

Year 9 (2024) Customer Satisfaction Survey for the CDC Antibiotic Resistance (AR) Isolate Bank

Form Approved
OMB Control No.: 0920-1071
Exp. Date: 05/31/2024

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 Antimicrobial Resistance Isolate Bank (AR Isolate Bank) was launched in July 2015, and as we hit our nine-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 been used to make 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 and questions are specific to interactions from past year only (August 2023 - July 2024).

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

Please take the 10-minute survey here: <https://www.surveymonkey.com/r/PCMP96K>.

The survey will close **August 31, 2024**.

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
Senior Science Advisor, Antibiotic Resistance Coordination and Strategy Unit
Centers for Disease Control and Prevention
dsievert@cdc.gov

Ribhi M. Shawar, PhD, D(ABMM)
Branch Chief, General Bacteriology and Antimicrobial Susceptibility Branch
CDRH/OPEQ/OHT7/Division of Microbiology Devices
Food and Drug Administration
ribhi.shawar@fda.hhs.gov

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, MSH21-8, Atlanta, Georgia 30333; ATTN: PRA 0920-1071

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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 & FDA Antimicrobial Resistance Isolate Bank satisfaction survey will close **August 31st, 2024**.

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/PCMP96K>

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 2023-July 2024).

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 2023-July 2024) 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 2023-July 2024), have you/your organization ordered from the AR Isolate Bank? ***
 - Yes, I have placed an order within the last year [\[proceed to page 2\]](#)
 - No, I have not placed an order within the last year [\[end of survey\]](#)

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 2023-July 2024), how often have you/your organization ordered panels from the AR Isolate Bank?**
 - Once
 - 2-4 times
 - 5-7 times
 - 8-10 times
 - 11 or more times
4. **Have you/your organization re-ordered the same panels?**
 - Yes

Year 9 (2024) Customer Satisfaction Survey for the CDC Antibiotic Resistance (AR) Isolate Bank

- No
- 4A. Based on your response in Question #4, please provide the reason you re-ordered the same panels.
- Open-ended

5. How did you first hear about the AR Isolate Bank?

- 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) (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

6. 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 [\[proceed to question 8\]](#)
- 4- easy to register [\[proceed to question 8\]](#)
- 3- neutral [\[proceed to question 8\]](#)
- 2- difficult to register [\[proceed to question 7\]](#)
- 1- very difficult to register [\[proceed to question 7\]](#)

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

- Open-Ended

8. 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 [\[proceed to question 10\]](#)
- 4- easy to order [\[proceed to question 10\]](#)
- 3- neutral [\[proceed to question 10\]](#)
- 2- difficult to order [\[proceed to question 9\]](#)
- 1- very difficult to order [\[proceed to question 9\]](#)

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

- Open-Ended

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

- Yes
- No

11. 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

Year 9 (2024) Customer Satisfaction Survey for the CDC Antibiotic Resistance (AR) Isolate Bank

12. Within the last year (August 2023-July 2024), 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
- Cefepime/zidebactam Panel
- Ceftazidime/avibactam Panel
- Ceftolozane/tazobactam Panel
- Clostridioides difficile EIP 2016 Panel
- Difficult-to-Detect Staphylococcus aureus harboring mecA Panel
- 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 Panel
- Neisseria gonorrhoeae Panel
- Neisseria gonorrhoeae Ciprofloxacin Panel
- Neisseria species MALDI-TOF Verification Panel
- Meropenem/vaborbactam Verification Panel
- Multi-mechanism 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

13. How have you/your organization used the panels ordered from the AR Isolate Bank within the last year (August 2023-July 2024)? Select all that apply.*

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

14. Based on your answer to Question #13, please detail your contributions to scientific publications, public presentations, or regulatory submissions? Do not include proprietary information.

- Publications
- Presentations

Year 9 (2024) Customer Satisfaction Survey for the CDC Antibiotic Resistance (AR) Isolate Bank

- Regulatory submissions [\[proceed to Q15\]](#)
- N/A

14A. Please enter your publication or presentation here:

- Open-Ended

15. Considering panels received within the last year (August 2023-July 2024), rate your/your organization's overall satisfaction with each process below. * [\[MATRIX- Likert Scale of Satisfaction— 1 Very Dissatisfied- 5-Very Satisfied\]](#)

- Ease of navigation through the AR Isolate Bank website [\[proceed to Q16 if 1 or 2, otherwise to Q17\]](#)
- Ease of ordering [\[proceed to Q16 if 1 or 2, otherwise to Q17\]](#)
- Responsiveness of AR Isolate Bank staff, if contacted [\[proceed to Q16 if 1 or 2, otherwise to Q17\]](#)
- Duration of entire process (from initial order to delivery) [\[proceed to Q16 if 1 or 2, otherwise to Q17\]](#)

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

- Open-Ended

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

- Yes [\[proceed to Q19\]](#)
- No (provide more details below) [\[proceed to Q18\]](#)

18. Based on your response in Question #17 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:

19. 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 [\[proceed to Q19A if 1 or 2, otherwise to Q20\]](#)
- Characterization data provided with isolates [\[proceed to Q19A if 1 or 2, otherwise to Q20\]](#)
- Downloadable materials [\[proceed to Q19A if 1 or 2, otherwise to Q20\]](#)
- Ability to create a customer profile [\[proceed to Q19A if 1 or 2, otherwise to Q20\]](#)
- Ordering instructions provided on the website [\[proceed to Q19A if 1 or 2, otherwise to Q20\]](#)
- Order notifications and tracking [\[proceed to Q19A if 1 or 2, otherwise to Q20\]](#)
- Email notifications/order status updates [\[proceed to Q19A if 1 or 2, otherwise to Q20\]](#)

19A. Based on your response in Question #19 please explain the any barriers you faced while using these features. Include as much detail as possible.

- Open-Ended

20. What other features, functions, materials, AR- related tools, isolates or associated resistance markers, would be valuable to you/your organization when placing future orders from the AR Isolate Bank? Include why these are needed, this information is used to prioritize additions to the AR Bank.

- Open-Ended

Year 9 (2024) Customer Satisfaction Survey for the CDC Antibiotic Resistance (AR) Isolate Bank

21. 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
22. Isolates of particular unique or emerging new 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. [\[proceed to question 24\]](#)
 - No, I would not. [\[proceed to question 23\]](#)
23. Based on your response to Question #22, what are your/your organization's reluctances with sharing contact information and /or isolates with CDC or FDA? Include as much detail as possible.
- Open-Ended
24. Consider the required documentation for isolate procurement, have you encountered any difficulties understanding the instructions provided with each form or providing the information required?
[\[MATRIX- Likert Scale of Satisfaction— 1 Very Dissatisfied- 5-Very Satisfied\]](#)
- Biosafety Compliance Agreement (BCA) [\[proceed to Q24A if 1 or 2, otherwise to Q25\]](#)
 - Simple Letter Agreement (SLA) [\[proceed to Q24A if 1 or 2, otherwise to Q25\]](#)
 - Shipping Information [\[proceed to Q24A if 1 or 2, otherwise to Q25\]](#)
- 24A. Based on your response in Question #24 please explain any barriers you faced while completing these documents. Include as much detail as possible.
- Open-Ended
25. Would you recommend the AR Isolate Bank to colleagues?
- Yes [\[proceed to question 27\]](#)
 - No [\[proceed to question 26\]](#)
26. Based on your/your organization's response in Question #25, detail why you would or would not recommend the AR Isolate Bank to your colleagues.
- Open-Ended
27. 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
28. Are there any other services/offerings you wish the AR Bank would provide?
- Open-Ended
29. Can we contact you for additional information (i.e., success stories) regarding your experience with the AR Isolate Bank?
- Yes [\[proceed to question 30\]](#)
 - No [\[end of survey\]](#)
30. Based on your/your organization's response to Question #29, please provide your contact information (i.e., name, title, institution, and email address).
- Open-Ended [\[end of survey\]](#)