

Supporting Statement B:

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

OMB No. 0925-0625, Expiry Date: 1/31/2014

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Revisions from the 2011 approved submission are highlighted in yellow.

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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 has not changed since the previous OMB submission. All customers: public inquiry, member of Cooperative Group, **National Clinical Trials Network (NCTN)**, the **Early Therapeutics Clinical Trials Network (ET-CTN)** submitting a request to the Helpdesk (via email or phone) will receive an email request to complete the survey if a valid email address is provided (**Attachment 1A**).

We receive approximately 335 helpdesk inquiries per month. This average is based on the total per month for one year (total received inquiries in one year: 4020) and dividing the total by # of associated months (4020/12 = 335). No sampling is performed: 100% of the people inquiring to the CIRB Operations helpdesk have the potential to be surveyed as long as a valid email address is provided. There is no consideration of other characteristics beyond inquiry and use of the services.

Since this is a voluntary survey, we receive approximately 55-65 completed surveys a month. The surveys are anonymous. They are completed online through SurveyMonkey.com. We do not request any identifiable information on the customer completing the survey.

B.2 Procedures for the Collection of Information

The procedures for the collection of information with the CIRB Customer Satisfaction Survey (**Attachment 1B**) have not changed since the previous OMB Submission.

b. Rationale for Sample Size.

For the helpdesk surveys, an estimated 4020 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 25%.

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 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 Project Manager, Jennifer Dugan; and CIRB Quality Assurance Manager. The implementation team consists of the CIRB Outreach Coordinator, CIRB Outreach Specialist, the CIRB Helpdesk Coordinator, and other CIRB staff members as assigned.

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