

STUDY SATISFACTION SURVEY

WHY GIVE THE STUDY SATISFACTION SURVEY?

Data gathered from the Study Satisfaction Survey helps assess participants' experience in the study (i.e. Do they feel their participation is appreciated? Are they comfortable bringing questions and concerns to site staff?). This information can be used to minimize the risk of early withdrawals by better addressing participant needs. This survey is especially valuable for long-duration studies (over 12 months) looking to keep study participants engaged. The distribution of a survey to participants also shows the study team values their opinion and seeks to enhance their experience.

WHEN/HOW SHOULD THIS SURVEY BE ADMINISTERED?

Administer this survey once you have completed enrollment of all participants. The survey can be distributed to all participants at once or only participants who have completed a certain number of visits (e.g. all participants who completed their 12-month visit). The study team can also choose to administer the survey after a retention event such as a participant webinar or lunch/dinner.

Indicate to participants how the survey should be submitted so that anonymity is maintained. Consider setting up a drop box or mailbox where participants can submit surveys. Explain to participants that their feedback is very valuable to the study team but that completion of the questionnaire is not mandatory.

AFTER THE SURVEY IS COMPLETED, HOW DO I MAKE USE OF THE DATA?

Create a spreadsheet to track the individual answers that study participants give for each question.

Based on summary data, you may observe trends or patterns in participant responses that will help identify challenges in study participation. Action steps based on data:

- > If the majority of participants agree with most or all the statements in the survey, they feel well-informed about the study, valued and comfortable with study staff. Be sure to mirror participant enthusiasm by continuing to appreciate them and addressing any questions and/or concerns.
- > If the majority of participants disagree or feel neutral about most or all statements in the survey, they may not be well-informed about the study objectives or feel appreciated. Site staff should maximize approachability to participants and show appreciation for their time and effort in the study. The study team should consider developing talking points for site staff and organizing a webinar/teleconference to review the study objective and express gratitude to participants and their care partners for their participation. Failure to enhance participants' experience may lead to premature withdrawals.

The Study Satisfaction Survey can be found on the next page.

Study Satisfaction Survey

The [Study/Trial Name] team would like to learn more about your experience in study so that we can better address any needs or concerns. This survey takes about 5-10 minutes to complete. All responses will be kept anonymous. We appreciate your time to complete this survey.

For the statements listed below, please circle the number that best indicates how strongly you agree.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I have a clear understanding of the overall goals of the study.	1	2	3	4	5
I feel that my participation in the study is valued.	1	2	3	4	5
I feel confident addressing site staff with questions and/or concerns I may have about the study procedures.	1	2	3	4	5
The facilities of the study site are comfortable and clean.	1	2	3	4	5
Overall, my participation in this study has been a positive experience.	1	2	3	4	5
I feel confident that I can continue to comply with the study regimen through the duration of the study.	1	2	3	4	5

Re



[Insert institution logo]

If you have any additional comments, please list them below:

Thank you for completing this survey!



[Insert institution logo]