

# DATA MONITORING COMMITTEE CUSTOMER SATISFACTION SURVEY



## Data Monitoring Committee (DMC) Survey

OMB No. 2900-0770

Estimated Burden: 5 minutes

Expiration Date: 9/30/2020

**The Paperwork Reduction Act of 1995:** This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Accordingly, we may not conduct or sponsor and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who complete this survey will average 00 minutes. This includes the time it will take to follow instructions, gather the necessary facts and respond to questions asked. Customer satisfaction is used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this telephone/mail survey will lead to improvements in the quality of service by improvements in the quality of service by improving communications, reports and customer service. Participation in this survey is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

# DATA MONITORING COMMITTEE CUSTOMER SATISFACTION SURVEY

**Instructions:** On a scale of 1-5 (strongly disagree to strongly agree) please rate your level of agreement with the following statements regarding the most recent CSP# \_\_\_\_\_ Data Monitoring Committee Meeting

**(Administrative/Timeliness)**

1. The reports were received in time to perform an appropriate review.

<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>
1	2	3	4	5

2. Meeting plans (date, time, location, call in number) were effectively communicated prior to the meeting

<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>
1	2	3	4	5

**(Competency)**

3. Data in the report was presented in a clear and logical format for each focus area below, (not the study progress itself):

a. Study progress

<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>
1	2	3	4	5	

b. Safety data

<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>
1	2	3	4	5	

c. Primary and Secondary outcomes

<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>
1	2	3	4	5	

d. Data Quality

<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>
1	2	3	4	5	

**(Communications)**

4. The agenda clearly communicated the goals and expectations of the meeting.

<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>
1	2	3	4	5

5. The study team was prepared to discuss the study and respond to questions.

<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>

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1

2

3

4

5

6. Do you have any concerns about the information we provided in our reports?

YES

NO

If yes, please provide suggestions for improvement.

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7. Do you have any concerns about the planning and conduct of our in-person meetings/conference calls?

YES

NO

If yes, please provide suggestions for improvement.

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8. Additional Comments:

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