

Attachment D – NCEH-ATSDR OS Regulatory Team Customer Satisfaction Survey (online)

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NCEH/ATSDR Office of Science Regulatory Team Customer Satisfaction Survey

Form Approved
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Thank you for taking the time to provide valuable feedback to the NCEH/ATSDR Office of Science Regulatory team regarding the services we provide. We plan to use your feedback to improve the resources and services we provide to assist you with your human subjects and Office of Management and Budget (OMB) Paperwork Reduction Act (PRA) related issues. Please answer the questions below based on your experiences with the Office of Science within the past 1 year.

1. What is your division?

2. What is your branch/office?
3. Are you aware of the consultation services offered by the NCEH/ATSDR Office of Science Regulatory team on Human Subjects Research?

Yes
 No

4. Are you aware of the consultation services offered by the NCEH/ATSDR Office of Science Regulatory team on Paperwork Reduction Act (PRA) clearance?

Yes
 No

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5. How frequently do you consult with the NCEH/ATSDR Office of Science Regulatory team?

Never
 Only consulted one time
 Daily
 Weekly
 Monthly
 A couple times a year or more
 About once a year
 Was not aware that consultation services were offered

6. Have you ever visited the NCEH/ATSDR Office of Science intranet site for Human Subjects Research Protection (http://intranet.cdc.gov/nceh-atsdr/os2/human_subjects.htm) and/or OMB Paperwork Reduction Act (<http://intranet.cdc.gov/nceh-atsdr/os2/omb.htm>)?

Yes
 No

7. If so, how frequently do you use the NCEH/ATSDR Office of Science Human Subjects or OMB PRA intranet site?

Only visited one time
 Daily
 Weekly
 Monthly
 A couple times a year
 Once a year
 N/A

8. If you have ever visited the NCEH/ATSDR Office of Science Human Subjects or OMB PRA intranet site, did you find what you were looking for?

Yes
 No
 N/A

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9. What type of information would you like to see on the NCEH/ATSDR Office of Science Human Subjects or OMB PRA intranet site?

10. What types of guidance documents would be useful to you/your program? (Select all that apply)

- When to submit a research determination request
- How to submit a research determination request
- How to prepare a non-research or research protocol
- Human Subjects 101
- Paperwork Reduction Act 101
- Overview of available generic clearances (e.g., ATSDR Service Delivery, Health Message Testing System)
- Differences between standard and generic Paperwork Reduction Act (PRA) clearances
- How to prepare standard PRA clearance documents
- Other (please specify)

11. What types of training would you benefit from? (Select all that apply)

- Submitting Research Determination Requests
- Human Subjects 101
- Differentiating between Research and Nonresearch Activities
- Paperwork Reduction Act 101
- Preparing Standard PRA Clearance Documents
- Other (please specify)

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12. What mode of training would you like to see from the Regulatory team? (Select all that apply)

Live Seminars
 Lunch and Learn
 Skype Webinar
 One on one training
 Other (please specify)

13. How frequently would you like to see training offered by the Regulatory team?

Biweekly
 Monthly
 Quarterly
 Annually

14. How satisfied are you with the turnaround time for the following:

	Highly satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Highly dissatisfied	N/A
Processing research determination requests?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office of Science forwarding of IRB protocol requests (new protocols, amendments, continuation requests, etc.) to HRPO?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PRA: Office of Science guidance for preparation of OMB packages?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PRA: Office of Science review of OMB documents (60-day FRN and 30-day FRN)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PRA: Office of Science tracking and communication with ICRO and OMB?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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15. How responsive is the NCEH/ATSDR Office of Science Regulatory team to your questions or concerns regarding human subjects or OMB PRA related issues?

Extremely responsive
 Very responsive
 Somewhat responsive
 Not so responsive
 Not at all responsive
 N/A

16. How satisfied are you overall with the services provided by the NCEH/ATSDR Office of Science Regulatory team?

Highly satisfied
 Satisfied
 Neither satisfied nor dissatisfied
 Dissatisfied
 Highly Dissatisfied
 N/A

17. What is your FIRST source of support for human subjects related issues?

NCEH/ATSDR Office of Science consultation
 NCEH/ATSDR Office of Science intranet site
 Human Research Protection Office (HRPO) intranet site
 Division Associate/Assistant Director of Science
 Other (please specify)

18. What is your FIRST source of support for OMB PRA related issues?

NCEH/ATSDR Office of Science consultation
 NCEH/ATSDR Office of Science intranet site
 Information Collection Review Office (ICRO) intranet site
 Division Associate/Assistant Director of Science
 Other (please specify)

19. Is there any other information/feedback you would like to share regarding the NCEH/ATSDR Office of Science Regulatory team and/or the services provided by the team?

Done