

The CTSU Customer Satisfaction Survey June 2012
Website Survey Questions

Public reporting burden for this collection of information is estimated to vary from 10 to 15 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: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0624). Do not return the completed form to this address.

(Questions 1-9)
Extremely satisfied
Satisfied
Neutral
Dissatisfied
Extremely dissatisfied

1. Please rate your satisfaction with following areas of the CTSU Member's Website:

- Availability of needed information
- Organization of information
- Ability to navigate within the CTSU Members' Website
- Appearance
- Your overall impression
- The protocol section (Protocol Tab) of the CTSU Members' Website
- The RSS section of the CTSU Members' Website
- The Site Roles maintenance features
- The usability of the Clinical Data tab

2. How often do you access the CTSU Members' Website?

- Daily
- Weekly
- Monthly
- Rarely
- Never

3. Please provide us with comments and/or suggestions about the Oncology Patient Enrollment Network (OPEN) Tab.

4. Please provide us with comments and/or suggestions about the Clinical Data Tab.

Attachment 1

5. Please provide us with comments and/or suggestions about how to improve the usability of the Delinquent CRFs feature under the Clinical Data Tab.
6. Please tell us what you like most about the CTSU Website.
7. Please tell us what you like least about the CTSU Website and provide suggestions for improvement.
8. Would you like to enter a drawing for a chance to win a \$50 Visa gift card?
 - Yes
 - No