ITB software applications and technical services. A section also devoted to “executive “perceptions of future needs and prioritization of services |
| 12 | Needs Assessment | ORS and ORF staff  | Obtain data on awareness, use and understanding of MARB services |
| 16 | Needs Assessment – Finalized but not distributed | ORS and ORF staff  | Obtain data on awareness, use and understanding of MARB services |

**OAM Workforce Management and Planning Branch (WMPB)**

|  |  |  |  |
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| **FY** | **Survey Type** | **Customers** | **Description** |
| 07 | Needs Assessment | ORS and ORF division directors, branch chiefs, supervisors and team leads | Obtain data on awareness, use and understanding of WMPB services |
| 20 | FEVS survey for contractors | ORS contractors | Work with Roman Gulakowski to provide input on a survey similar to the FEVS for ORS contractors |

**ORS OD, Medical Arts Branch (MAB)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | Those requesting photography services | Measure satisfaction with and importance of photography services |
| 02 | Customer Satisfaction | Those requesting graphic design services | Measure satisfaction with and importance of graphic design services |
| 02 | Customer Satisfaction | Those requesting printing services | Books, Pamphlets, Forms, Programs, Posters, Tabs, Business Cards, Bookbinding, Folders, Binders & Envelopes |
| 02 | Customer Satisfaction | Those requesting printing services | Grant applications, scanning, pdf, bookmark, CD and copy center service |
| 16 | Needs Assessment and Customer Satisfaction *Note: Only 47 responses to survey during this time period. Not actively using the survey.* | Those recently receiving any MAB service. | Assess satisfaction with services and gather ideas for improvement |
| 17 |
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**ORS OD, ORS Office of Budget and Finance (OBF)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 03 | Customer Satisfaction | ORS staff requiring budget and finance related products and services | Obtain satisfaction and importance ratings on budget and finance related products and services |

**OBF Financial Management Branch**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | ORS users of the service | Obtain satisfaction and importance ratings on ORS property management services |
| 04 | Customer Satisfaction | NIH Budget Officers and FMB Budget Analysts | Obtain satisfaction and importance ratings on the ORS Consolidated Statement of Services (CSS) |
| 05 |
| 04 | Customer Satisfaction and Needs Assessment | NIH Lessors of the SAFB lease payment process | Obtain satisfaction and importance ratings on the ORS SAFB lease payment process |
| 05 |

**ORS OD, Office of Quality Management (OQM)**

| **FY** | **Survey Type** | **Customers** | **Description** |
| --- | --- | --- | --- |
| 02 | Customer Satisfaction, Needs Assessment, and Climate Assessment | ORS/ORF performance management team leaders, OQM consultants. members, and additional senior ORS/ORF managers | Assess satisfaction with, needs, and perceptions of the PM program |
| 03 |
| 04 |
| 02 | Training Course evaluations of OQM Performance Management (PM) training portfolio | Course attendees  | Portfolio includes ASA Template, Process Mapping, Data Analysis and Graphing, Financial Measures, Performance Management Orientation for ORS, BSC Orientation for ORS, Measures Workshop, Managing With Measures, Performance Management using BSC, Customer Assessment, and Risk Management |
| 03 |
| 04 |
| 05 |
| 10 |
| 03 | Performance Management (PM) conference evaluations | Conference attendees (ORS service area representatives) | Performance Management (PM) conference satisfaction with ORS service group presentations on a quarterly rotating basis |
| 04 |
| 05 |

**ORS OD, Program and Employee Services (PES)**

**PES Division of Amenities and Transportation Services (DATS)**

**DATS Amenities Program Branch (APB)**

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| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 04 | Customer Satisfaction | NIH staff DC area distribution list | Obtain use, satisfaction with, and perceived importance of a variety of DATS amenities (i.e., child care, fitness centers, cafeterias, interpreting services, retail programs, credit union) |
| 12 | Customer use and awareness of services | NIH staff DC area distribution list | Obtain use, satisfaction with, and perceived importance of a variety of DATS amenities (e.g., child care, cafeterias, fitness centers, bicycle program, alternative commuting supports, and alternative work schedules). |

**DATS APB Child and Family**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | NIH child care users | Satisfaction ratings of child care centers |
| 05 | Customer Satisfaction and Needs Assessment | Possible and actual NIH child care center users  | Obtain use of, satisfaction with, and importance of NIH child care centers on main campus |
| 13 | Needs Assessment- Use, Importance, and Satisfaction with child care and adult care services, flexible work schedules, wellness supports, and subsidy programs | NIH staff on Bethesda campus, at other Montgomery County locations, National Institute of Environmental Health Services (NIEHS) in North Carolina, and Rocky Mountain Laboratories in Montana | Obtain data on Use, Importance, and Satisfaction with child care and adult care services, flexible work schedules, wellness supports, and subsidy programs |

**DATS APB Fitness and Wellbeing**

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| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 08 | Needs Assessment | Fishers Lane NIH community | Obtain customer needs information (e.g., hours of operation, type of equipment, days of week, etc.) concerning proposed Fishers Lane fitness center in order to best meet customer expectations |
| 08 | Needs Assessment | NIH Bayview community | Obtain customer needs information (e.g., hours of operation, type of equipment, days of week, etc.) concerning proposed Bayview fitness center in order to best meet customer expectations |
| 10 | Customer Satisfaction | Users of NIH wellness centers | Assess participant satisfaction with the Health and Wellness Expo provided by DATS |

**DATS APB Food Services**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 07 | Customer Satisfaction | Users of NIH main campus dining centers | Obtain ratings on use of, satisfaction with, and importance of dining centers on NIH main campus |
| 08 | Customer Satisfaction  | NIH Bayview community  | Obtain ratings on use of, satisfaction with, perceived importance of, and food preferences at dining centers at the NIH Bayview community |
| 10 | Customer Satisfaction | Users of Building 38A dining center | Obtain ratings on use of, satisfaction with, perceived importance of, and food preferences at the Building 38A dining center |

**DATS APB Food Services (cont.)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 14 | Needs Assessment | Entire NIH community including visitors to the NIH main campus  | Obtain data concerning food service user needs and preferences at NIH main campus dining centers, concession stands, coffee bars, and vending machines. Data will help structure the “Performance Work Statement” for the re-compete for these services in FY15. |
| 17 | Customer Satisfaction – finalized but not distributed | NIH Main Campus, Fishers Lane, and Rockledge Cafeterias/Coffee Bars,  | Obtain ratings on use of, satisfaction with, and perceived importance of NIH cafeterias/coffee bars. |

**DATS APB Interpreting Services**

|  |  |  |  |
| --- | --- | --- | --- |
| 16 | Customer Satisfaction - Finalized but not distributed | Users of NIH Interpreting Services | Ratings of Access Portal, Staff, Video Remote services, and Computer Aided Real Time Translation (CART) services |

**DATS APB Travel Program *Note: This program is no longer part of DATS***

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | Requestors of service | Obtain ratings on satisfaction with and perceived importance of Government Travel Cards |
| 07 | Customer Satisfaction | Users of Omega World Travel services | Obtain ratings on satisfaction with Omega travel services |

**DATS Transportation and Services Branch (TSB)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 03 | Customer Satisfaction | NIH Campus and Montgomery County employees and contractors | Obtain satisfaction and importance ratings on attendant-assisted parking, shuttle service, and parking permit renewal |

**DATS TSB Commuter Information**

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| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 17 | Needs Assessment | Distributed to Northern Bethesda/Rockville NIH tenants who reside or will move to the Rock Spring area. | Obtain information from NIH tenants residing in Montgomery County off-site locations identified to be moved. Data are obtained to better understand current transportation to/from work in order to identify new shuttle and bus route options. |
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| 19 |

**DATS TSB Parking**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 16 | Customer Satisfaction – Finalized but not distributed | Users of attendant-assisted parking services on NIH main campus | Obtain **bi-annual** ratings on satisfaction with NIH attendant-assisted parking ervice |

**DATS TSB Shuttles**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 08  | Customer Satisfaction | Users of NIH shuttles on NIH main campus or in Montgomery County, MD. | Obtain **quarterly** ratings on satisfaction with NIH shuttle service |
| 09  |
| 10  |
| 11  |
| 12  |
| 13  |
| 14  | Customer Satisfaction | Users of NIH shuttles on NIH main campus or in Montgomery County, MD. | Obtain **bi-annual** ratings on satisfaction with NIH shuttle service |
| 15 |
| 16 |

**PES Events Management Branch (EMB)**

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| **FY** | **Survey Type** | **Customers** | **Description** |
| 04 | Climate Assessment | Events Management staff and contractors | Perceptions of customer orientation, teamwork and innovation, training, and performance measurement |
| 06 | Customer Satisfaction | Events Management staff, contractors, and users of Events Management services | Designed spreadsheet and macros in Excel for use by Medical Arts personnel to collect **quarterly** data and update charts and graphs for Design Production, Medical Illustration, Photography, and Events Management Services (i.e., scheduling, experience, multimedia, post production). Data is used to support the Quality Assurance Surveillance Plan (QASP). OQM provides **quarterly** reports to Events Management. |
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**PES Events Management Branch (EMB) (cont.)**

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| **FY** | **Survey Type** | **Customers** | **Description** |
| 16 | Customer Satisfaction | Events Management Staff and contractors and users of Events Management services | Revised 6 separate surveys. Four are used to measure customer satisfaction with contractor performance as defined in the Quality Assurance Surveillance Plan (QASP) with scheduling, audio visual, post production, and video production services. Two are used by events management staff to gather data on contractor performance as defined in QASP (QA Event Inspection and QA Work Order Inspection). OQM provides quarterly summaries to Events Management |
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**PES Division of International Services (DIS)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 03 | Customer Satisfaction | Visiting foreign scientists attending orientation | Measure satisfaction with information and services provided by DIS (e.g., know how to contact, receipt of pre-arrival information, initial visit perceptions and helpfulness, immigration specialist perceptions, and seminar ratings) |
| 04 |
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| 12 |

**PES Division of International Services (DIS) (cont.)**

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| **FY** | **Survey Type** | **Customers** | **Description** |
| 03 | Customer Satisfaction | Users of DIS services (i.e., IC AOs and program area support staff) | Measure satisfaction with information and services provided by DIS |
| 04 |
| 05 |
| 06 |
| 08 |
| 09 |
| 10 |
| 11 |
| 12 |
| 08 | Overall Conference Evaluation | DIS annual conference session attendees | Measure satisfaction with conference sessions, registration process, training objectives, handouts, etc.). Obtain suggestions on improvements and new topics for next year’s conference. |
| 09 |
| 10 |
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| 12 |
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| 15 |
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| 17 |
| 10 | Individual Conference Presentation Evaluations | DIS annual conference session attendees | Measure satisfaction with individual conference presentations and with the presenter. Obtain suggestions on improvements. |
| 11 |
| 12 |
| 13 |

**PES Division of Mail Management Services (DMMS) Mail Operations Branch (MOB)**

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| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 04 | Customer Satisfaction | NIH mail stop code contacts | Measure satisfaction with and importance of NIH mail services |

**ORS OD, Office of Security and Emergency Response (SER)**

**SER Division of Emergency Management (DEM)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 08 | Perceived service importance, confidence, knowledge | NIH-Staff-DC-Area global email list (NIH employees and contractors) | Emergency plans including evacuation details, and ability to maintain continuity of operations. For respondents with roles (Coordination participants, etc.) training needs, and access to needed tools. |
| 17 | Yearly assessment preparation | IC and OD Emergency Coordinators and Deputy Coordinators | Customers evaluate the accessibility of their yearly records on availability for upcoming review |
| 17 | Needs Assessment – “Send Word Now” | Distributed by Executive Officers IC Emergency Coordinators and Deputy Emergency Coordinators to respective ICs | Gain insight to customers’ preferred mode of communication during a crisis.  |
| 18 |

**SER Division of the Fire Marshal (DFM)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 08 | Climate Assessment | NIH employees and contractors working on NIH main campus | Obtain data on confidence in building fire alarms being in good condition |

**SER Division of Fire/Rescue Services (DFRS)**

|  |  |  |  |
| --- | --- | --- | --- |
| 02 | Customer Satisfaction | Anyone calling in an “incident” requiring response on NIH main campus | Obtain satisfaction and importance ratings on handling of reported "incident". Data obtained from anyone calling in an incident requiring a response. |
| 08 | Climate Assessment and Customer Satisfaction | NIH employees and contractors working on NIH main campus | Obtain perceptions of safety in buildings (from fire, hazmat incidents, etc.), perceptions of importance of providing service, and perceptions of confidence in fire/rescue capabilities to deal with these hazards. For respondents who’ve had recent interactions with fire/rescue staff, obtained customer satisfaction ratings on specific services and staff. |

**SER Division of Personnel Security and Access Control (DPSAC)**

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| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 08  | Customer Satisfaction | Point of service hard copy survey distributed at DPSAC office in Building 31, Room 1B03 and Room B1A26  | NIH employees and contractors obtaining new badge, renewing current badge, asking for E-quip assistance, resolving ongoing issues, making or keeping appointments, obtaining information, etc. Quarterly ratings. |
| 09 |
| 14 | Needs Assessment | A sample of NIH staff and contractors using the test card reader to enter NIH main campus. | Obtain ratings on awareness of and perceptions of test card reader recently installed at entry points on NIH main campus. Also serves as an education tool. |

**SER Division of Police (DP) Guard Force Operations Branch (GFOB)**

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| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 03 | Customer Satisfaction | Entire NIH main campus community | Obtain ratings on security guards posted at NIH main campus entrances. Provides data used to assess contractor performance as defined in the contract’s Quality Assurance Surveillance Plan (QASP). |
| 04 |
| 06 |

**SER Division of Police (DP) Police Operations Branch (POB)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | All on NIH main campus who made an emergency call | Obtain customer satisfaction and importance ratings on emergency services (e.g., Operate ECC, Monitor CCTV's, and Manage NCIC). |
| 08 |
| 02 | Customer Satisfaction | All who recently encountered police on the NIH main campus | Obtain customer satisfaction and importance ratings on services provided by police |
| 03 | Climate Assessment | Randomly distributed community policing surveys to NIH staff and contractors at NIH off-campus facilities | To obtain perception ratings of safety at off campus facilities |

**SER Division of Police (DP) Police Operations Branch (POB) (cont.)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 08 | Climate Assessment and Customer Satisfaction | Entire NIH main campus staff and contractors | Obtain ratings on perceptions of safety in buildings (from violence, physical assault, theft, and exposure to drugs) and in parking areas. Perceptions of importance of providing services and confidence in services such as escort to vehicle, lockout service, crime investigation, traffic control, parking enforcement, and crime deterrence activities. For respondents who’ve had recent interactions with police staff, Customer satisfaction ratings on specific services and staff were also obtained. |

**ORS OD, Scientific Resources (SR)**

**Maximizing Value (MV) Initiative –** The Division of Library Services (DLS) took the lead on this initiative which covers all Scientific Resource (SR) areas. Evaluation methodology was developed, surveys were developed, deployed, and results analyzed for each of the SR areas/services:

* Division of Library Services (DLS) – Bibliometrics, Bioinformatics, and Data Services
* Division of Occupational Health and Safety (DOHS) – Biological Safety Cabinets, Lab Safety Training, Pest Management, and Ergonomics
* Division of Radiation Safety (DRS) – Safety Training, Shipping, Decontamination Survey, and Safety Policy
* Division of Scientific Equipment and Instrumentation Services (DSEIS) – Lab Equipment Sales, Rentals, and Maintenance
* Division of Veterinary Resources (DVR) – Facilities Management Veterinary Medicine, Animal Behavior, and Diagnostic & Research Services,
* Medical Arts Branch (MAB) – Medical Illustration, Graphic design, and Production

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** |  **Customers** | **Description** |
| 18 | Pre-Training, Post-Training, and 3-month follow-up surveys. | NIH IC Labs including:* NIDDK
* NCI
* NIAID
* NHGRI
* NIMHD
* CC
* NIDCD
* NINDS
* NIA
* IAMC (each IC’s principal intramural administrative officer)

13 presentations between March 2019 and May 2020 including 230 participants | Purpose of the effort was to engage with intramural researchers in IC/lab settings to raise awareness among IC labs about ORS services that can be provided to them. Considered evaluation methods and chose an appropriate method. |
| 19 | Determined Pilot Test Survey methodology. Developed 3 surveys: Pre-Training, Post Training, and 3-Month Follow-Up survey. Deployed Pilot Test surveys. Collected and analyzed data. Prepared interim evaluation report which included pilot test survey results. |
| 20 | Deployed surveys to additional NIH IC labs. Collected and analyzed data. Prepared final evaluation report. |

**SR Division of Library Services (DLS) – Information Resources and Services Branch**

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| --- | --- | --- | --- |
| **FY** | **Survey Type** |  **Customers** | **Description** |
| 04 | Customer Satisfaction | Service users of database search service | Measure satisfaction and importance  |
| 04 | Customer Satisfaction | Service users of document delivery service | Measure satisfaction and importance  |
| 05 |
| 05 | Customer Satisfaction | Service users of NIH library information desk services | Measure satisfaction and importance  |
| 02 | Customer Satisfaction | Service users of document translation service | Measure satisfaction and importance  |
| 03 |

**SR Division of Occupational Health and Safety (DOHS)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 03 | Customer Satisfaction – Safety Operations and Support Branch (SOSB) | “Owners” of cabinets in need of service | Measure satisfaction with and importance of biological safety cabinet servicing |
| 03 | Customer Satisfaction – Occupational Medical Service (OMS) | NIH campus staff experiencing a work-related accident | Measure satisfaction with and importance of occupational medical services |
| 03 | Customer Satisfaction – Community Health Branch (CHB) | Staff on NIH campus, Poolesville, and off campus (rental and lease) | Measure satisfaction with and importance of integrated pest management services |
| 10 | Climate Assessment and Needs Assessment - SOSB | Targeted group of NIH lab individuals | Assess customer perceptions on autoclave use and safety as well as gather ideas on educational needs.  |
| 11 | Customer Needs Assessment/ Design Review – Safety Engineering Activity (SEA) | Targeted group of BSL4 lab individuals | Collect input from the Biosafety Level 4 (BSL-4) user community to help guide the design of the next generation of BSL-4 positive pressure suits |

**SR Division of Occupational Health and Safety (DOHS) (cont.)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 12 | Customer Satisfaction, Awareness Survey, and Needs Assessment – SOSB  | ORS division directors | Measure awareness of and satisfaction with ORS Safety Committee activities (e.g., walk-throughs, issue resolution, training needs). Obtain information on educational needs. |
| 14 | Training Evaluation and Customer Satisfaction – Technical Assistance Branch (TAB) | NIH Respiratory Protection Program trainees | Measure training program satisfaction and satisfaction with respirator fit testing services |
| 18 | Needs Assessment – SOSB -Survey developed but not distributed | ORS “On The Move” staff scheduled to be moved | Identify current DOHS training environments in order to identify future training environments to accommodate staff being re-located |
| 15 | Climate Assessment - CHB | Entire NIH Community | Measure staff and contractor perceptions of safety policies, practices, and procedures. Provide separate reports by IC, Location, Tenure, Work Categories, and Work role |
| 19 |
| 19 | Generate separate reports for IC National Institute for Environmental Health Sciences (NIEHS) using the FY19 overall report | Measure staff and contractor perceptions of safety policies, practices, and procedures. Provide separate reports by IC, Location, Tenure, Work Categories, and Work role |
| 19 | Preference survey – SOSB -Finalized but not distributed  | Those attending annual ORS Research Festival | Obtain preference data on types of razor blades capable of cutting gels |
| 20 | Needs Assessment – Biorisk Management Branch (BMB) Finalized but not distributed | NIH labs | Collect relevant laboratory inventory data at the NIH to identify poliovirus samples |

**SR Division of Radiation Safety (DRS)**

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| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction  | NIH main campus laboratory staff and contractors | Measure satisfaction with and importance of DRS technical assistance and analytical support for radiation safety |
| 03 |
| 04 |
| 04 | Customer Satisfaction | NIH main campus dosimeter custodians | Measure satisfaction with and importance of DRS dosimetry services |
| 05 |
| 05 | Customer Satisfaction | NIH main campus personnel experiencing a lab move involving radioactive material | Measure satisfaction with and importance of DRS laboratory transfer assistance |

**SR Division of Scientific Equipment and Instrumentation Services (DSEIS)**

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| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | Product/Service users | Measure satisfaction with and importance of all DSEIS products and services |
| 03 |
| 04 | Needs Assessment | Principal investigators (PIs) on the intramural PI distribution list | Measure use of DSEIS instrument fabrication and design services, obtain information on outside service providers, and projected needs for the future. |
| 16 | Needs Assessment | IC directors, Principle Investigators (PIs), Research Scientists, and AOs | Measure use of all DSEIS services, obtain information on outside service providers, and projected needs for the future. |
| 18 | Service Satisfaction and Timeliness of Response - Not used after 10/18/2018 | NIH staff members receiving maintenance or repair services from DSEIS | Benchmark current use and satisfaction with service and timeliness of response |

**SR Division of Veterinary Resources (DVR)**

**Office of the Director (OD)**

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| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 19 | Customer Service Satisfaction | DVR Animal Program Directors and DVR customers | DVR launched a Customer Service Initiative in March. The purpose of the Initiative is to renew a focus on a service culture. The purpose of the survey is to:* identify and baseline customer service performance metrics
* Improving customer service training for DVR employees
 |

**DVR Basic Life Support and Animal Research Services**

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| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction and Needs Assessment | Animal program directors, facility managers, facility veterinarians, research scientists, and lead veterinary technicians | Measure satisfaction and projected needs with DVR basic life support and animal research services |
| 03 |
| 04 |
| 06 |
| 08 |
| 10 |
| 12 |
| 14 |
| 16 | Additional customers include “lead veterinary research staff” | Revise previous survey to include additional customers |
| 17 |  | Deploy survey, analyze data and generate reports |

**DVR Animal Procurement**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | Facility Managers and Institute Approving Officials | Measure satisfaction with animal procurement services and the centralized animal procurement system (CAPS) |
| 03 |
| 04 |
| 06 |
| 08 |
| 10 |
| 12 |
| 14 |
| 16 | Additional customers include “Both a Facility Manager and an Institute Approving Official” and “Other” | Revise previous survey to include additional customers |
| 17 |  | Deploy survey, analyze data and generate reports |

**DVR Animal Transportation**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | Facility Managers and Program Coordinators | Measure satisfaction with animal transportation services  |
| 03 |
| 04 |
| 06 |
| 08 |
| 10 |
| 12 |
| 14 |
| 16 | Additional customers include “Other” | Revise previous survey to include additional customers |
| 17 |  | Deploy survey, analyze data and generate reports |

 **NIH Office of Management (OM), NIH OM Office of Research Facilities (ORF)**

**ORF Office of the Director (OD)**

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| --- | --- | --- | --- |
|  **FY** | **Survey Type** | **Customers** | **Description** |
| 04 | Customer Satisfaction | NIH senior leaders | ORF performance with respect to master and facilities planning, development (federally owned), development (leased), property management (federally owned), property management (leased), and long-term stewardship |
| 07 | Climate Assessment | Targeted list of IC Senior managers  | Obtain customer perceptions about new ORF IC Liaison program. The assessment will also help facilitate communications between ICs and ORF, foster positive working relationships, and provide a single point of contact for customer service issues. |

**ORF Division of Environmental Protection (DEP)**

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| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | NIH main campus laboratory staff and contractors | Obtain satisfaction ratings on the disposal of chemical waste services |
| 03 |
| 12 | Needs Assessment and Customer Satisfaction | Entire NIH community | Obtain information on perceived NIH recycling efforts and needs by location. The survey also gathered data on satisfaction with current recycling efforts. Results were used to improve recycling practices.  |

**ORF Division of Environmental Protection (DEP) (cont.)**

|  |  |  |  |
| --- | --- | --- | --- |
| 16 | Needs Assessment | NIH main campus laboratory staff and contractors | Collaborated with DEP on design of survey to be administered via SharePoint and analyzed by DEP on the disposal of chemical waste.  |

**DEP NIH Environmental Management System (NEMS)**

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| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 09 | Needs Assessment | The entire ORS community using ORS global email list | Assess a baseline for how “green” office activities are currently conducted and identify future opportunities to minimize environmental impacts and become more sustainable  |

**DEP Waste Disposal – NIH Recycling**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 12 | Needs Assessment | The entire NIH community using ORS global email list | Data on perceived NIH recycling efforts and needs by location. Identified strategies to promote awareness of NIH recycling efforts and service |

**ORF Division of Facilities Planning (DFP)**

**DFP Planning and Programming Branch (PPB)**

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| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | Users of the master plans for NIH facilities | Obtain satisfaction and importance ratings on the master plans for NIH facilities (short, mid, and long-range planning). |
| 03 |
| 04 |
| 05 |
| 07 |
| 02 | Customer Satisfaction | Users of the strategic facilities plan – specifically users of the Repair and Improvement (R&I) plan | Obtain satisfaction and importance ratings on the R&I plan. |
| 03 |
| 04 | Customer Satisfaction | Users of the strategic facilities plan | Obtain satisfaction and importance ratings on the strategic facilities plan including IC needs, design, and outside review requirements. |

**DFP Site Infrastructure Planning Branch**

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| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | Users of the utility systems plan | Obtain satisfaction and importance ratings on plan extension and improvement of the utility systems on NIH campuses |

**DFP Space Planning and Management Branch (SPMB)**

**DFP SPMB NIH Census Web Database**

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| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | Users of the NIH Web Census Database | Obtain satisfaction and importance ratings on the use of the database |
| 03 |
| 04 |
| 05 |
| 07 |

**DFP SPMB NIH Census Customized Reports**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | Users of customized reports | Obtain satisfaction and importance ratings on the customized report |
| 03 |
| 04 |
| 05 |
| 07 |

**DFP SPMB Space and Assignment Data on Posted Space Information Web Page**

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| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | Users of the space and assignment data posted on web page | Obtain satisfaction and importance ratings on space and assignment data appearing on DFP posted space information web page |

**ORF Division of Facilities Operations and Maintenance (DFOM)**

**DFOM Accreditation Services Branch (ASB) - AALAC**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | Users of hospital related Animal accreditation (AALAC) | Obtain satisfaction and importance ratings of AALAC accreditation and documentation |
| 03 |
| 04 |

**DFOM Accreditation Services Branch (ASB) - JCAHO**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | Users of hospital related JCAHO accreditation | Obtain satisfaction and importance ratings of JCAHO accreditation and documentation |
| 03 |
| 04 |

**DFOM Maryland Facilities Management Branch (MFMB)**

**MFMB Facilities Operations Team**

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| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 05 | Customer Satisfaction | Users of the loading dock (i.e., delivery/pickup person) | Obtain satisfaction and importance ratings of loading dock parcel delivery services  |
| 06 |

**ORF Division of Technical Resources (DTR) Office of the Director**

**Technical Support Branch (TSB)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | Users of the Extramural Construction Grants Review | Obtain satisfaction and importance ratings of the review |
| 07 | Customer Satisfaction | DTR staff and users of DTR services  | Obtain satisfaction ratings on DTR policies, standards, guidelines and procedures; consultative services; design review services; and DTR sponsored training |
| 09 |
| 10 |
| 11 |
| 12 |

**DTR Standards and Policy Branch (SPB)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | Users of the ORF policies, standards, and guidelines for NIH owned and leased facilities | Obtain satisfaction and importance ratings on the policies, standards, and guidelines. Based on outcome, DTR developed training to address low ratings  |
| 02 | Training Evaluation | Users of the ORF policies, standards, and guidelines for NIH owned and leased facilities | Evaluate DTR-developed training to ensure effective implementation of policies, standards, and guidelines |
| 03 | Customer Satisfaction | Users of the JCHAO policies, procedures, and guidelines for NIH JCHAO facilities | Obtain satisfaction and importanFce ratings on facility design and construction, operation and maintenance, and JCHAO USMP and SOC documentation |

**DTR Utility System Design and Technical Services Branch**

|  |  |  |  |
| --- | --- | --- | --- |
| **FY** | **Survey Type** | **Customers** | **Description** |
| 02 | Customer Satisfaction | Users of the DTR policies, standards, and guidelines for NH on campus building utility infrastructure | Obtain satisfaction and importance ratings planning, designing, and constructing building utility infrastructure to ensure integrity of NIH facilities |
| 02 | Customer Satisfaction | Users of the DTR policies, standards, and guidelines for NIH campus utility infrastructure | Obtain satisfaction and importance ratings planning, designing, and constructing NIH campus utility infrastructure to ensure integrity of NIH facilities |