

**Appendix A: Correspondence**  
**E-mail Invitation to Complete the Online Survey**

**Subject Line: *Special Request from NIAID DAIDS***

[Letter to be sent (via email) by the PIA AVR and MIP Program Directors]

Dear AVR PI/ MIP PI:

[specific greeting to be personalized by the AVR and MIP Program Directors]:

The Division of AIDS (DAIDS) of the National Institute of Allergy and Infectious Diseases (NIAID) is conducting this customer satisfaction assessment of our Phased Innovation Award (PIA) program to better understand what program components and processes have contributed to advancing the field of prophylactic HIV-related vaccine [microbicide] research. To assist in the endeavor, NIAID/DAIDS has contracted with The Madrillon Group Inc.

Your participation should take no more than 15 minutes, is voluntary, and will involve completing the web-based questionnaire by a specific date. Survey data from all respondents will be aggregated and presented in summary form. Individual responses will be kept secure as permitted by law.

Within the week, you will receive an e-mail invitation from The Madrillon Group Inc. with a link to the web-based survey.

If you have any questions about our efforts please feel free to contact me. On behalf of DAIDS, thank you for your consideration of this request to provide valuable input.

Sincerely,

Jon Warren/Jim Turpin

AVR [MIP] PIA Program Director

## Follow-up E-mail to Complete Survey

**Subject Line: Consider completing customer satisfaction survey for the NIAID DAIDS PIA program**

[Letter to be sent by The Madrillon Group Inc. (Dr. Mary Dufour)]

Dear Dr. [last name]:

Recently, Dr. [Jon Warren/Jim Turpin] invited you to complete a brief Web-based survey from the National Institute on Allergy and Infectious Diseases (NIAID) Division of AIDS (DAIDS). This survey was sent to Principal Investigators (PIs) who were awarded a Phased Innovation Award (PIA) for research related to prophylactic HIV [vaccine/microbicide] development.

Completing the survey should take no more than 15 minutes, is voluntary, and will involve completing the web-based questionnaire within 2 weeks. Please access the online survey by clicking the following URL address:

[SURVEY URL LINK].

**PASSWORD:** As mentioned on the first page of the questionnaire, the survey is password protected. Please enter the password [password] in the password box and click “next” to begin the survey.

Please complete the survey by [specify date].

Please feel free to contact me at 240-264-1578 or [dufourm@mail.nih.gov](mailto:dufourm@mail.nih.gov) if you have questions regarding the survey or any study-related issues.

If you have any technical questions and/or have difficulty accessing the survey, please contact Nekisha Lakins by e-mail at [nlakins@madrillongroup.com](mailto:nlakins@madrillongroup.com) or by telephone at 1-800-xxxx.

On behalf of the Division of AIDS, thank you for your consideration of this request.

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