

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 and FDA Antibiotic Resistance Isolate Bank (AR Isolate Bank) launched in July 2015 and, as we hit our three-year mark, we would like to hear feedback on how this resource has provided value to your organization and how it can be improved. Your feedback will help us build a collection of the most useful isolates in the fight against antibiotic resistance.

Take the 10-minute survey here: [\[LINK\]](#)

The survey will close [\[DATE\]](#).

With your permission, we may contact you based on your responses 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 participation in this survey.

Best,
Jean B. Patel, PhD, D(ABMM)
Health Scientist, Antibiotic Resistance Coordination and Strategy Unit
Centers for Disease Control and Prevention
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REQUEST TO CUSTOMER—SECOND WAVE:

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 and FDA Antibiotic Resistance Isolate Bank satisfaction survey will close [\[DATE\]](#).

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

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

Take the survey now: [\[LINK\]](#)

With your permission, we may contact you based on your responses 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 participation in this survey. Your feedback will help us build a repository of the most useful isolates 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 and FDA Antibiotic Resistance Isolate Bank.

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 not be published and will only inform next steps of implementation.

PROPOSED QUESTIONS:

1. Have you ordered from the AR Isolate Bank within the last year (August 2017 – August 2018)? If no, why not?
 - Yes
 - No *[open-ended]*

2. Which option below best describes your organization? *[can select only one]*
 - Academic (non-clinical)

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- Clinical laboratory (e.g., academic medical center, VA hospital, private hospital, public hospital, private laboratory, or reference laboratory)
- Diagnostic manufacturer
- Pharmaceutical manufacturer
- Federal agency
- Public health laboratory (city, county, or state)
- Other (please describe)

3. How did you first hear about the AR Isolate Bank? [can select only one]

- CDC website
- FDA website
- FDA request or suggestion to support a regulatory submission
- Colleague
- CLSI webinar
- Publication
- Scientific Conference/Meeting [open-ended]
- Other: [open-ended]

4. Since August 2017, what AR Isolate Bank panels did you/your organization order? Check all that apply.

- *Acinetobacter baumannii* Panel
- Aminoglycoside/tetracycline Resistance Panel
- *Candida auris* Panel
- Ceftazidime/avibactam Panel
- Ceftolozane/tazobactam Panel
- Drug Resistant Candida (species other than *C. albicans*) 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
- *Pseudomonas aeruginosa* Panel
- *Staphylococcus* with Borderline Oxacillin Susceptibility Panel
- Vancomycin Intermediate *Staphylococcus aureus* Panel

5. Since August 2017, 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

6. How has your organization used the panels from the AR Isolate Bank? Check all that apply.

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- To develop (research, challenge, accelerate) a diagnostic device, test, or assay
 - To satisfy a specific request and/or support an application to FDA
 - To validate a diagnostic test for implementation in my laboratory
 - To develop (research, challenge, accelerate) an antimicrobial Other: [open-ended]
7. Based on your answer to Question #6, 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]
8. 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]
- 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
 - Troubleshooting problems with panels or isolates

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

9. CDC and FDA are working together to expand the AR Isolate Bank collection. What additional isolate panels or information would be valuable to you/your organization in the future? How can the current collection be improved? If you have ordered isolates from other organizations, what was most valuable about that experience? [open-ended]
10. 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]
- Responsiveness of AR Isolate Bank staff if contacted
 - Duration of entire process (from initial order to delivery)
 - Ease of navigation through the AR Isolate Bank website

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

11. CDC and FDA recently updated the [AR Isolate Bank website](#), including adding new features. Have you visited the new [AR Isolate Bank](#) website? [can only select one]
- Yes
 - No

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12. 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]

- Ability to create a customer profile
- Order tracking
- Order instructions provided on the website
- AR Isolate Bank search feature
- Metadata provided with isolates
- Other: [open-ended]

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

- Yes [open-ended]
- No

14. Has any of the work you have done using isolates from the AR Isolate Bank contributed to a scientific publication, presentation or regulatory submission? If yes, please list.

- Yes [open-ended]
- No

15. Can we contact you for additional information? To improve the AR Isolate Bank overall and develop 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]