OAM Customer Satisfaction Survey

Beginning in 2021, the Office of Administrative Management (OAM) collaboratively created the OAM 2022-2024 Strategic Plan, with a mission 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 biennial 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 yireiza.williams@nih.gov. Thank you for your support!

Generic Clearance for the Collection of Customer Participation and Satisfaction with NIH Programs, Processes, Products, and Services

OMB#: 0925-0778

Expiration Date: Wed Sep 30 00:00:00 EDT 2026

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 (0925-0778). Do not return the completed form to this address.

Which OAM business areas/services do you interact with most (check all that apply)?	☐ Procurement/Purchasing ☐ Travel ☐ Facilities ☐ Property ☐ Budget/Finance ☐ Information Technology ☐ Administrative Officer/Admin Tech ☐ Ethics ☐ Human Resources/Recruitment ☐ Contracting (OLAO) ☐ Training/Development
Submission Date	

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Procurement/Purchasing

Please rate the NEI Procurement/Purchasing team on the following questions. Please focus on the NEI Procurement/Purchasing team. There is a separate service area for rating the NIH Office of Logistics and Acquisition Operations (OLAO) contracting support.

	Don't Know	Never	2	3	4	Always	Clear Selection	
Does the Procurement team display the knowledge needed to complete your requests?	0	0	0	0	0	0	0	
Does the Procurement team communicate effectively?	0	0	0	0	0	0	0	
Does the Procurement team process your 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 3; please provide detail here:								
What, if anything, could the Procuteam do more of and/or differentlyou?								



Travel

Please rate the Travel team on the following questions. You may direct comments about you
local travel planner, but please focus on OAM staff in your numerical ratings.

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



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Fac	П	20
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Please rate the NEI Facilities team on the following questions. You may direct comments about
the NIH Office of Research Facilities (ORF) infrastructure support, but please focus on the NEI
Facilities team in your numerical ratings.

	Don't Know	Never	2	3	4	Always	Clear Selection			
Does the Facilities team display the knowledge needed to complete your requests?	0	0	0	0	0	0	0			
Does the Facilities team communicate effectively?	0	0	0	0	\circ	0	0			
Does the Facilities team process your 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 below 3; please provide detail here:										
What, if anything, could the Facilities team do more of and/or differently to best support you?										



	Don't Know	Never	2	3	4	Always	Clear Selection	
Does the Property team display the knowledge needed to complete your 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 your requests in a timely	0	0	0	0	0	0	0	
manner? Is the Property team an effective problem solver?	0	0	\circ	0	0	0	0	
You gave at least one rating below 3; please provide detail here:								
What, if anything, could the Property team do more of and/or differently to best support you?								

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Budget/Finance											
Please rate the Budget/Finance team on the following questions.											
	Don't Know	Never	2	3	4	Always	Clear Selection				
Does the Budget/Finance team display the knowledge needed to complete your requests?	0	0	0	0	0	0	0				
Does the Budget/Finance team communicate effectively?	0	0	0	0	0	0	\circ				
Does the Budget/Finance team process your 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:	w 3; please pi	rovide	_								
What, if anything, could the Budget/Finance team do more of and/or differently to best support you?											



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 your 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 your requests in a timely manner? \bigcirc \bigcirc Is the Information Technology \bigcirc \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?

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Administrative Officer/Admin Tech

Please rate the Administrat	tive Officer	/Aamin	recn team	on the to	llowing q		
	Don't Know	Never	2	3	4	Always	Clear Selection
Does the Administrative Officer/Admin Tech team display the knowledge needed to complete your requests?	0	0	0	0	0	0	0
Does the Administrative Officer/Admin Tech team communicate effectively?	0	0	0	\circ	0	0	0
Does the Administrative Officer/Admin Tech team process your 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 pr	ovide					_
What, if anything, could the Admi Officer/Admin Tech team do more		ferently					

to best support you?

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	Don't Know	Never	2	3	4	Always	Clear Selection
Does the Ethics team display the knowledge needed to complete your 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 your requests in a timely	\circ	0	0	0	0	0	0
manner? Is the Ethics 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 Ethics and/or differently to best support		ore of					

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Human Resources/Recruitment

Please rate the NEI Human Resources/Recruitment team on the following questions. You may direct comments about the NIH Office of Human Resources (OHR), but please focus on the NEI HR/Recruitment team in your numerical ratings.

	Don't Know	Never	2	3	4	Always	Clear Selection		
Does the Human Resources/Recruitment team display the knowledge needed to complete your requests?	0	0	0	0	0	0	0		
Does the Human Resources/Recruitment team communicate effectively?	0	0	0	0	0	0	0		
Does the Human Resources/Recruitment team process your requests in a timely manner?	0	0	0	0	0	0	0		
Is the Human Resources/Recruitment team an effective problem solver?	0	0	0	0	0	0	0		
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?									



	Don't Know	Never	2	3	4	Always	Clear Selection
Does the Contracting (OLAO) team display the knowledge needed to complete your 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 your 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 pr	rovide					



Training/Development

Please rate the Training/Development team on the following questions. Note that this does not include Division of Intramural Research (DIR) administration of its intramural trainee program.

	Don't Know	Never	2	3	4	Always	Clear Selection		
Does the Training/Development team display the knowledge needed to complete your requests?	0	0	0	0	0	0	0		
Does the Training/Development team communicate effectively?	0	\circ	0	0	0	0	0		
Does the Training/Development team process your 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 below detail here:	w 3; please pi	rovide							
What, if anything, could the Train do more of and/or differently to b									
What type of work do you perform at NEI?			○ Intramural Research○ Clinical Care○ Extramural○ Admin/Other						
What is your staff type at NEI?			 Federal Employee/FTE (full-time equivalent) Contractor non-FTE Fellow/Trainee non-FTE Other (special volunteer, guest researcher, etc.) 						

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