

**Veterans Health Administration White Paper**  
**OMB No. 2900-0772 (Cooperative Studies Program Site Survey and Meeting Evaluation)**  
**May 2015**

**Background:**

The information collected will be used by VA Cooperative Studies Program (CSP) leadership to evaluate their Coordinating Centers' effectiveness in conducting meetings and interacting with participating study sites and other customers.

The CSP Customer Satisfaction Survey will be used to gauge the level of customer satisfaction VA sites participating in CSP Research studies have in the CSP Coordinating Centers. The survey will ask site personnel participating on a CSP study to rate the Coordinating Centers level of proficiency, knowledge and customer service in conducting the studies. Results will be used to find areas of improvement for the Coordinating Centers, and is an important part of their effort to continue International Organization for Standardization 9001 (ISO) certification.

The CSP Meeting Evaluation will be used to gauge the effectiveness of CSP's in-person meetings and ways to improve future meetings. The CSP Coordinating Centers regularly coordinate large meetings for CSP studies, and finding ways to run more efficient meetings can result in significant savings for the VA. The evaluation form will ask meeting attendees to rate the meetings preparation, execution and usefulness.

**Request:**

The program office conducting the survey request to change the title of VA Form 10-0511 – Change title from: “CSP Customer Satisfaction Survey” to: “CSP Satisfaction Survey”

The term “Customer” has been changed for the Cooperative Studies Program (CSP) to refer to the medical and scientific communities. We are now calling the site personnel working on CSP studies “Process Partners,” so this survey now applies primarily to our “Process Partners” and not necessarily our “Customers.” We feel that leaving the title unchanged would lead to unnecessary confusion regarding the customer base.