CTSA Program Process Guidance for Surveys

Introduction:
The CTSA Program supports high quality translational and clinical research locally, regionally and nationally and fosters innovation in research methods, training, and career development. The intellectual capital and resources within the CTSA Program are rich sources of information. Surveys are one way to capture a snapshot of this information.

For the purposes of this CTSA Program Guidance for Surveys, a “Survey” is defined as a data collection instrument that consists of a structured series of questions regarding facts or opinions relative to the respondents' experience and behavior.

The ultimate purpose of a survey is to uncover answers, evoke discussion, discover resources, inform decisions or compare results. Data collection instruments, of which surveys are a subset, have the potential to fall under the purview of the Paperwork Reduction Act (PRA), and as such, surveys must adhere to the NCATS CTSA Program Policy and Procedure for Surveys.

In addition, distribution of surveys using CTSA Program listservs must adhere to the Listserv Guidance.

Survey Definitions:
The following terms should be considered potentially synonymous with “Survey” and therefore applicable to the Program Policy & Procedures for Surveys:

- Questionnaire
- Structured Interview
- Self-Administered Form
- Online Form
- Online Checklist
- Poll
- Census
- Instrument
- Evaluation
- Qualitative forms (e.g., semi-structured interview forms)
- Other (e.g., data calls)

Please note: Data collection instruments are descriptive of a broader category of instruments employed in various ways, but for the purposes of this Guidance document, the word “Survey” will be used for a more general inclusive categorical title.

There is a need for a controlled process for survey deployment within the CTSA Program. This document provides guidance for the generation, design, and deployment of surveys within the CTSA Program.
**CTSA Program Coordinating Center Role:**

The CTSA Program Coordinating Center (currently the Center for Leading Innovation and Collaboration – “CLIC”) will assist with development of reliable and valid survey instruments, with attention to the clarity and structure of an instrument by the CTSA Program Coordinating Center’s Survey Research Team, which includes appropriate Program Evaluation and Behavioral/Social research expertise. This team will vet survey instruments for readability, sequential flow and organization (e.g., skip patterns, navigation, online functionality, etc.).

For Qualitative instruments (e.g., semi-structured interview guides, focus group guides, open-ended data collection forms, open ended items on otherwise structured data collection instruments, and the like), parallel processes as described for surveys will be followed, including: concept, domain and item development, behavioral science oversight by the CTSA Program Coordinating Center’s Survey Research Team, and review, acceptance, approval and implementation procedures.

All surveys to be distributed from the CTSA Program Coordinating Center will be logged and tracked in a Survey Tracking Form (See Appendix D) to be kept by the CTSA Program Coordinating Center in REDCap format and shared with consortium stakeholders.

The CTSA Program Coordinating Center will distribute survey results in aggregate form to appropriate stakeholders and archive and manage the information.

**Process Based on Survey Requestor:**

Note that the development of a survey and analysis of its results falls under the purview of the group that identifies the need for and requests the survey. The group that generates the survey should ensure that the survey is of high quality, is well designed (including adequate pre-testing and pilot testing as necessary for both content and function), answers important questions relevant to the program, and have support in place for the analysis and results of the data collected from the survey. As described above, the CTSA Program Coordinating Center will provide assistance.

A survey request (See Appendix A: Sample Survey Request Form) may be generated from different groups and/or sources and as such they will be processed in the following ways (see also Table 1):

**A. Domain Task Force (DTF) Survey: Surveys generated by a DTF**

**Description:**
- This section covers surveys generated by one or more of the CTSA Program DTFs, including surveys developed by any working groups of the DTFs.

**Process:**
- For survey requests that are generated by a DTF, or working group of a DTF solely for the purposes of internally surveying their own DTF membership, the Lead Team for the DTF should request approval from the associated NCATS Program Officer. The CTSA Program Steering Committee does not need to review the survey.
  - The request to conduct a survey within a specific DTF should be submitted to the CTSA Program Coordinating Center’s DTF Representative, who will notify the DTF Lead Team and associated NCATS Program Officer (PO) of the pending request. Upon review and approval by the PO, the DTF Lead Team will communicate the collective decision to approve or deny to the CTSA Program Coordinating Center’s DTF Representative.
Survey information must be submitted to CLIC by the survey development team using the Survey Tracking Form (See Appendix D).

For surveys generated by one or more DTFs that require responses from members of one or more DTFs, the Lead Team of the DTF where the survey originated should request approval from the Lead Team of one or more DTFs involved (along with the associated NCATS Program Officers) to issue the survey to their members.

The request to conduct a survey involving multiple DTFs should be submitted to the CTSA Program Coordinating Center’s DTF Representatives, who will notify the DTF Lead Team and associated NCATS Program Officer (PO) of the pending request.

Upon review the DTF Lead Team will communicate the collective decision to approve or deny approval to the other DTF Leads to be involved in the survey. Upon review and approval by the PO, the DTF Lead will inform the CTSA Program Coordinating Center’s DTF Representative, as well as, the Lead Team of the DTFs involved about the decision to release the survey, or whether to develop further and revisit.

Survey information must be submitted to the CTSA Program Coordinating Center by the Survey Research Team using the Survey Tracking Form (See Appendix D).

For surveys generated by one or more DTFs or working groups and require responses from the CTSA Program PIs (U/K/T PIs), the survey request must be submitted by the DTF Lead Team to the CTSA Program Steering Committee for review. Once the Steering Committee has reviewed the request, it must be reviewed and approved by the leadership of the Division of Clinical Innovation, NCATS, prior to release.

Survey information must be reported using the Survey Tracking Form (See Appendix D).

Surveys are distributed, and survey data are collected by the CTSA Program Coordinating Center. The CTSA Program Coordinating Center will support up to 3 surveys per DTF per fiscal year, or a maximum of 15 DTF surveys per fiscal year. Additional surveys may be accommodated upon request as resources allow.

To maximize efficient use of time and resources, NCATS encourages two or more DTFs to collaboratively and strategically identify common areas of interest that can be addressed in a single survey and share the results among the respective DTF Leadership and/or Sub-Committee representative.

B. CTSA Program Grantee (except Hub) Survey: Surveys generated by NCATS-funded CTSA Program grant awards

Description:

This section covers surveys generated by the following NCATS-funded CTSA grant awards:

- Collaborative Innovation Awards (PAR-16-343, PAR-15-172)
- Limited Competition: Administrative Supplements to Enhance Network Capacity: Collaborative Opportunities for the CTSA Program (PA-16-328)
- CTSA Program Coordinating Center for the CTSA Program (RFA-TR-16-021)
- CTSA Program Data to Health (CD2H) Coordinating Center (RFA-TR-17-006)
- Any other current and future NCATS initiatives within the CTSA Program

Process:

If the survey was described in the grant application and peer reviewed, additional approval by the leadership of the Division of Clinical Innovation, NCATS, is not required. However, survey
request forms must be submitted to the CTSA Program Steering Committee for information purposes, comment, and feedback, particularly on how to best implement the survey.
• If the survey was not described in the grant application as determined by the grant PO, then the survey request must be submitted to the CTSA Program Steering Committee for review. If the Steering Committee has no objections, then the survey request must be reviewed and approved by the leadership of the Division of Clinical Innovation, NCATS, prior to release.
• Survey information must be submitted to the CTSA Program Coordinating Center by the survey development team using the Survey Tracking Form (See Appendix D).
• Surveys may be distributed by the CTSA Program Coordinating Center upon request, as resources allow. Otherwise, the grantee must use its own resources to distribute the survey.

C. CTSA Program Hub and Partner Survey: Surveys generated by a CTSA Program Hub and/or an affiliated CTSA Program Hub partner institution

Description:
• This section covers surveys generated by one or more CTSA Program hubs and/or affiliated CTSA Program Hub partner institutions.

Process:
• The survey request must be submitted to the CTSA Program Steering Committee for review and approval. If approved, then the survey request must be reviewed and approved by the leadership of the Division of Clinical Innovation, NCATS, prior to release.
• Surveys may be distributed by the CTSA Program Coordinating Center upon request, as resources allow. Otherwise, the Hub must use its own resources to distribute the survey.
• Survey information must be submitted to CLIC by the survey development team using the Survey Tracking Form (See Appendix D).

D. Other Internal Survey

Description:
• This section covers surveys generated by CTSA Program parties that do not fall under the above sections (e.g., Administrators, Coordinators, Communicators, Evaluators, etc.).

Process:
• Check with the grant PO and the CTSA Program Coordinating Center before developing a survey, in case similar questions or surveys have been previously developed and avoid efforts’ duplication.
• Surveys utilizing listservs from NCATS or the CTSA Program Coordinating Center, but without the direct involvement of NCATS or the CTSA Program Coordinating Center, may not fall under the CTSA Program purview, but must still be reported to the CTSA Program Coordinating Center using the Survey Tracking Form (Appendix D) to ensure complete follow through to the publicizing of data phase.
• Survey results should be published according to this process guidance.

E. NCATS DCI Survey: Surveys generated by NCATS DCI to the CTSA Program

Description:
• This section covers surveys generated by NCATS DCI.
Process:
- Surveys may be generated by NCATS DCI Leadership for the purposes of collecting consortium-wide feedback on various topics.
- The CTSA Program Steering Committee should be informed of any surveys of this type.
- Survey information must be reported using the Survey Tracking Form.
- Surveys may be distributed by the CTSA Program Coordinating Center to the respective party within the CTSA Program.
- Data collection, analysis and results publication may also be performed by the CTSA Program Coordinating Center.
- Survey information must be submitted to the CTSA Program Coordinating Center by the Survey Research Team using the Survey Tracking Form (See Appendix D).

F. Common Metrics Initiative (CMI) Survey: Surveys generated by the CMI implementation activities
   Description:
   - This section covers surveys generated by a new metric development team, pilot metrics implementation process (pre-/post-), and/or overall CMI activities.
   
   Process:
   - Surveys that are generated by the metric development team and/or the CTSA Program Coordinating Center’s CMI team to: a) assess the landscape of a potential new metric, b) determine the feasibility of a new metric, or c) post-pilot assessment, will be reviewed and approved by the NCATS metric representative lead(s) and the NCATS CMI Lead.
   - Surveys that are generated by the CTSA Program Coordinating Center’s CMI team to gather information on overall initiative needs will be reviewed and approved by the NCATS CMI Lead.
   - The CTSA Program Coordinating Center’s CMI team will distribute the survey and analyze the results.
   - Survey information must be submitted to the CTSA Program Coordinating Center by the Survey Research Team using the Survey Tracking Form (See Appendix D).

G. Evaluations for Meetings and Events
   Description:
   - This section covers surveys generated in advance of or following a meeting or an event, designed to gather information and feedback about scheduling, the value of the event and presenters, future topics, and the like.
   
   Process:
   - Surveys that are generated by the CTSA Program Coordinating Center to evaluate meetings and events will be reviewed and approved by the CTSA Program Coordinating Center’s Survey Research Team and/or their executive team.
   - Survey information must be reported using the Survey Tracking Form (See Appendix D).
H. External Survey: Surveys generated by a group that is not affiliated with (is external to) the CTSA Program (i.e., outside CTSA program, but within NCATS, and outside NCATS such as Industry, Foundations, etc.)

Description:
- This section covers all surveys generated by parties that are external to the CTSA Program.

Process:
- External surveys must be reviewed and approval by NCATS and the CTSA Program Coordinating Center to use listservs.
- Survey requests by external parties must be forwarded to the Project Scientist for the CTSA Program Coordinating Center for consideration.
- Approval will be contingent on the potential of the survey results to be of value to the CTSA Program. Approval does not imply that any of the respondents are required to respond.
- In addition, external surveys must be submitted to the Steering Committee for informational purposes.
- Surveys may be distributed by the CTSA Program Coordinating Center upon request, as resources allow, or by the survey team developing the tool.
- Survey information must be submitted to the CTSA Program Coordinating Center by the survey development team using the Survey Tracking Form (See Appendix D).

Requirements:

1. Required Information in the Survey Instrument (See Appendix B for Sample Survey)
Survey instruments and any deployment communications are required to include the following information (with exceptions allowable for wording, placement, or inclusion pending confirmation via the appropriate reviewing / oversight process):

Funding Statement:
This research is supported by the National Center for Advancing Translational Sciences of the National Institutes of Health [under Award Number] or [name of DTF], when applicable.

Volunteer Responders:
Responding to this survey is voluntary. The data will be analyzed in a systematic way and the results of the systematic analyses will be publicized at a future date. The systematic results of the [Name / Descriptive Title of Survey] will be provided on behalf of [author of the survey]. The content is solely the responsibility of the authors and does not necessarily reflect the official views of the National Center for Advancing Translational Sciences or the Federal Government.

Confidentiality/Anonymity:
Your responses will (or will not) be anonymous.

Identify how results will be shared. For example: “The CTSA Program Coordinating Center will post aggregated data and/or a summary of the survey results onto the Coordinating Center website.”

Point of Contact: If there are any questions regarding this survey please contact [contact name, affiliation and email address].
2. Dissemination / Sharing
Survey requests, instruments, and results are required to be sent to the CTSA Program Coordinating Center for dissemination, archival and future use by NCATS and the CTSA Program Consortium.

In accordance to the NCATS CTSA Program Policy and Procedure for Surveys, PRA research-exempt survey results must be publicized and will be done so by the CTSA Program Coordinating Center. An Executive Summary should be included, which can range from a very general to a very detailed overview of the survey project with descriptions of the purpose, methods, summary of findings, next steps, etc. See Appendix B for a “Sample Report of Survey Results”, which exemplifies an Executive Summary. Results will be publicized in aggregate, unless specified otherwise in the data collection instrument (See Appendix C for sample Survey Report). The publication method and access will be determined on a case-by-case basis by the CTSA Program Coordinating Center Survey Research Team. Examples of publication methods may include: journal articles, power point presentations, posters, webinars, newsletters, and others.

3. Survey Approval Requirements
Any survey requests that require approval by the CTSA Program Steering Committee and/or NCATS DCI Leadership are required to include the following information (See Appendix A):

- Authors [note which category the survey falls under – A, B (provide grant number), C or D]
- Purpose
- Intended audience
- Timeline for survey deployment
- Estimated time commitment/burden for respondents to complete the survey
- Data collection plan
- Data analysis plan
- Distribution method
- Plan to disseminate data analysis results

The Survey Request Form will be provided to the CTSA Program SC and/or NCATS DCI Leadership, accordingly.

4. Descriptive and Analytic Support Provided
Following the CTSA Program Steering Committee and NCATS DCI Leadership approval, limited survey design and basic descriptive analytic support are offered by the CTSA Program Coordinating Center, and prioritized within existing resources, to include some combination of:

- Advising on conducting key informant interviews prior to survey development
- Advising on designing survey items to reflect domains of interest
- Advising on conducting pretests and revising surveys accordingly
- Advising on creating and testing surveys in REDCap
- Advising on generating descriptive data reports from REDCap.
- Submitting preliminary results to NCATS Common Metrics Lead and metric development team for review and to determine if further editing is needed.

Each request must include the items listed in section 3 above, as well as any draft copies of the survey instrument and materials. Requests will be reviewed by the CTSA Program Coordinating Center and prioritized to reflect CTSA Program Steering Committee and NCATS DCI Leadership priorities, level of
resources needed, level of resources available from the CTSA Program Coordinating Center, and timelines for survey rollout.

If requests for survey support exceeds the above guidelines and resources of the CTSA Program Coordinating Center, NCATS will assist the CTSA Program Coordinating Center in prioritizing these requests so as best to serve the CTSA Program Consortium and NCATS priorities.

5. **Survey Development**
   The CTSA Program Coordinating Center will be involved in survey development for any surveys for which it is providing analytic support for the survey.

6. **Logo**
   The CTSA Program Coordinating Center logo will be used on surveys developed and sent by the CTSA Program Coordinating Center.

7. **Results**
   Survey results will be tracked on the Survey Tracking Tool to be kept at the CLIC website. Aggregated results will be linked and/or post it according to each survey results dissemination plan. For surveys requiring NCATS DCI Leadership and/or CTSA Program SC approval, a copy of the final report will be provided to the CTSA Program SC and/or NCATS DCI Leadership, by the CTSA Program Coordinating Center. Any recommendations arising from survey results must follow Federal Advisory Committee Act (FACA) requirements.
For questions regarding the above process please contact:

**NCATS Point of Contact:**
Pablo Cure, M.D.
Program Director
Project Scientist for the Center for Leading Innovation & Collaboration (CLIC)
Pablo.Cure@nih.gov

**CTSA Program Coordinating Center Point of Contact:**
Scott McIntosh, Ph.D.
Survey Research Team Lead
Center for Leading Innovation & Collaboration (CLIC)
surveys@clic-ctsa.org

**Common Metrics Point of Contact:**
Patricia Jones DrPH, MPH, Program Director
Program Director
Common Metrics Initiative Lead
patricia.jones@nih.gov

**CTSA Program Coordinating Center DTF Point of Contact:**
**Collaboration and Engagement**
**Methods and Processes**
**Informatics**
**Lifespan Integration**
**Workforce Development**

**Steering Committee Point of Contact:**
Samantha Jonson, MPS [E]
SC Executive Secretary
samantha.johnson@nih.gov

We value your feedback on this document. Please email your comments to surveys@clic-ctsa.org
<table>
<thead>
<tr>
<th>Survey Type</th>
<th>Target</th>
<th>Reviewed by</th>
<th>Approved by</th>
<th>Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A. DTF Survey</strong></td>
<td>DTF (Including those developed by work groups)</td>
<td>Lead Team of the DTF</td>
<td>DTF NCATS Program Officer</td>
<td>CTSA Program Coordinating Center (will support up to 3 surveys, per DTF, per year)</td>
</tr>
<tr>
<td></td>
<td>Other DTFs</td>
<td>Lead Team of the Other DTFs</td>
<td>DTF NCATS Program Officer</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CTSA Program PIs</td>
<td>CTSA Program Steering Committee</td>
<td>Leadership of the Division of Clinical Innovation, NCATS</td>
<td></td>
</tr>
<tr>
<td><strong>B. CTSA Program Consortium Grantee (not Hub) Survey</strong></td>
<td>CTSA Program (Described in Grant Application)</td>
<td>CTSA Program Steering Committee</td>
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<td>CTSA Program Coordinating Center</td>
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<tr>
<td></td>
<td>CTSA Program (Not Described in Grant Application)</td>
<td>CTSA Program Steering Committee</td>
<td>Leadership of the Division of Clinical Innovation, NCATS</td>
<td>CTSA Program Coordinating Center</td>
</tr>
<tr>
<td><strong>C. CTSA Program Hub or Partner Survey</strong></td>
<td>CTSA Program Hubs</td>
<td>CTSA Program Steering Committee</td>
<td>Leadership of the Division of Clinical Innovation, NCATS</td>
<td>CTSA Program Coordinating Center</td>
</tr>
<tr>
<td><strong>D. Other Internal Survey</strong></td>
<td>Within CTSA Program groups (e.g., Administrators, Communicators, Evaluators, etc.)</td>
<td>Self-reviewed</td>
<td>Self-approved</td>
<td>The group specific to the survey</td>
</tr>
<tr>
<td><strong>E. NCATS DCI Survey</strong></td>
<td>Consortium-wide</td>
<td>CTSA Program Steering Committee</td>
<td>Leadership of the Division of Clinical Innovation, NCATS</td>
<td>CTSA Program Coordinating Center</td>
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<td><strong>F. CommonMetrics Initiative Survey</strong></td>
<td>CTSA Program hubs</td>
<td></td>
<td>NCATS Metric representative and NCATS Common Metrics Initiative Lead</td>
<td>CTSA Program Coordinating Center’s Common Metrics Initiative Team</td>
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<td><strong>G. Evaluations for Meetings and Events</strong></td>
<td>Participants at CTSA-related Meetings or Events</td>
<td></td>
<td>CTSA Program Coordinating Center’s Survey Research Team or Executive Committee</td>
<td>CTSA Program Coordinating Center or other group sponsoring the meeting or event</td>
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<tr>
<td><strong>H. External Survey</strong></td>
<td>Any CTSA Program related group or activities</td>
<td>CTSA Program Coordinating Center; NCATS Project Scientist; CTSA Program Steering Committee</td>
<td>Leadership of the Division of Clinical Innovation, NCATS</td>
<td>CTSA Program Coordinating Center</td>
</tr>
</tbody>
</table>

NOTE: An additional step can be added for “NCATS PO Has Reviewed and Agrees is Research”, and can add instructions that there will be an NCATS PO review for non-DTF surveys, and a DTF lead team review (of which the NCATS PO is a member) for DTF surveys.
APPENDIX A

Example: Survey Request Form (Concept Approval)

CLIC Communications “Environmental Scan” Submitted by: CLIC Communications Team

Research goal
● The goal of this environmental scan is to learn more about what the CTSA Program hub communicators are doing to promote their hubs’ efforts, and what challenges they’re facing, so that CLIC can better help communicators disseminate their news and their message

Research objectives
● Help CLIC understand what communications methods and best practices are being used across the hubs
● Help CLIC understand what challenges communicators are facing and where they need support
● Help determine what resources should be included in the CLIC communications toolkit
● Drive the CLIC communications strategy and potential tactics

Requested timeline
● Back-out schedule (subject to change)
  o Finalize survey with CTSA Program Coordinating Center Survey Research Team by March 29
  o Review submission plan with NCATS on March 30 weekly NCATS/CLIC call
  o Share survey draft with NCATS and CTSA Program Coordinating Center leadership via email April 2
  o Request edits and feedback from NCATS by April 6
  o Pre-testing Survey Research Team week of April 2
  o Request edits and feedback from pre-testers by EOD April 4
  o Make adjustments and send concept and survey to CTSA Steering Committee via NCATS POC on April 4
  o Discuss survey concept and survey with CTSA Steering Committee on April 9 call
  o Submit to NCATS for final approval by April 10
  o Open REDCap survey and distribute by April 11
  o Remind target audience via CTSA Program Update on April 13
  o Remind target audience via in-person CTSA Program meeting on April 18
  o Request responses by April 27
  o Analyze and report data in May (TBD)

Target audience
● CTSA Program hub communication leads; No limit for participation per hub

Survey type
● CTSA Program Grantee Survey, funded by the CTSA Program Coordinating Center for the CTSA Program (RFA-TR-16-021, grant U24TR002260)
● Survey design, methodology and analysis of the data collection to be performed by CLIC
● Data to be analyzed in a systematic way and results to be publicized

Review and Approval
● CTSA Program Steering Committee
● NCATS Leadership (Erica/Pablo)

Inclusion of wording, funding, anonymity, etc.
● Included in preamble

Pre-testing as needed as time allows (CTSA Program Coordinating Center Survey Research Team)

Promotion plan
● First email sent out to targets on April 11
● Reminders included in April 13 CTSA Program newsletter, and at April 18 Spring Program communications meeting
● Send targeted email reminders on April 23 (if needed – depending on participation)

Tracking data collection
● Monitor data collection and response rates throughout response collection

Analysis and reporting
● Analyze and publicize data in May (TBD)
  o Post results on CLIC site
  o Report results in future Quarterly Communications Call
APPENDIX B
Sample Survey

Communications Environmental Scan

Dear CTSA Program communicators,

The goal of this environmental scan is to learn more about what you are doing to promote your hub’s efforts, and what challenges you’re facing, so that CLIC can better help you disseminate your CTSA Program-related news and messages.

RESEARCH OBJECTIVES

- Help CLIC understand what communication methods and best practices are being used across the hubs
- Help CLIC understand what challenges communicators are facing and where they need support
- Help determine what resources should be included in the CTSA Program communications toolkit
- Drive the CLIC communications strategy and potential tactics

This scan is completely confidential, anonymous and voluntary – your hub name is collected only to help us track participation. The data will be analyzed in a systematic way and CLIC will share the results on their site and at a future CTSA Program Communications Meeting.

This research is supported by the National Center for Advancing Translational Sciences of the National Institutes of Health under grant U24TR002260. The content is solely the responsibility of the authors and does not necessarily reflect the official views of the National Institutes of Health’s National Center for Advancing Translational Sciences.

We request that you complete this very brief (but important!) scan on or before Friday, April 27, 2018. If there are any questions please contact Laura Meyers at clic@clincsha.org.

Thank you for your time!

CLIC Communications Team

1. Please select your Hub from the drop-down menu. Hub responses are requested for tracking participation only.

2. What percentage of your role is dedicated to communicating about the CTSA Program/your hub?
   ☐ 100%
   ☐ >50%
   ☐ >25%
   ☐ <25%

3. How often do you produce the following types of communications about the CTSA Program at your hub?
   If you don’t produce the type of communication in question, select “N/A”

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<tr>
<th></th>
<th>Several times a week</th>
<th>Once a week</th>
<th>Once a month</th>
<th>Once a quarter</th>
<th>Less frequently</th>
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(Asserted reports, magazines, brochures, etc.)
4. On a scale of 1 to 5 where 1 is "not at all effective" and 5 is "extremely effective," how effective do you find the following types of communications?

If you don't produce the type of communication in question, select "NA."

<table>
<thead>
<tr>
<th></th>
<th>Not at all effective</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>Extremely effective</th>
<th>5</th>
<th>NA</th>
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<td>Blogs</td>
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<td>Videos</td>
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<tr>
<td>Presentations</td>
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<tr>
<td>Print publications</td>
<td>(Annual reports, magazines, brochures, etc.)</td>
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</tbody>
</table>

5. If applicable, please list any other types of communications your hub produces, and how effective you find them, on a scale from 1 to 5:

6. What additional methods do you use to amplify your CTSA Program hub communications?

Check all that apply

- Include in other University/Institution newsletters
- Post on other University/Institution web pages
- Post on other University/Institution social media pages
- Submit NCATS feature story form
- Submit NCATS web brief form
- Send to NCATS for sharing on social media
- Push stories to the media
- Other additional method
- My hub do not use any additional communications method

7.a. Have you faced challenges while trying to effectively communicate about your CTSA Program hub?

- No
- Yes

8. What communications resources could CLIC provide to help you communicate the importance of the CTSA Program?

9. How interested are you in seeing the following CLIC communications tactics executed?

<table>
<thead>
<tr>
<th></th>
<th>Not interested</th>
<th>Somewhat interested</th>
<th>Very interested</th>
</tr>
</thead>
<tbody>
<tr>
<td>A CLIC-specific email newsletter (should include CLIC articles, CLIC site updates, links to news from the network and translational science/research related content)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A moderated forum on the CLIC site (for CTSA Program communications contacts to ask questions and discuss best practices, effective methods, etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opportunities for collaboration, such as communications-related workshops or meetings</td>
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</table>

Thank you for your feedback!
COMMUNICATIONS ENVIRONMENTAL SCAN FEEDBACK REPORT

Executive Summary

In an effort to guide CLIC communications strategies, CLIC created and distributed an online survey to elicit feedback from CTSA Program hub communicators about what they’re doing to promote their hub’s news and messages, and what challenges they’re facing.

Questions addressed what tactics hub communicators currently employ and what they find successful, what challenges they regularly come across, and what resources would be beneficial for them to have.

The survey was sent via email to the CTSA Program Communications Listserv, with responses collected via REDCap. There were a total of 58 responses from 52 unique hubs (out of 64 total hubs under current funding and no-cost extension) for a final response rate of approximately 81%.

In general, the hub communicators are open to and eager about receiving additional communications support from CLIC. Nearly all of the respondents said they are facing challenges in their roles, and many of them have not yet been able to identify solutions for these challenges. Common challenges across the board deal with internal institutional or hub barriers, a lack of time and resources, and communicating about a complex subject matter.

This report summarizes survey results for quantifiable items, and outlines common themes and specific recommendations gleaned from open-ended responses. This report also offers specific solutions and next steps based on the feedback gathered from the scan.

The research referenced in this report is supported by the National Center for Advancing Translational Sciences of the National Institutes of Health under grant U24TR002260. The content is solely the responsibility of the authors and does not necessarily reflect the official views of the National Institutes of Health’s National Center for Advancing Translational Sciences.

The University of Rochester Center for Leading Innovation and Collaboration (CLIC) is the coordinating center for the Clinical and Translational Science Awards (CTSA) Program, funded by the National Center for Advancing Translational Sciences (NCATS) at the National Institutes of Health (NIH), Grant U24TR002260.
APPENDIX C (Continued)
Sample Report of Survey Results

Quantifiable Data  Example Reporting Format

**Question:** What percentage of your role is dedicated to communicating about the CTSA Program/your hub?

- 100%: 23
- ~50%: 13
- ~25%: 11
- Less than 25%: 10

Most CTSA Program hub communicators dedicate 50% or less of their time to CTSA Program communications.

**Question:** What resources do you use, how often, and how effective do you find them?

**HOW OFTEN DO YOU USE THE FOLLOWING?**

- Print Publications
- Presentations
- Videos
- Blogs
- Twitter Content
- Facebook Content
- News Releases
- Newsletter

Most hub communicators are not utilizing videos, Facebook or blogs. Many use newsletters and Twitter content on a regular basis to communicate.
Question: What challenges have you faced while communicating for your CTSA Program hub?

![Challenges Graph]

- Communicating about a complex subject matter
  - Supporting quotes:
    - “What we do is wonky and not always the easiest to explain. A lot of what we do involves alphabet soup acronyms that are very confusing.”
    - “Our mission can be hard for people to grasp; for instance, the word ‘translational’ is not well understood. Even less well understood is the difference between translational science and translational research. It can be hard to draw a bright line (or even a dotted line) between scientific discoveries and CCTS support. It can be challenging to connect with target audiences (we are fortunate to have many CCTS champions who help us promote). Reaching target Partner audiences remains a heavy lift. We need more content developers on staff to help get the word out on our many trainings, funding opps, news and to allow me time to follow up with researchers and trainees who use...
### APPENDIX D

**Survey Tracking Form (Example)**

<table>
<thead>
<tr>
<th>Report to Track Research Instruments Distributed by CLIC or Other Groups to the CTSA Network, CTSA DTFs or Other CTSA sub-groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>This is a reporting requirement as per NCATS CTSA Program Policy and Procedures for Instruments. Survey Instruments include DTF Surveys, CTSA Program Grantee Surveys, Partner Surveys, Other Internal Surveys, NCATS DCI Surveys, Evaluations for Meetings, and External Surveys.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Instrument Request Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Requesting Instrument</td>
</tr>
<tr>
<td>CLIC POC</td>
</tr>
<tr>
<td>Instrument Design Reviewed Completed by CLIC Date</td>
</tr>
<tr>
<td>Was Instrument created in RedCap by CLIC?</td>
</tr>
<tr>
<td>Instrument Created in RedCap Completed Date</td>
</tr>
<tr>
<td>NCATS PO Reviewed and Approved Date</td>
</tr>
<tr>
<td>Date Distributed</td>
</tr>
<tr>
<td>Distributed Uservserv Name</td>
</tr>
<tr>
<td>Name of Instrument</td>
</tr>
<tr>
<td>REDCap Instrument Link</td>
</tr>
<tr>
<td>Link to instrument PDF</td>
</tr>
<tr>
<td>Link to Instrument Result file</td>
</tr>
<tr>
<td>How were results conveyed</td>
</tr>
<tr>
<td>Is the instrument systematically collecting information? Yes/No/NA</td>
</tr>
<tr>
<td>Are results going to be publicized? Yes/No/NA</td>
</tr>
<tr>
<td>Comments: include additional info for No or N/A responses. Explain further the process followed. Determine whether instrument fits definition of Instrument. If not it doesn’t require clearance.</td>
</tr>
</tbody>
</table>