



# Cooperative Studies Program Coordinating Centers (CSPCC) Study Chairperson and National Study Coordinator (NSC) Satisfaction Survey

OMB No. 2900-0770

Estimated Burden: 5 mins

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# CSPCC Study Chairperson & NSC Satisfaction Survey

VA Form 10-1500197(W5)  
NOV 2015

Title of person completing the survey

- a. Study Chair
  - b. National Study Coordinator
- Study Number:
  - I have worked on this study for 1 year or more
    - a. Yes
    - b. No
  - Cooperative Studies Program Coordinating Center (CSPCC) service that this survey is based on
    - a. Boston CSPCC
    - b. Hines CSPCC
    - c. Palo Alto CSPCC
    - d. Perry Point CSPCC
    - e. West Haven CSPCC

## **Part 1 – Overall Satisfaction with the Quality of Services Received**

1. I am satisfied with the quality of services provided.
  - a. Strongly disagree
  - b. Disagree
  - c. Neither agree or disagree
  - d. Agree
  - e. Strongly agree

## **Part 2 – Accessibility and Responsiveness**

2. I am satisfied with the quality of the study materials (reports, data manuals, etc.) provided by CSPCC.
  - a. Strongly disagree
  - b. Disagree
  - c. Neither agree or disagree
  - d. Agree
  - e. Strongly agree
3. The CSPCC is timely in providing updated study information.
  - a. Strongly disagree
  - b. Disagree
  - c. Neither agree or disagree
  - d. Agree
  - e. Strongly agree
4. The CSPCC clearly communicates issues regarding study sites.
  - a. Strongly disagree
  - b. Disagree
  - c. Neither agree or disagree
  - d. Agree
  - e. Strongly agree
5. The CSPCC provides study reports needed to determine the needs of the sites.
  - a. Strongly disagree
  - b. Disagree

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- c. Neither agree or disagree
  - d. Agree
  - e. Strongly agree
6. The CSPCC is committed to treating its partners with respect.
- a. Strongly disagree
  - b. Disagree
  - c. Neither agree or disagree
  - d. Agree
  - e. Strongly agree
7. I am satisfied with the accessibility and responsiveness of the coordinating center when I need to reach them.
- a. Strongly disagree
  - b. Disagree
  - c. Neither agree or disagree
  - d. Agree
  - e. Strongly agree
- o If your answer is “strongly disagree” or “disagree,” select all staff who were not accessible.
- Biostatistician
  - Project Manager
  - Data Coordinator
8. I am satisfied with the promptness of the coordinating center staff when returning phone calls.
- a. Strongly disagree
  - b. Disagree
  - c. Neither agree or disagree
  - d. Agree
  - e. Strongly agree
- o If your answer is “strongly disagree” or “disagree,” select all staff who were not accessible.
- i. Biostatistician
  - ii. Project Manager
  - iii. Data Coordinator
9. I am satisfied with the promptness of coordinating center staff when responding to email
- a. Strongly disagree
  - b. Disagree
  - c. Neither agree or disagree
  - d. Agree
  - e. Strongly agree
- o If your answer is “strongly disagree” or “disagree,” select all staff who were not accessible.
- i. Biostatistician
  - ii. Project Manager
  - iii. Data Coordinator
10. I get timely communications involving study issues.
- a. Strongly disagree
  - b. Disagree
  - c. Neither agree or disagree
  - d. Agree
  - e. Strongly agree
- o If your answer is “strongly disagree” or “disagree,” select all staff who were not accessible.

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- i. Biostatistician
- ii. Project Manager
- iii. Data Coordinator

11. The CSPCC provides accessible and relevant information about the study and procedures that affect my role.
- a. Strongly disagree
  - b. Disagree
  - c. Neither agree or disagree
  - d. Agree
  - e. Strongly agree

### **Part 3 – Courtesy, Knowledge, and Professionalism**

12. I am satisfied with the **courtesy** of the CSPCC staff.
- a. Strongly disagree
  - b. Disagree
  - c. Neither agree or disagree
  - d. Agree
  - e. Strongly agree

13. I am satisfied with the **knowledge** of CSPCC staff.
- a. Strongly disagree
  - b. Disagree
  - c. Neither agree or disagree
  - d. Agree
  - e. Strongly agree

14. I am satisfied with the **professionalism** of the CSPCC staff.
- a. Strongly disagree
  - b. Disagree
  - c. Neither agree or disagree
  - d. Agree
  - e. Strongly agree

15. The CSPCC listens to and considers my opinions in decision-making issues related to study changes.
- a. Strongly disagree
  - b. Disagree
  - c. Neither agree or disagree
  - d. Agree
  - e. Strongly agree

16. The CSPCC includes me in study meetings and conference calls.
- a. Strongly disagree
  - b. Disagree
  - c. Neither agree or disagree
  - d. Agree
  - e. Strongly agree

17. I am satisfied with the roles and responsibilities given to me by CSPCC.
- a. Strongly disagree
  - b. Disagree
  - c. Neither agree or disagree
  - d. Agree
  - e. Strongly agree

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### **Part 4 – Willingness to Recommend Working with Future CSP Studies**

18. If asked by a colleague, how willing would you be to recommend this CSPCC to work with you on your future CSPCC research?
- a. Strongly disagree
  - b. Disagree
  - c. Neither agree or disagree
  - d. Agree
  - e. Strongly agree
- Do you have any needs that we are currently not addressing?
  - Do you have any comments, complaints, or concerns about the support from this Center?
  - Do you have any compliments or recognitions involving particular people from this Center?
  - You may include your name on this survey. (Optional)
  - If you would like to speak to someone about this Survey or the Service you received, please contact the Center Quality Manager.
    - o Boston; Eric Rockefeller, (857) 364-2432
    - o Hines; James Steward, (708) 202-5835
    - o Palo Alto; Alaina Difuntorum, (650) 493-5000 X25896
    - o Perry Point; Karen Brown, (410) 642-2411 X6267
    - o West Haven; Kim DiBenedetto-Rogers, (203) 932-5711 X3795