

Attachment 1. Example of Customer Satisfaction Survey Email Invitation

EMAIL INVITATION TO GRANTEE

Dear NIH Grantee:

The National Institutes of Health (NIH) is conducting a survey of grantees to gather opinions about the NIH certification of compliance with the Food and Drug Administration Amendments Act (FDAAA) process. This survey is part of a larger project examining NIH's implementation of FDAAA (http://grants.nih.gov/clinicaltrials_fdaaa/index.htm) to improve of the certification process and enhance grantee's understanding FDAAA's requirements throughout the lifecycle of an applicable clinical trial.

You have been randomly selected to participate in this survey for NIH grantees. This is an opportunity to provide your feedback on the NIH implementation of FDAAA. [TBD Inc.], a research firm based in [Somewhere, New Jersey], is carrying out this study for the NIH.

Your participation is fully voluntary and non-participation will have no impact on eligibility for or receipt of future services. If you choose to complete the survey, your responses will remain **anonymous**. Your responses will **not** be linked to your name and will **not** be made known to NIH staff. Steps have been taken to ensure unbiased completion of questionnaires by use of third-party distribution and receipt by a party not directly involved in provision of the service being assessed.

The survey should take approximately 15 minutes to complete. There are no right or wrong answers, and you may skip any questions that you do not wish to answer. You can complete the questionnaire at [<http://xxxxx.xxxxxx.xxx>]. For security purposes, we will send a separate e-mail containing the username and password for you to access the survey online. You should receive this e-mail within a few minutes.

Thank you in advance for your participation. If you have any questions regarding this project, please feel free to call [Jane Doe] of [TBD Inc.] toll free at [1-800-111-1111].

Sincerely yours,
Francis S. Collins, M.D., Ph.D.
Director, NIH