

Year 5 (2020) Customer Satisfaction Survey for the CDC Antibiotic Resistance (AR) Isolate Bank

Form Approved
OMB Control No.: 0920-1071
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REQUEST TO CUSTOMER—FIRST WAVE:

FROM: ARbank@cdc.gov

TO: POCs from order list

SUBJECT: 10-min survey about AR Isolate Bank

Dear AR Isolate Bank customer,

The CDC & FDA Antibiotic Resistance Isolate Bank (AR Isolate Bank) was launched in July 2015, and as we hit our five-year mark, we would like your feedback on how this resource has provided value to your organization and how it can be improved. Survey results from previous years have informed upgrades to the Bank's web interface and have aided in streamlining the ordering process.

The survey is intended for customers who registered or ordered from the bank in the last year. Questions are specific to interactions from the past year only (August 2019-August 2020).

Your feedback will help us target areas for improvement in our isolate collection and overall processes to ensure efficiency and value in the fight against antibiotic resistance.

Please take the 10-minute survey here: [\[INSERT SURVEY MONKEY LINK\]](#)

The survey will close **August 31, 2020**.

Based on your responses and with your permission, we may contact you to develop success stories that will be published on our website and in other CDC and FDA materials.

On behalf of CDC and FDA, we appreciate your time and participation in this survey.

Best,

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Public reporting burden of this collection of information is estimated to average 10 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 CDC/ATSDR Reports Clearance Officer, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA 0920-1071

REQUEST TO CUSTOMER—SECOND WAVE:

Year 5 (2020) Customer Satisfaction Survey for the CDC Antibiotic Resistance (AR) Isolate Bank

FROM: ARbank@cdc.gov

TO: POCs from order list

SUBJECT: How is the AR Isolate Bank doing?

Dear AR Isolate Bank customer,

This is a reminder that the CDC & FDA Antibiotic Resistance Isolate Bank satisfaction survey will close **August 31, 2020**.

Please take 10 minutes to complete the survey and share feedback on how the AR Isolate Bank has provided value to your organization and how it can be improved.

Please take the survey now: [\[INSERT SURVEY MONKEY LINK\]](#)

Based on your responses and with your permission, we may contact you to develop success stories that will be published on our website and in other CDC and FDA materials. Questions are specific to interactions from the past year only (August 2019-August 2020).

On behalf of CDC and FDA, we appreciate your participation in this survey. Your feedback will help us improve our repository to ensure efficiency and value in the fight against antibiotic resistance.

Best,

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SURVEY HOSTED ON:

SurveyMonkey.com

INTRODUCTION:

Thank you for providing feedback on the CDC & FDA Antibiotic Resistance Isolate Bank.

The survey is intended for customers who registered or ordered from the bank in the last year. Questions are specific to interactions from the past year only (August 2019-August 2020).

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The purpose of the survey is to capture how the AR Isolate Bank has provided value to customers and how it can be improved.

The information gathered from this survey will inform next steps of AR Bank implementation and the results will **not** be published.

PROPOSED QUESTIONS:

1. Have you ordered or registered from the AR Bank within the last year (August 2019-August 2020)?
[Check all that apply]
 - Registered
 - Ordered

2. Would you order from the AR Isolate Bank again? If no, why not?
 - Yes
 - No [open-ended]

3. Would you recommend the AR Isolate Bank to colleagues? If no, why not.
 - Yes
 - No [open-ended]

4. Which option below best describes your organization? [can select only one]
 - Academic (non-clinical)
 - Clinical laboratory (e.g., academic medical center, VA hospital, private hospital, public hospital, private laboratory, or reference laboratory)
 - Diagnostic manufacturer
 - Pharmaceutical manufacturer
 - U.S. Federal agency
 - Public health laboratory (city, county, or state)
 - Other (please describe)

5. How did you first hear about the AR Isolate Bank? [select all that apply]
 - CDC website
 - FDA website
 - American Society for Microbiology (ASM) and professional listservs
 - FDA request or suggestion to support a regulatory submission
 - Colleague
 - Clinical and Laboratory Standards Institute (CLSI) (webinar or other)
 - College of American Pathologists (CAP)
 - Publication
 - Instrument and/or diagnostic manufacturers company
 - Scientific Conference/Meeting [open-ended]
 - Other: [open-ended]

6. Which AR Isolate Bank panels have you/your organization ordered? Check all that apply.
 - *Acinetobacter baumannii* Panel

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- Aminoglycoside/tetracycline Resistance Panel
 - *Aspergillus fumigatus* Panel
 - *Candida auris* Panel
 - Cefepime/zidebactam Panel
 - Ceftazidime/avibactam Panel
 - Ceftolozane/tazobactam Panel
 - Delafloxacin Panel
 - Drug Resistant *Candida* species Panel
 - Enteric Pathogen Diversity Panel
 - Enterobacteriaceae Carbapenem Breakpoint Panel
 - Enterobacteriaceae Carbapenemase Diversity Panel
 - Gram Negative Carbapenemase Detection Panel
 - Imipenem/relebactam Panel
 - Isolates with New or Novel Antibiotic Resistance
 - *Neisseria gonorrhoeae* Panel
 - Plazomicin Panel
 - *Pseudomonas aeruginosa* Panel
 - *Salmonella enterica* serovar Infantis Panel
 - *Staphylococcus* with Borderline Oxacillin Susceptibility Panel
 - Tedizolid/Linezolid (Oxazolidinones) Resistant *Staphylococci*
 - Vancomycin Intermediate *Staphylococcus aureus* Panel
 - WHO *Neisseria gonorrhoeae* Reference Panel
7. How often have you/your organization ordered panels from the AR Isolate Bank? *[can only select one]*
- 1 occasion
 - 2-5 occasions
 - 6-9 occasions
 - 10 occasions or more
8. How has your organization used the panels from the AR Isolate Bank? *[Check all that apply]*.
- To develop (research, challenge, accelerate) a diagnostic device, test, or assay
 - To develop (research, challenge, accelerate) an antimicrobial or alternative therapy
 - To satisfy a specific request from FDA and/or support a premarket application
 - To conduct basic/academic research
 - Quality Control
 - Verification/validation of assays or devices
 - Verification/validation of updated breakpoints
 - Other: *[open-ended]*
9. Based on your answer to Question #8, please provide more detail about how you have used the panels from the AR Isolate Bank. *Please do not provide proprietary information. General descriptions for how the isolates helped improve process, increase product accuracy, meet organization priorities, add value, or support other AR strategies are appreciated. If you have not yet used the isolates, please explain how you intend to use them in the future. [open-ended]*
10. Please take a moment to think about the AR Isolate Bank panels you received. Rate satisfaction with the following during your experience. *[Likert scale: Very dissatisfied, Dissatisfied, Neither Dissatisfied nor Satisfied, Satisfied, Very satisfied, Not applicable]*

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- Diversity of panels
- Diversity of isolates available
- Data available for isolates/panels
- Descriptions of panel organisms
- Viability of organisms
- Confirmatory testing in your lab corresponded to isolate description
- AR Isolate Bank staff assistance with troubleshooting problems with panels or isolates

Please comment on ratings given above about satisfaction with panels. *[open-ended]*

11. CDC and FDA are working together to expand the AR Isolate Bank collection. What additional features, isolates, panels, information would be valuable to you/your organization in the future? How can the current collection be improved? *[open-ended]*
12. If you have ordered isolates from other isolate repositories or organizations, what aspects of those services would you like to see implemented in the AR Isolate Bank (e.g. turnaround time, information provided with isolates, order/shipping process, etc.)? *[open-ended]*
13. Please take a moment to think about the AR Isolate Bank ordering process. Rate satisfaction with the following during your experience. *[Likert scale: Very dissatisfied, Dissatisfied, Neutral, Satisfied, Very satisfied, Not applicable]*
 - Ease of navigation through the AR Isolate Bank website
 - Ease of ordering
 - Responsiveness of AR Isolate Bank staff, if contacted
 - Duration of entire process (from initial order to delivery)

Please comment on ratings given above about satisfaction with the AR Isolate Bank ordering process. *[open-ended]*

14. Rate your satisfaction with the following [AR Isolate Bank website](#) features. *[Likert scale: Very dissatisfied, Dissatisfied, Neither Dissatisfied nor Satisfied, Satisfied, Very satisfied, Not applicable]*
 - AR Isolate Bank website search feature
 - Characterization data provided with isolates
 - Downloadable materials
 - Ability to create a customer profile
 - Ordering instructions provided on the website
 - Order notifications and tracking
 - Email notifications/order status updates
 - Other: *[open-ended]*
15. Please take a moment to think about the required documentation for isolate procurement. Have you encountered any difficulties understanding the instructions provided with each form or providing the information required? If yes, please describe.
 - Yes *[open-ended]*
 - No

16. Is there anything else you would like to tell us about your experiences using the AR Isolate Bank or the website? If yes, please list.

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- Yes *[open-ended]*
- No

17. Has any of the work you have done using isolates from the AR Isolate Bank contributed to a scientific publication, public presentation, or regulatory submission? If yes, please list (e.g., citations, patent numbers, FDA approvals, etc.).

- Yes *[open-ended]*
- No

18. Can we contact you for additional information? *To further develop the AR Isolate Bank collection, improve customer experience, and share success stories, we would like to contact some customers for more information about their experience. We will NOT publish responses provided in this survey or confidential, proprietary information. [can select only one]*

If yes, please provide your name and email address. *[open-ended]*