

Supporting Statement B for:

NIH NCI Central Institutional Review Board (CIRB) Initiative (NCI)

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B. STATISTICAL METHODS

The Central Institutional Review Board (CIRB) collects one survey. The purpose of this survey is not statistical but rather an in-obtrusive way to determine customer satisfaction with CIRB Operations and to identify ways for improving service. This survey provides valuable input on customer satisfaction of CIRB Operations. Simple descriptive statistics are used to interpret results of survey.

B.1 Respondent Universe and Sampling Methods

The CIRB satisfaction survey was developed to collect customer feedback in an in-obtrusive way to improve customer service of the CIRB Helpdesk. All customers (local site, member of Cooperative Group, public inquiry) submitting a request to the Helpdesk (via email or phone) will receive an email request to complete the survey if an email address is provided. Having the survey available to all is necessary to ensure that every person that has contacted the Helpdesk has an opportunity to respond.

We receive approximately 140 helpdesk inquiries per month. This average is based on the total per month for one year (total received inquiries in one year: 1682) and dividing the total by # of associated months ($1682/12 = 140$). No sampling is performed: 100% of the people inquiring to the CIRB Operations helpdesk have the potential to be surveyed as long as there is a valid email address. There is no consideration of other characteristics beyond inquiry and use of the services.

Since this is a voluntary survey, we receive approximately 30-35 completed surveys a month. The surveys are anonymous. They are completed online through

SurveyMonkey.com. We do not collect any identifiable information on the customer completing the survey.

B.2 Procedures for the Collection of Information

CIRB Helpdesk Survey (Attachment 1) is an ongoing, electronic generated survey sent via email in response to CIRB Helpdesk inquiries. The Helpdesk Survey has 3 core questions used quantitatively over time to demonstrate trends in user satisfaction. Other questions are used to poll suggestions for improvement to operations. Questions are kept to a minimum to decrease the time necessary to complete the survey and to encourage response rate.

The project team conducts a formal meeting to develop the survey questions. The survey questions fall into three general categories of satisfaction: time, completeness of response, and overall interaction. The survey is made up of 3 multiple choice questions. One of the multiple choice questions includes an additional free text field for providing open comments. One question is purely open text requesting recommendations on how customer service could be improved.

To avoid bias, there is no attempt to stratify users. Several methods are used to obtain objective results:

- To avoid sampling bias, all customers inquiring to the helpdesk have the potential to receive a survey questionnaire as long as a valid email address is available

- Identification of individual respondents is withheld from the staff involved in the service being surveyed
- To avoid interpretation of single survey results, trends are measured over time
- Whenever possible, a core set of satisfaction measures are used over time
- Customers are provided opportunity for open-ended responses

Survey notifications are sent by e-mail, and include instructions for completion as well as a hyperlink to the survey. The survey is deployed using SurveyMonkey.com, an online survey system. All information collected is related to user experience with CIRB Operations services. No identifying information is collected in the survey and no questions of a sensitive nature are asked in the survey. E-mail information is not used within analysis of survey response.

Following survey deployment, the project team reviews the survey data on a monthly basis to identify recommendations for continuous improvement activities. Analysis tools such as fishbone diagrams, flow charts and graphs are used to compare relationships to activities and operations of the CIRB. This process includes identifying:

- Time
- Completeness
- Overall interaction
- Opportunities for improvement and priority recommendations

Survey results for all multiple choice questions are categorized as “very satisfied”, “satisfied”, and “not satisfied.” Results are compared across surveys to show general customer satisfaction trends. In addition, free text comments are reviewed and categorized by area, when appropriate. Often comments are related to other CIRB processes and these are shared with the team members from the appropriate task area. The quality assurance/quality control specialist drafts survey findings using a template graph and results are reported within the Monthly Progress Report. The results are reviewed and discussed internally and with program team.

b. Rationale for Sample Size.

For the helpdesk surveys, an estimated 1500 people are polled on a yearly basis from the customer service base. These participants are selected because they contacted the CIRB Operations Helpdesk. Of the accumulative number of participants that contact the helpdesk annually, the response rates from the surveys generated is generally less than 30%.

c. Quality Control.

The contractor follows an internal process developed for the NCI CIRB Helpdesk Surveys. This process includes monitoring the survey responses, response rates, and completeness of acquired data. These processes are reviewed annually, and staff is trained on procedures in their work areas.

B.3 Methods to Maximize Response Rates and Deal with Nonresponse

The purpose of this survey is not statistical but rather an in-obtrusive way to determine customer satisfaction with CIRB Operations and identify ways for improving service. Expected response rates are approximately 15 to 25%. The number of questions asked is kept to a minimum to limit the time needed to complete the survey and encourage response. In addition, most of the responses to questions are in multiple choice format; therefore, minimizing time needed to respond. No follow-up is completed for non respondents.

B.4 Test of Procedures or Methods to be Undertaken

Surveys are distributed to a small number of staff for review prior to distribution to the target population. Previous contact with population indicates that they are willing to answer questions regarding customer satisfaction. The Short Questionnaire consists of a limited number of questions. No pre-test or sampling is completed for the surveys.

B.5 Individuals Consulted on Statistical Aspects and Individuals Collecting and/or Analyzing Data

No consultations with persons outside of the NCI CIRB contracting team or the contractor have been made for the purposes of the survey. The survey team is lead by the CIRB PI, Claudine Valmonte; CIRB Director of Operations, Bianca Collins; and the CIRB Quality Assurance Manager, Laura Covington. The implementation team consists of the CIRB Project Manager, CIRB Outreach Specialist, the CIRB Helpdesk

Coordinator, and other CIRB staff members as assigned.

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