

AR Isolate Bank – Year 1 – Customer Satisfaction Survey for CDC AR Isolate Bank

Form Approved
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REQUEST TO CUSTOMER—FIRST WAVE:

FROM: ARbank@cdc.gov

TO: POCs from order list

SUBJECT: 10-min survey about AR Isolate Bank

Dear AR Isolate Bank customer,

The FDA-CDC AR Isolate Bank launched in July 2015 and, as we approach our one-year mark, we would like to hear feedback on how it has provided value to your organization and how it can be improved.

Take the 10-minute survey here: [\[LINK\]](#)

The survey will be open until [\[DATE\]](#).

With your permission, we will contact you based on your responses to develop success stories that will be published on our website and in other CDC and FDA materials.

On behalf of FDA and CDC, we appreciate your participation in this survey. Your feedback will help us build a repository of isolates that are the most useful in the fight against antimicrobial resistance.

Best,

Jean B. Patel, PhD, D(ABMM)

Acting Director, Office of Antimicrobial Resistance

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REQUEST TO CUSTOMER—SECOND WAVE:

FROM: ARbank@cdc.gov

TO: POCs from order list

SUBJECT: How is the AR Isolate Bank doing?

Dear AR Isolate Bank customer,

This is a reminder that the FDA-CDC AR Isolate Bank satisfaction survey will be closing [\[DATE\]](#).

Please take 10 minutes to complete the survey and provide feedback on how it has provided value to your organization and how it can be improved.

Take the survey now: [\[LINK\]](#)

With your permission, we will contact you based on your responses to develop success stories that will be published on our website and in other CDC and FDA materials.

On behalf of FDA and CDC, we appreciate your participation in this survey. Your feedback will help us build a repository of isolates that are the most useful in the fight against antimicrobial resistance.

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SURVEY HOSTED ON:
SurveyMonkey.com

INTRODUCTION:
Thank you for providing feedback on the FDA-CDC AR Isolate Bank.

The purpose of the survey is to capture how the AR Isolate Bank has provided value to customers and how it can be improved.

The information gathered from this survey will not be published and will only inform next steps of implementation.

PROPOSED QUESTIONS:

1. How did you first hear about the AR Isolate Bank? *[can select only one]*
 - FDA website
 - CDC website
 - FDA talk or presentation
 - CDC talk or presentation
 - Colleague
 - Other: *[open-ended]*

2. What AR Isolate Bank panels did you/your organization order? Check all that apply.

- ***Acinetobacter baumannii*** Panel
 - Enterobacteriaceae Carbapenem Breakpoint Panel
 - Enterobacteriaceae Carbapenemase Diversity Panel
 - Gram Negative Carbapenemase Detection Panel
 - ***Neisseria gonorrhoeae*** Panel
 - ***Pseudomonas aeruginosa*** Panel
 - Vancomycin Intermediate ***Staphylococcus aureus*** Panel
3. How has your organization used the panels from the AR Isolate Bank? Check all that apply.
- To develop (research, challenge, accelerate) a diagnostic device, test, or assay
 - To satisfy a specific request and/or support an application to FDA
 - To validate a diagnostic test for implementation in my laboratory
 - To develop (research, challenge, accelerate) an antibiotic
 - Other: *[open-ended]*
4. Based on your answer to Question #4, please provide more detail about how you have used the panels from the AR Isolate Bank. *Please do not provide proprietary information. General descriptions for how the isolates helped improve process, increase product accuracy, meet organization priorities, add value, or support other AR strategies are appreciated. If you have not yet used the isolates, please explain how you intend to use them in the future. [open-ended]*
5. Please take a moment to think about the AR Isolate Bank panels you received. Rate satisfaction with the following during your experience. *[Likert scale: Very dissatisfied, Dissatisfied, Neither Dissatisfied nor Satisfied, Satisfied, Very satisfied, Not applicable]*
- Diversity of panels
 - Descriptions of panel organisms
 - Viability of organisms
 - Confirmatory testing in your lab corresponded to isolate description
 - Responsiveness of staff to problems with panels or isolates
- Please comment on ratings given above about satisfaction with panels. *[open-ended]*
6. CDC and FDA are working together to expand the AR Isolate Bank collection. What additional isolate panels or information would be valuable to you/your organization in the future? How can the current collection be improved? *[open-ended]*
7. Please take a moment to think about the AR Isolate Bank ordering process. Rate satisfaction with the following during your experience. *[Likert scale: Very dissatisfied, Dissatisfied, Neutral, Satisfied, Very satisfied, Not applicable]*
- Order instructions provided on the website
 - Duration of entire process (from initial order to delivery)
 - Responsiveness of staff

- Information provided with the isolates (i.e., MIC results and interpretation, sequencing information)

Please comment on ratings given above about satisfaction with panels. *[open-ended]*

8. CDC and FDA are working to improve the [AR Isolate Bank website](#). What other information in content or structure would you like to see added or improved? How can the current website be improved? *[open-ended]*
9. Which option below best describes your organization? *[can select only one]*
 - Academic
 - Commercial diagnostic company
 - Commercial laboratory
 - Federal agency
 - Hospital or clinic
 - Pharmaceutical company
 - Public health laboratory
 - Other: *[open-ended]*
10. Can we contact you for additional information? *To improve the AR Isolate Bank overall and develop success stories, we would like to contact some customers for more information about their experience. We will NOT publish responses provided in this survey or confidential, proprietary information. [can select only one]*

If yes, please provide your name and email address. *[open-ended]*