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!

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

_____

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?	○	○	○	○	○	○	○
Does the Procurement team communicate effectively?	○	○	○	○	○	○	○
Does the Procurement team process your requests in a timely manner?	○	○	○	○	○	○	○
Is the Procurement team an effective problem solver?	○	○	○	○	○	○	○

You gave at least one rating below 3; please provide detail here:

_____

What, if anything, could the Procurement/Purchasing team do more of and/or differently to best support you?

_____

Travel

Please rate the Travel team on the following questions. You may direct comments about your 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?	○	○	○	○	○	○	○
Does the Travel team communicate effectively?	○	○	○	○	○	○	○
Does the Travel team process your requests in a timely manner?	○	○	○	○	○	○	○
Is the Travel team an effective problem solver?	○	○	○	○	○	○	○

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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Facilities

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?	○	○	○	○	○	○	○
Does the Facilities team communicate effectively?	○	○	○	○	○	○	○
Does the Facilities team process your requests in a timely manner?	○	○	○	○	○	○	○
Is the Facilities team an effective problem solver?	○	○	○	○	○	○	○

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?

_____

Property

Please rate the Property team on the following questions.

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

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?

_____

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?	○	○	○	○	○	○	○
Does the Budget/Finance team communicate effectively?	○	○	○	○	○	○	○
Does the Budget/Finance team process your requests in a timely manner?	○	○	○	○	○	○	○
Is the Budget/Finance team an effective problem solver?	○	○	○	○	○	○	○

You gave at least one rating below 3; please provide detail here:

_____

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	2	3	4	Always	Clear Selection
Does the Information Technology team display the knowledge needed to complete your requests?	◯	◯	◯	◯	◯	◯	◯
Does the Information Technology team communicate effectively?	◯	◯	◯	◯	◯	◯	◯
Does the Information Technology team process your requests in a timely manner?	◯	◯	◯	◯	◯	◯	◯
Is the Information Technology team an effective problem solver?	◯	◯	◯	◯	◯	◯	◯
Does the Information Technology team provide effective conferencing and collaboration services and support?	◯	◯	◯	◯	◯	◯	◯
Does the Information Technology team provide effective IT security services and support?	◯	◯	◯	◯	◯	◯	◯
Does the Information Technology team provide effective server and storage services and support?	◯	◯	◯	◯	◯	◯	◯
Does the Information Technology team provide effective application and SharePoint services and support?	◯	◯	◯	◯	◯	◯	◯
Does the Information Technology team provide effective network services and support?	◯	◯	◯	◯	◯	◯	◯
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 Administrative Officer/Admin Tech team on the following questions.

	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?	○	○	○	○	○	○	○
Does the Administrative Officer/Admin Tech team communicate effectively?	○	○	○	○	○	○	○
Does the Administrative Officer/Admin Tech team process your requests in a timely manner?	○	○	○	○	○	○	○
Is the Administrative Officer/Admin Tech team an effective problem solver?	○	○	○	○	○	○	○
Does the Administrative Officer/Admin Tech team provide effective facilities-related support?	○	○	○	○	○	○	○
Does the Administrative Officer/Admin Tech team provide effective personnel-related support?	○	○	○	○	○	○	○
Does the Administrative Officer/Admin Tech team provide effective travel-related support?	○	○	○	○	○	○	○
Does the Administrative Officer/Admin Tech team provide effective budget-related support?	○	○	○	○	○	○	○
Does the Administrative Officer/Admin Tech team provide effective procurement-related support?	○	○	○	○	○	○	○

You gave at least one rating below 3; please provide detail here:

_____

What, if anything, could the Administrative Officer/Admin Tech team do more of and/or differently to best support you?

_____

Ethics

Please rate the Ethics team on the following questions.

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

You gave at least one rating below 3; please provide detail here:

_____

What, if anything, could the Ethics team do more of and/or differently to best support you?

_____

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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?	○	○	○	○	○	○	○
Does the Human Resources/Recruitment team communicate effectively?	○	○	○	○	○	○	○
Does the Human Resources/Recruitment team process your requests in a timely manner?	○	○	○	○	○	○	○
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 (OLAO) team on the following questions.

	Don't Know	Never	2	3	4	Always	Clear Selection
Does the Contracting (OLAO) team display the knowledge needed to complete your requests?	○	○	○	○	○	○	○
Does the Contracting (OLAO) team communicate effectively?	○	○	○	○	○	○	○
Does the Contracting (OLAO) team process your requests in a timely manner?	○	○	○	○	○	○	○
Is the Contracting (OLAO) team an effective problem solver?	○	○	○	○	○	○	○

You gave at least one rating below 3; please provide detail here:

_____

What, if anything, could the Contracting team do more of and/or differently to best support you?

_____

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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?	◯	◯	◯	◯	◯	◯	◯
Does the Training/Development team communicate effectively?	◯	◯	◯	◯	◯	◯	◯
Does the Training/Development team process your requests in a timely manner?	◯	◯	◯	◯	◯	◯	◯
Is the Training/Development team an effective problem solver?	◯	◯	◯	◯	◯	◯	◯

You gave at least one rating below 3; please provide detail here:

_____

What, if anything, could the Training/Development team do more of and/or differently to best support you?

_____

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.)