



Clinical Studies Program Coordinating Center (CSPCC) Study Chairperson and National Study Coordinator (NSC) Satisfaction Survey

OMB No. 2900-0770

Estimated Burden: 5 minutes

Expiration Date: 9/30/2020

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CSPCC Study Chairperson & NSC Satisfaction Survey

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
 - c. Neither agree or disagree
 - d. Agree
 - e. Strongly agree

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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 CSPCC 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 CSPCC 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 CSPCC 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.
 - i. Biostatistician
 - ii. Project Manager
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11. The CSPCC provides accessible and relevant information about the study and procedures that affect my role.
- Strongly disagree
 - Disagree
 - Neither agree or disagree
 - Agree
 - Strongly agree

Part 3 – Courtesy, Knowledge, and Professionalism

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

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

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

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

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

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

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?

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- 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; Pamela Gonzalez, (708) 202-8387 X25835
 - o Palo Alto; Alaina Bevis, (650) 493-5000 X25896
 - o Perry Point; Karen Brown, (410) 642-2411 X6267
 - o West Haven; Kim DiBenedetto-Rogers, (203) 932-5711 X3795