

The CTSU Customer Satisfaction Survey June 2013
Help Desk Survey Questions

Public reporting burden for this collection of information is estimated to vary from 10 to 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. **An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.** Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-xxxx). Do not return the completed form to this address.

- 1) Which Help Desk do you contact most frequently?
- CTSU Main Help Desk
 - CTSU Regulatory Help Desk
 - Both CTSU Main Help Desk and CTSU Regulatory Help Desk equally

*Please rate your level of satisfaction with the following aspects of the CTSU **Main** Help Desk. These questions apply to your most recent help desk experience.*

- 2) Generally, how frequently do you or your staff utilize the **Main** Help Desk Services?
- Frequently (weekly)
 - Moderately (monthly)
 - Occasionally
 - Once
- 3) Generally, how frequently do you or your staff utilize the **Main** Help Desk Services between the hours of **5:30 pm EST** and **8:30 pm EST**?
- Frequently (weekly)
 - Moderately (monthly)
 - Occasionally
 - Once
- 4) How would you rate your satisfaction with the ability of the **Main** Help Desk Staff to provide an acceptable solution to your inquiry?
- Extremely satisfied
 - Satisfied
 - Neutral
 - Dissatisfied
 - Extremely dissatisfied

5) If you contacted the Help Desk by e-mail or had to leave a voice mail, how would you rate your satisfaction with the length of time required by the **Main** Help Desk to provide a response to your inquiry?

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied

6) How would you rate your satisfaction with the level of knowledge demonstrated by the **Main** Help Desk Staff regarding the subject(s) of your inquiry?

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied

7) In reference to Question #5, please indicate the subject(s) of your inquiry:

8) If your inquiry had to be referred to other CTSU or Cooperative Group Staff, how satisfied were you with the length of time needed to obtain a final response from the **Main** Help Desk?

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied

9) Regarding your most recent contact with the CTSU **Main** Help Desk, what is your overall level of satisfaction with the services provided?

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied

10) Please provide us with comments and/or suggestions about our **Main** Help Desk Services.

Please rate your level of satisfaction with the following aspects of the CTSU **Regulatory** Help Desk.

11) Generally, how frequently do you or your staff utilize the **Regulatory** Help Desk Services?

- Frequently (weekly)
- Moderately (monthly)
- Occasionally
- Once

12) As a result of your contact(s) with the **Regulatory** Help Desk Staff, please indicate in which areas you gained a better understanding of the submission processes and/or regulatory requirements. Mark all that apply.

- Initial Approval submissions
- Continuing Renewal submissions
- Amendment Approval submissions
- Special Requirements set up for collection by the Lead Group of a trial
- Renewal Submission after a Protocol is Closed to Accrual
- Documentation required when using the NCI CIRB
- FWA Updates submissions

13) As a result of your contact(s) with the **Regulatory** Help Desk Staff, please indicate if you gained a better understanding of any of the following areas. Mark all that apply.

- Investigator's NCI Status
- Requests for Protocol Related Material
- Identifying Contacts for Protocol Related Questions
- Roster Information for Your Site
- Navigation of CTSU Web Site

14) How would you rate your satisfaction with the *overall* level of assistance provided by the **Regulatory** Help Desk regarding your topic(s) of inquiry?

- Extremely Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely Dissatisfied

15) Please provide us with comments and/or suggestions about our **Regulatory** Help Desk Services.