

We do ask that you create a service request for your project by going to: <https://myccts.osu.edu/> and enter your project details Then click “**Request A Service For This Project**”→”**Recruitment and Retention**”→*Complete requested information*, click on the “**Select a Service**” drop down→ select “**ResearchMatch**”→ “**Submit Request(s)**” **Detailed instructions below.**

1. Login to MyCCTS: <https://myccts.osu.edu/> by using your OSU.#

2. Click on “Request a new service” button



Request a new service

- a. If your project already exist in MyCCTS click on the title of the project in the list you need to request a service for.
- b. If your project is not listed click on “**My project is not listed here**” at the bottom of the page. →Complete the Create Project Intake form to create your project. → Click “Save”

3. Click on **Recruitment & Retention**.

- a. Complete the additional information requested by Recruitment and Retention.
- b. Use the drop down menu to select which Recruitment & Retention Services you need.
Services to choose from:
 - i. **Customer Service Recommendations:** Best practices for providing great customer service at every contact with potential and enrolled participants.
 - ii. **Facebook Advertising:** Use of Facebook for targeted ads
 - iii. **In-office consultation:** A general consultation to discuss you project and the Recruitment and Retention office to offer their advice and recommendations.
 - iv. **Letter of Support:** A letter stating what services that Recruitment and Retention are able to assist with.
 - v. **Marketing Plan:** Discussion and development of flyers, brochures, postcards, etc. to increase awareness of your research study
 - vi. **MyChart for Research Recruitment:** Would allow the sending of study invitations to patients in MyChart based on a list developed through an eligibility report ran through IW. Will utilize an honest broker to send messages securely.
 - vii. **Participant Satisfaction Survey:** An online REDCap survey that will elicit feedback from OSU Study participants. This survey can be distributed to study participants at some point or multiple points in their participation to ask them about their level of satisfaction.
 - viii. **ResearchMatch:** a secure NIH sponsored volunteer registry that is available to all research team members at Ohio State. We provide assistance obtaining IRB approval to use ResearchMatch.org, including drafting the message that will be sent. ResearchMatch is also available in Spanish.
 - ix. **Social Media Post to CCTS Sites:** Create general post to the CCTS Facebook Page, will not be targeted to your audience and only viewed by our followers.
 - x. **StudySearch:** provides an easy way for potential study participants to find basic, descriptive information about openly recruiting research studies and trials at Ohio State and provides them with contact information. Researchers with an IRB approved study that are currently seeking volunteers can list their research studies that are seeking volunteers on StudySearch. If your study is already IRB approved there is no additional approval steps needed to list your study on this University sponsored site.

- xi. **ResearchMatch Account Management:** This is a service that is in addition to normal ResearchMatch assistance that is offered at no cost to all research teams. This service requires that Recruitment and Retention personnel to be added as key personnel to your protocol. Please see us for data.