

**Attachment 1:
TECHNOLOGY TRANSFER CENTER
EXTERNAL CUSTOMER SATISFACTION SURVEY (NCIS)**

The Technology Transfer Center (TTC) of the National Cancer Institute (NCI) negotiates and manages research collaborations for the NCI Intramural Research Program and nine other Institutes and Centers of the National Institutes of Health (NIH). The NCI Technology Transfer Center does not negotiate licenses, as this activity is relegated solely to the centralized NIH Office of Technology Transfer.

The purpose of the survey is threefold:

- to understand the strategic direction of companies engaging in collaborations and alliances with the NIH;
- to understand the preferred and expected communications channels of TTC's external customers; and
- to understand how satisfied TTC's external customers are with its customer services.

Your answers to this survey will provide valuable information on how NIH can improve its services and continue to make significant improvements in public health. The survey is voluntary, and results will only be reported in the aggregate.

Public reporting burden for this collection of information is estimated to vary from 15-20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. **An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.** Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-xxxx). Do not return the completed form to this address.

Informed Consent Form

Identification of Project	Evaluation of the National Cancer Institute's Technology Transfer Center
Statement of Age of Subject	I state that I am at least 18 years of age, in good physical health, and wish to participate in research being conducted by the Technology Transfer Center (TTC) of the National Cancer Institute, Rockville, MD 20852.
Purpose	The purpose of this research is to assess the needs of past, current, and potential research collaborators in the biomedical industry in order to improve the technology marketing services that the NCI TTC is able to provide to our internal customers--NIH researchers and administrators.
Procedures	Participants will be asked to access a web-based questionnaire and complete the questionnaire by a specific date. The total time involved, including instructions, will be no more than 20 minutes.
Confidentiality	All information collected in this study will be kept secure to the extent permitted by law. I understand that the data I provide will be grouped with data that others provide for the purpose of reporting and presentation, and that my name will not be used.
Risks	I understand that the risks of my participation are expected to be minimal in nature.
Benefits, Freedom to Withdraw, & Ability to Ask Questions	I understand that this study is not designed to help me personally but that the investigators hope to learn about the industry's trends in building collaborations; satisfaction with TTC's services; and preferred communications channels. The survey population will include industry personnel who have utilized TTC's services. I am free to ask questions or withdraw from participation at any time and without penalty.
Contact Information of Investigators	Name: John D. Hewes, Ph.D. Office: Technology Transfer Center (TTC) of the National Cancer Institute (NCI) Telephone: (301) 496-0477 Email: hewesj@mail.nih.gov

SECTION 1: RESPONDENT/COMPANY INFORMATION

1. Which of the following best describes your current position in your company?

- C-level, Managing Director, Principal, or Founder
- Business Development
- Scientist, Research Manager/Group Leader
- Regulatory Officer
- Legal/Patent Counsel
- Other (please specify :_____)

2. How is your company best described?

(Please check all that apply.)

- For-profit, Pharmaceuticals/Small Molecule Therapeutics
- For-profit, Biotechnology/Biological Therapeutics
- For-profit, Medical Devices (e.g., implantable devices)
- For-profit, Medical Diagnostics (e.g., assays, kits)
- For-profit, Laboratory Equipment/Reagents (e.g., instrumentation, biomarkers)
- For-profit, Medical Software, Bioinformatics
- Other (please specify:_____)

3. Is your company Private or Public?

- Private
- Public

4. Where is your company's parent or headquarters located?

Drop-down menu of countries with United States at the top

5. Approximately how many full-time employees does your company have?

- 50 or fewer
- 51 – 500
- 501 – 5000
- More than 5,000

SECTION 2: STRATEGIC DIRECTIONS

6. Does your company develop strategic technology partnerships (research collaborations, licensing, etc.) with outside organizations?

- Yes (**SKIP TO QUESTION 8**)
- No

7. Why does your company choose not to develop strategic technology partnerships (research collaborations, licensing, etc.) with outside organizations? (Please check all that apply.)

- Regulatory issues
- Previous negative experience with a research partner
- Dissimilar cultures
- Geographic location
- Unaware of the possibility
- Length of time to negotiate agreements
- Other (please specify: _____)

SKIP TO QUESTION 35

8. When forming a strategic technology relationship with an outside organization, which type of partnership do you typically prefer to start with: (Please check only one.)

- Research collaboration
- Licensing
- Depends on technology
- Depends on organization on other side of relationship
- Depends on terms of agreement
- Other (please specify: _____)

9. For research and development (not negotiated as in-licenses or contracts), **approximately** how many research collaborations did you form in the last two years with:

(Please check one in each row.)

Types of research partners, last two years	None	1 – 4	5 – 9	10 or more
Universities				
Federal Laboratories (in U.S., also called FFRDCs)				
Government Laboratories (non-U.S.)				
Non-profits				
For-profit, 50 or fewer employees				
For-profit, 51 - 500 employees				
For-profit, 501 - 5,000 employees				
For-profit, more than 5,000 employees				
Other (please specify: _____)				

10. For research and development (not negotiated as in-licenses or contracts), **approximately** how many collaborations do you anticipate forming in the next two years with:

(Please check one in each row.)

Types of research partners, last two years	None	1 – 4	5 – 9	10 or more
Universities				
Federal Laboratories (in U.S., also called FFRDCs)				
Government Laboratories (non-U.S.)				
Non-profits				
For-profit, 50 or fewer employees				
For-profit, 51 - 500 employees				
For-profit, 501 - 5,000 employees				
For-profit, more than 5,000 employees				
Other (please specify: _____)				

11. How important are the following factors in selecting a research partner?

(Please check one in each row.)

	Not at all Important	A Little Important	Somewhat Important	Very Important	Extremely Important
Talent and knowledge depth in research area					
Regulatory expertise					
Efficiency (time to complete deal)					
Amount of company information that needs to be divulged					
Commitment from partner senior management					
Commitment from your company's senior management					
Previous experience with partner					
Track record of success of potential partner					
Similar organizational values					
Effectiveness (operational processes)					
Terms of intellectual property					
Geographic location					
Favorable deal terms					
Other (please specify: _____)					

12. In general, how does your company find new research partners? (Please check all that apply.)

- Financial community recommendation (venture capitalists, investors, etc.)
- Personal peer network
- Internal scientific staff
- Internal or external business, marketing, or competitive intelligence analyst(s)
- Notices or alerts sent from subscription services
- Marketing/advertising cold call or letter
- Other (please specify: _____)

13. In general, where does your company find new research partners? (Please check all that apply.)

- Roadshows
- Tradeshows
- Scientific and technical conferences
- Business partnering conferences
- Websites
- Peer reviewed scientific literature
- Newsletters or trade journals
- Social network sites (Twitter, LinkedIn, etc.)
- Other (please specify: _____)

14. For research partnerships developed by your company within the past two years, and that may or may not include licensing, **approximately** how many were:

(Please check one in each row.)

Types of research partnerships	None	1 – 4	5 – 9	10 or more
Material transfers				
U.S. government Collaborative Research and Development Agreements (CRADAs) or Collaboration Agreements				
University Collaboration or Sponsored Research Agreements				
Exclusively licensed from U.S. Government				
Non-exclusively licensed from U.S. Government				
Exclusively licensed from university				
Non-exclusively licensed from university				
Involved a non-U.S. entity, either collaboration or licensing				

15. For ALL research partnerships developed by your company within the past two years, that may or may not include licensing, **approximately** how many were adopted at the following stages:

(Please check one in each row.)

Stage of Research and Development	None	1 – 4	5 – 9	10 or more
Basic Research/Discovery (<i>in vitro</i>)				
Pre-clinical (animal studies)				
Investigational New Drug completed				
Phase I clinical				
Phase II clinical				
Phase III clinical				
Other (please specify: _____)				

16. For ALL research partnerships developed by your company within the past two years, that may or may not include licensing, **approximately** how many were adopted at the following stages of patent prosecution:

(Please check one in each row.)

Stage of patent prosecution	None	1 – 4	5 – 9	10 or more
US Provisional				
PCT Filing (International)				
National Filing				
Issued patent				

17. How important are each of the following to your company in selecting a technology for a research partnership? (Please check one in each row.)

	Not at all Important	A Little Important	Somewhat Important	Very Important	Extremely Important
Stage of research development					
Stage of IP Protection					
Access to background, pre-existing IP					
Availability and terms for IP to be acquired during or after the collaboration					

18. Does your company have or plan to have partnerships with off-shore organizations?

- Yes
 No (**SKIP TO QUESTION 22**)

19. When considering research and development partnerships with off-shore organizations (not negotiated as in-licenses or contracts), with what kind and how many do you anticipate your company to form in the next two years:

(Please check one in each row.)

Off-Shore Organizations	None	1 – 4	5 – 9	10 or more
Universities				
Government or State laboratories or institutes				
Contract Research Organizations (CROs)				
Other biotech or pharmaceutical companies				

20. At what stage of research/development will your company most likely seek off-shore partnerships? (Please check only one.)

- Basic Research/Discovery
 Pre-clinical
 Clinical
 Manufacturing
 Marketing and Distribution

21. For what reason(s) will your company seek off-shore partnerships? (Please check all that apply.)

- Expand market reach
 Reduce costs
 Access to clinical study populations
 Improve research productivity
 Access intellectual property
 Access to more favorable laws on intellectual property
 Access expertise not available internally
 Other (please specify: _____)

SECTION 3: EXPERIENCE WITH NCI TECHNOLOGY TRANSFER CENTER (TTC) SERVICES

22. Patenting and licensing of all NIH technologies are handled centrally by the NIH Office of Technology Transfer (NIH OTT). The NCI TTC has oversight of the NCI technology portfolio and negotiates collaboration agreements, such as CRADAs. Please indicate your level of familiarity with the following prior to receiving this survey.

(Please check one in each row.)

	Not Familiar	A Little Familiarity	Some Familiarity	Very Familiar	Extremely Familiar
NIH OTT					
NCI TTC					
Cooperative Research and Development Agreements (CRADAs)					
NIH Licensing Agreements					
NIH Collaboration Agreements					
NIH Material Transfer Agreements					
NIH Clinical Trial Agreements					

23. How did you first learn about the NCI Technology Transfer Center? (Please check only one.)

- I received an unsolicited email
- Email forwarded to me by a colleague
- Internet search (Google, AltaVista, Yahoo, other)
- NIH website
- NCI website
- NIH research staff
- Company research staff
- Article in magazine or technical or trade publication
- Investor
- Conference
- Other (Please specify: _____).

24. Should NCI Technology Transfer Center marketing involve an NIH inventor in the process?

- Yes
- No

25. Has your company developed a research partnership (not in-license) with NIH researchers through the NCI TTC in the past two years?

- No
- Yes (**SKIP TO QUESTION 27**)
- Don't know (**SKIP TO QUESTION 35**)

26. Which factors led you to not partner with NIH researchers? (Please check all that apply.)

- Lack of expertise or capabilities in technical area
- Regulatory issues
- Government march-in rights
- NIH purportedly only gives out non-exclusive licenses
- No commitment from NIH senior management
- No commitment from your senior management
- NIH technology transfer office personnel
- Previous negative experience with an NIH research partner
- Track record of potential NIH research partner
- Dissimilar cultures
- Operational structure at the NIH
- Geographic location
- Was unaware of the possibility
- NIH overvalues its research/IP
- Length of time to negotiate agreements
- Terms of the agreement
- Not aware of any collaborations with NIH researchers
- Other (Please specify: _____) **SKIP TO QUESTION 35**

27. Which factors led you to partner with NIH? (Please select all that apply.)

- Access to clinical trials expertise
- Access to additional facilities
- Access to additional sales and/or marketing capabilities
- Access to additional regulatory issues expertise
- Access to additional scientific expertise
- Track record of NIH researcher or team
- Favorable agreement terms
- Access to intellectual property
- Other (Please specify: _____).

28. What type of agreement with NIH was most recently completed? (Please check only one.)

- Collaboration Agreement
- CRADA (Cooperative Research and Development Agreement)
- CTA (Clinical Trial Agreement)
- MTA (Material Transfer Agreement)
- CDA (Confidential Disclosure Agreement)

- Exclusive License
- Non-exclusive License
- Don't know

29. Were you satisfied with the length of time required to negotiate the agreement?

- Yes
- No

30. During or immediately following the completion of a collaboration (CRADA, CTA, etc.), were you or your staff given the opportunity to provide specific feedback about the process and your interactions with the technology transfer individual?

- YES (**SKIP TO QUESTION 32**) NO Don't know

31. Would this provide value to your company?

- YES NO Don't know

32. Please tell us how satisfied you are with each of the following aspects of the NCI TTC technology-transfer staff member's:

(Please check one in each row.)

	Not satisfied	A little satisfied	Somewhat satisfied	Very satisfied	Extremely satisfied
Responsiveness during a negotiation.					
Knowledge of the technology transfer process.					
Understanding of your business priorities.					
The information provided to you.					
Level of motivation and engagement toward teaming.					
Communication frequency with your company during a negotiation.					

33. Please provide additional comments and/or recommendations regarding TTC's customer services.

34. How do you or your staff locate NIH research partners for potential collaborations or partnerships? (Please check all that apply.)

- Roadshows
- Financial community recommendation (venture capitalists, investors, etc.)
- Industry analyst reports
- Tradeshows
- Scientific and technical conferences
- Partnering conferences
- Personal networks
- Internal company analyst(s)
- Established relationships with NIH researcher(s)
- Notices sent from the NIH email, RSS, or Listserv
- NIH/NCI Websites
- NIH marketing/advertising cold calls or letters to R&D
- Don't know

35. Would you like to receive information from the NCI Technology Transfer Center on developing research collaborations with the NIH?

- Yes
- No (**SKIP TO 38**)

36. What types of information would you like to receive from the NCI Technology Transfer Center? (Please check all that apply.)

- Technology transfer/intellectual property policy updates
- Recent licenses and collaborations negotiated at NCI
- New technology collaboration opportunities from NCI or other NIH Institutes
- New technology licensing opportunities from NIH Institutes
- Information only about technologies that complement a profile you create for NIH
- Information about NIH scientific events and meetings

37. What is your preferred method of receiving NCI Technology Transfer Center information? (Please check only one.)

- Email
- RSS feed

- Hardcopy newsletter
- Facebook, LinkedIn, or other social web application
- "What's New" site on the Technology Transfer Center website

38. Are there services not currently offered by the NCI Technology Transfer Center that would be useful to meet the technology transfer needs of your company?

If you would like to be put on the NIH Technology Transfer Center mailing list, please go to the following website: <http://ttc.nci.nih.gov/>

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE

-----END OF INSTRUMENT-----