

Year 8 (2023) Customer Satisfaction Survey for the CDC Antibiotic Resistance (AR) Isolate Bank

Form Approved
OMB Control No.: 0920-1071
Exp. Date:

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 eight-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 2022-July 2023).

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: <https://www.surveymonkey.com/r/6QX8DH9>

The survey will close **August 31, 2023**.

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 regards,

Dawn M. Sievert, PhD, MS
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Ribhi M. Shawar, PhD, D(ABMM)
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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

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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:

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, 2023**.

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: <https://www.surveymonkey.com/r/6QX8DH9>

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 2022-July 2023).

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 regards,

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SURVEY HOSTED ON:

SurveyMonkey.com

INTRODUCTION:

The purpose of the AR Isolate Bank Customer Service Survey is to assess product design, functionality, and user experience.

Organizations who have ordered from the bank within the last year (August 2022-July 2023) are considered customers and should complete this survey based on those interactions.

Results of this survey will not be published but will inform future AR Isolate Bank design and implementation.

PROPOSED QUESTIONS:

Customer Status- The following question seeks to determine eligibility to complete the AR Isolate Bank Customer Service Survey:

1. **Within the last year (August 2021-October 2022), have you/your organization ordered from the Antimicrobial Resistance (AR) Bank)? ***
 - Yes, I have placed an order with the last year [\[proceed to page 2\]](#)
 - No, I have not placed an order within the last year

Demographics- The following questions seek to identify characteristics of AR Isolate Bank users:

2. **Which option below best describes your organization?**
 - Academic (i.e., non-clinical)
 - Clinical laboratory (i.e., academic medical center, hospital, private laboratory, reference laboratory, etc.)
 - Diagnostic manufacturer
 - Pharmaceutical manufacturer
 - U.S. Federal agency
 - Public health laboratory (i.e., city, county, or state)
 - Other (please describe)
3. **Within the last year (August 2021-October2022), how often have you/your organization ordered panels from the AR Isolate Bank?**
 - Once
 - 2-4 times
 - 5-7 times
 - 8-10 times
 - 10 or more times
4. **How did you first hear about the AR Isolate Bank?**
 - CDC website
 - FDA website

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- American Society for Microbiology (ASM) and professional listservs
- FDA request or suggestion to support a regulatory submission
- Colleague
- Clinical and Laboratory Standards Institute (CLSI) (i.e., webinar or other)
- College of American Pathologists (CAP)
- Publication
- Instrument and/or diagnostic manufacturers company
- Other—please list where you heard about us: [\[open-ended\]](#)

User Experience - The following questions seek to assess user experience of the Antimicrobial Resistance (AR) Isolate Bank

5. On a scale from 1 to 5, please rate the difficulty of the registration process for the AR Isolate Bank. *

- 5- very easy to register [\[proceed to question 7\]](#)
- 4- easy to register [\[proceed to question 7\]](#)
- 3- neutral [\[proceed to question 7\]](#)
- 2- difficult to register [\[proceed to question 6\]](#)
- 1- very difficult to register [\[proceed to question 6\]](#)

6. Based on your response for Question #5, please identify any barriers experienced during the registration process?

- Open-Ended

7. On a scale from 1 to 5, rate the difficulty of placing orders for isolate panels from the AR Isolate Bank.*

- 5- very easy to order [\[proceed to question 9\]](#)
- 4- easy to order [\[proceed to question 9\]](#)
- 3- neutral [\[proceed to question 9\]](#)
- 2- difficult to order [\[proceed to question 8\]](#)
- 1- very difficult to order [\[proceed to question 8\]](#)

8. Based on your response for Question #7, please identify any barriers experienced during the ordering process (i.e., design, responsiveness, duration, etc.)?

- Open-Ended

9. Have you/your organization ever had an order cancelled from the AR Isolate Bank?

- Yes [\[proceed to question 7b\]](#)
- No [\[proceed to question 8\]](#)

10. Explain why you/your organization's order may have been canceled. Provide as much detail as possible (i.e., time, panel, rationale, etc.)?

- Open Ended [\[proceed to question 8\]](#)

11. Within the last year (August 2021-October 2022), which panels have you/your organization ordered from the AR Isolate bank? Select all that apply.

- Acinetobacter baumannii Panel
- Aminoglycoside/tetracycline Resistance Panel
- Aspergillus fumigatus Panel
- Candida auris Panel

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- Cefepime/zidebactam Panel
- Ceftazidime/avibactam Panel
- Ceftolozane/tazobactam Panel
- Clostridioides difficile EIP 2016
- Difficult-to-Detect Staphylococcus aureus harboring mecA
- Delafloxacin Panel
- Drug Resistant Candida species Panel
- Enteric Pathogen Diversity Panel
- Enterobacterales Carbapenem Breakpoint Panel
- Enterobacterales Carbapenemase Diversity Panel
- Gram Negative Carbapenemase Detection Panel
- Imipenem/relebactam Panel
- Isolates with New or Novel Antibiotic Resistance
- Neisseria gonorrhoeae Panel
- Neisseria gonorrhoeae Ciprofloxacin Panel
- Neisseria species MALDI-TOF Verification Panel
- Meropenem/vaborbactam Verification Panel
- Plazomicin Panel
- Pseudomonas aeruginosa Panel
- Salmonella enterica serovar Infantis Panel
- Staphylococcus with Borderline Oxacillin Susceptibility Panel
- Tedizolid/Linezolid (Oxazolidinones) Resistant Staphylococci Panel
- Vancomycin Intermediate Staphylococcus aureus Panel
- Vancomycin-Resistant Enterococci (VRE) Panel
- WHO Neisseria gonorrhoeae Reference Panel

12. How have you/your organization used the panels ordered from the AR Isolate Bank within the last year (August 2021-October 2022)? Select all that apply.*

- Research and development (R&D) of a diagnostic device, test, or assay [\[proceed to question 13\]](#)
- Research and development (R&D) of an antimicrobial or alternative therapy [\[proceed to question 13\]](#)
- To satisfy a specific request from FDA and/or support a regulatory premarket application [\[proceed to question 13\]](#)
- To conduct basic/academic research [\[proceed to question 13\]](#)
- Quality control [\[proceed to question 14\]](#)
- Verification of assays or devices [\[proceed to question 14\]](#)
- Verification of updated antimicrobial susceptibility interpretive criteria (breakpoints) in assays or devices [\[proceed to question 14\]](#)
- Assay validation [\[proceed to question 14\]](#)
- Other, please list: [\[open-ended\]](#)

13. Based on your answer to Question #12, please detail your contributions to scientific publications, public presentations, or regulatory submissions? If you have not yet used the isolates ordered from the AR Isolate Bank, please summarize intentions for use. Do not include proprietary information.

- Open Ended

14. Considering panels received within the last year (August 2021-October 2022), rate you/your organizations overall satisfaction of the processes. * [\[MATRIX- Likert Scale of Satisfaction—1 Very Dissatisfied- 5-Very Satisfied\]](#)

- Ease of navigation through the AR Isolate Bank website

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- Ease of ordering
- Responsiveness of AR Isolate Bank staff, if contacted
- Duration of entire process (from initial order to delivery)

15. Based on your response to Question #14 please identify any barriers experienced with the isolate panels received.

- Open-Ended

16. Did confirmatory testing in your lab correspond to AR Bank isolate data?

- Yes
- No (provide more details below)

17. Based on your response in Question #16 please explain the discrepancies in confirmatory testing and isolate data. Include as much detail as possible.

- Open-Ended

Process Improvement-The following questions seek to identify opportunities of improvement with the AR Isolate Bank:

18. Rate your satisfaction with the AR Isolate Bank website features and functionalities: * [MATRIX- Likert Scale of Satisfaction—1 Very Dissatisfied- 5-Very Satisfied]

- 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

19. What other features, functions, isolates or associated resistance markers, would be valuable to you/your organization when placing future orders from the AR Isolate Bank? Include as much detail as possible.

- Open-Ended

20. Considering other isolate repositories or organizations known/used, what aspects would you like to see implemented in the AR Isolate Bank (i.e., turnaround time, information provided with isolates, order/shipping process, etc.)? Include as much detail as possible.

- Open-Ended

21. Isolates of particular resistance patterns are often encountered in surveillance studies or from patients. If you encounter such isolates, would you be willing to provide isolates to be added to the AR Isolate Bank?

- Yes, I would be willing to provide isolates. [\[proceed to question 23\]](#)
- No, I would not. [\[proceed to question 22\]](#)

22. Based on your response to Question #21, what are you/your organization's reluctances with sharing contact information with CDC or FDA? Include as much detail as possible.

- Open-Ended

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23. Consider the required documentation for isolate procurement, have you encountered any difficulties understanding the instructions provided with each form or providing the information required? Include as much detail as possible.

- Open-Ended

24. Would you recommend the AR Isolate Bank to colleagues?

- Yes [\[proceed to question 26\]](#)
- No [\[proceed to question 25\]](#)

25. Based on you/your organization's response in Question # 24, detail why you would not recommend the AR Isolate Bank to your colleagues.

- Open-Ended

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

- Open-Ended

27. Can we contact you for additional information (i.e., success stories) regarding your experience with the AR Isolate Bank?

- Yes [\[proceed to question 28\]](#)
- No [\[end of survey\]](#)

28. Based on you/your organization's response to Question #28, please provide your contact information (i.e., name, title, jurisdiction, and email address).

- Open-Ended [\[end of survey\]](#)