OIRM Update
May 18, 2010

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Topics

• 2009 Customer Satisfaction Survey Results
• NSF Ambassador Program
• The Great NSF Flood of 2010

Coming up later, updates on:
  – Information Technology
  – Future NSF Headquarters Project
Since we last met...
2009 Customer Satisfaction Survey Results
Overview and Results

Overview
• 6th Consecutive Year Customer Satisfaction has been surveyed
• Solicited input on 3 New IT-Related Services

Results
• Overall Average Rating: 3.64
• 281 Respondents
• 589 Comments
• Consistent Results Across Demographic Data
• Most Significant Changes:
  – Improvements: Library and Help Desk
  – Reductions: Meeting Services and Executive Recruitment
Yearly Comparison of Results

<table>
<thead>
<tr>
<th>Year</th>
<th>Rating</th>
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<tbody>
<tr>
<td>2004</td>
<td>3.66</td>
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<tr>
<td>2005</td>
<td>3.70</td>
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<td>2006</td>
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<td>2008</td>
<td>3.81</td>
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<tr>
<td>2009</td>
<td>3.64</td>
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</tbody>
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Distribution of Ratings

- Satisfied: 73%
- Neutral: 11%
- Dissatisfied: 16%
NSF Ambassador Program
NSF Ambassador Program

- Rotators - good ambassadors and potential recruiters
- The best ambassadors are…
- Objectives
Ambassador Working Group

- Rotator focus groups will inform “the message”
- After content is finalized, the pilot will begin
The Great NSF Flood of 2010
Timeline

• **When:** On February 20, 2010, between 12:01AM and 5 a.m.
• **Where:** Stafford I- 7\textsuperscript{th} Floor down to 1\textsuperscript{st} Floor
• **Impacted…**
  – **space:** 27,000 square feet (6\% of building)
  – **work stations:** 163
  – **CPU’s:** 182
• **Amount of water:** thousands of gallons
The culprit...
Where did the water travel?
Through the hallways...
Through offices...
Clean-up begins
Thermal imaging, drying the drywall
What went well?

• ORGANIZATION

• COMMUNICATION

• DECISION MAKING & SUPPORT
Why it went well…