Supplementary File 1

BioMed Central - Author Survey

Thank you for publishing with *BioMed Central*. To help us improve our service to our authors, it would be very helpful if you could spare the time to complete the survey below, indicating how satisfied you were with your experience of publishing with us. We highly value your feedback and will aim to respond quickly to specific suggestions or comments.

You have already completed a survey for this manuscript. Any further submission will overwrite your previous survey responses. Please only continue if you wish to change your responses.

Part A: Please rate your recent experience of publishing in *BioMed Central*

Submission

	Very Good	Good	Neutral	Poor	Very Poor	N/A or unknown
Helpfulness/clarity of instructions for authors	○	○	○	○	○	○
Ease of use of online manuscript submission system	○	○	○	○	○	○
Speed of online manuscript submission system	○	○	○	○	○	○

Peer Review

	Very Good	Good	Neutral	Poor	Very Poor	N/A or unknown
Speed of peer review	○	○	○	○	○	○
Helpfulness of comments from peer reviewers	○	○	○	○	○	○
Usefulness of manuscript tracking information available through	○	○	○	○	○	○

Publication

	Very Good	Good	Neutral	Poor	Very Poor	N/A or unknown
Efficiency of pre-acceptance formatting checks process	○	○	○	○	○	○
Efficiency of post-acceptance processing (HTML creation and checking, and final PDF generation)	○	○	○	○	○	○
Final appearance of article (HTML and PDF versions)	○	○	○	○	○	○
Final appearance of figures and tables	○	○	○	○	○	○
Speed with which article is included in PubMed and other abstracting/indexing services	○	○	○	○	○	○
Overall speed of publication	○	○	○	○	○	○

Customer Service

	Very Good	Good	Neutral	Poor	Very Poor	N/A or unknown
Helpfulness of editorial staff	○	○	○	○	○	○
The speed with which editorial staff respond to queries	○	○	○	○	○	○

Overall

	Very Good	Good	Neutral	Poor	Very Poor	N/A or unknown
Quality of overall experience	○	○	○	○	○	○

Part B: General

General

Would you publish in the journal again?

Would you recommend the journal to a colleague?

On average, how frequently do you read articles from this journal?

If you have any other comments or suggestions for improvements that we could make, please let us know using the space below: