The Participant Satisfaction Survey  
_A Research Study Participant Survey at The Ohio State University_  
Protocol # 2013H0084

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Here is a demo link to the survey if you’d like to see it:  
[http://j.mp/26d0RiX](http://j.mp/26d0RiX)

Purpose of the Survey: This survey was created to provide researchers with an instrument to capture research participant satisfaction in a standardized way throughout The Ohio State University. The feedback can serve as a means to improve the research experience of participants for a single study, studies conducted within a Division or Department, or across the entire enterprise. For ease of use, the survey has been created within the REDCap (Research Electronic Data Capture) system and can be offered via a URL link or on paper.

**Best Practices for Use of the Participant Satisfaction Survey**

- Any research team with an IRB approved study that has enrolled participants may request use of the survey to collect data that will include the participants’ demographics, source of recruitment, motivation, understanding of the consent process, level of satisfaction with the research staff, overall experience, and desire to participate in future OSU studies.
- The survey should be offered to all participants of a study. It is an opportunity they may decline.
- The time the survey is offered to participants should be at the discretion of the study team. For some studies it may be best after the first/only study visit; for others it may be after a few visits of a multi-visit study.
- Results of the survey can be used to help guide improvements needed by a study team as well as reinforce the team’s positive attributes and the continuation of those practices.
- The person who signed the informed consent is the one to whom the survey should be offered.
- Participants of any particular study should only be offered this survey during one time point in their participation in that study. After administering this survey, many study teams may desire to use other instruments to assess continued satisfaction levels of their participants and are supported to do that.

**Steps for Requesting Use of the Survey**

1. Request use of this survey by logging into the Computerized Research Record (CoRR) at  
[https://researchrecord.osu.edu](https://researchrecord.osu.edu)
2. You will sign in using your OSU name.# and password.
3. Look to see if you already have an account in CoRR by search by the PI last name of the study. If you do not find an account already in CoRR for this study, create one, or request help to do so by contacting  
Rose.Hallarn@osumc.edu
4. Once there is an account for the particular study for which you will be using this survey, click on the blue box that says: “request a service.”
5. Start typing in “Participant Satisfaction Survey” and CoRR should locate this service for you.
6. Click on “Add service” and then “Request service”
7. The Recruitment and Retention Office of the CCTS will receive your request and manage the next step and connect you to Stuart.Hobbs@osumc.edu
8. You will be contacted by Stuart.Hobbs@osumc.edu who will set up the participant survey specifically for your use. A specific URL will be customized for your specific study or department’s survey.

Although there is no direct cost to the research team to use this survey, please note that the creation and maintenance of the survey is subsidized by the NIH grant that supports the Center for Clinical and Translational Science (CCTS).