

Experience Survey Report, Stratified by Site

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Data Extracted and Report Ran: 2024-11-07

Which types of devices do you use for MyConnect by Site?

| Site Name | Phone | | Tablet | | Computer | | Total Participants |
|----------------------|----------------|--------------------|-----------------|---------------------|-------------------|-----------------------|--------------------|
| | Phone-Selected | Phone-Not Selected | Tablet-Selected | Tablet-Not Selected | Computer-Selected | Computer-Not Selected | |
| Baylor Scott & White | 2 (100.0%) | 0 (0.0%) | 1 (50.0%) | 1 (50.0%) | 1 (50.0%) | 1 (50.0%) | 2 |
| Health Partners | 1067 (84.7%) | 186 (14.8%) | 158 (12.5%) | 1095 (86.9%) | 670 (53.2%) | 583 (46.3%) | 1260 |
| Henry Ford | 932 (82.5%) | 192 (17.0%) | 154 (13.6%) | 970 (85.8%) | 503 (44.5%) | 621 (55.0%) | 1130 |
| KP Colorado | 925 (73.4%) | 328 (26.0%) | 184 (14.6%) | 1069 (84.8%) | 745 (59.1%) | 508 (40.3%) | 1260 |
| KP Georgia | 217 (82.8%) | 41 (15.6%) | 28 (10.7%) | 230 (87.8%) | 117 (44.7%) | 141 (53.8%) | 262 |
| KP Hawaii | 261 (80.3%) | 60 (18.5%) | 37 (11.4%) | 284 (87.4%) | 165 (50.8%) | 156 (48.0%) | 325 |
| KP Northwest | 1124 (78.9%) | 294 (20.6%) | 195 (13.7%) | 1223 (85.8%) | 724 (50.8%) | 694 (48.7%) | 1425 |
| Marshfield | 452 (86.6%) | 68 (13.0%) | 69 (13.2%) | 451 (86.4%) | 235 (45.0%) | 285 (54.6%) | 522 |
| Sanford | 514 (88.2%) | 64 (11.0%) | 68 (11.7%) | 510 (87.5%) | 211 (36.2%) | 367 (63.0%) | 583 |
| U Chicago | 458 (82.4%) | 89 (16.0%) | 83 (14.9%) | 464 (83.5%) | 262 (47.1%) | 285 (51.3%) | 556 |
| Total | 5952 (81.3%) | 1322 (18.0%) | 977 (13.3%) | 6297 (86.0%) | 3633 (49.6%) | 3641 (49.7%) | 7325 |

Do you use your own personal device to access MyConnect?

| Site Name | Provided by Healthcare-Selected | Borrowed-Selected | Public Device-Selected | Yes-Selected | Yes Employer Provided-Selected | Total Participants |
|----------------------|---------------------------------|-------------------|------------------------|--------------|--------------------------------|--------------------|
| Baylor Scott & White | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 2 (100.0%) | 1 (50.0%) | 2 |
| Health Partners | 1 (0.1%) | 1 (0.1%) | 5 (0.4%) | 1196 (94.9%) | 119 (9.4%) | 1260 |
| Henry Ford | 2 (0.2%) | 2 (0.2%) | 1 (0.1%) | 1065 (94.2%) | 98 (8.7%) | 1130 |
| KP Colorado | 0 (0.0%) | 2 (0.2%) | 5 (0.4%) | 1193 (94.7%) | 90 (7.1%) | 1260 |
| KP Georgia | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 251 (95.8%) | 17 (6.5%) | 262 |
| KP Hawaii | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 316 (97.2%) | 13 (4.0%) | 325 |
| KP Northwest | 0 (0.0%) | 2 (0.1%) | 2 (0.1%) | 1372 (96.3%) | 91 (6.4%) | 1425 |
| Marshfield | 2 (0.4%) | 1 (0.2%) | 1 (0.2%) | 504 (96.6%) | 32 (6.1%) | 522 |
| Sanford | 1 (0.2%) | 0 (0.0%) | 1 (0.2%) | 545 (93.5%) | 45 (7.7%) | 583 |

Do you use your own personal device to access MyConnect? *(continued)*

| Site Name | Provided by Healthcare–Selected | Borrowed–Selected | Public Device–Selected | Yes–Selected | Yes Employer Provided–Selected | Total Participants |
|-----------|---------------------------------|-------------------|------------------------|--------------|--------------------------------|--------------------|
| U Chicago | 6 (1.1%) | 2 (0.4%) | 4 (0.7%) | 519 (93.3%) | 51 (9.2%) | 556 |
| Total | 12 (0.2%) | 10 (0.1%) | 19 (0.3%) | 6963 (95.1%) | 557 (7.6%) | 7325 |

How easy or hard is it to use MyConnect by Site?

| Site Name | Very easy | Easy | Neutral | Hard | Very hard | Skipped | Total Participants |
|----------------------|--------------|--------------|------------|-----------|-----------|-----------|--------------------|
| Baylor Scott & White | 1 (50%) | 1 (50%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 2 (100%) |
| Health Partners | 733 (58.2%) | 434 (34.4%) | 78 (6.2%) | 4 (0.3%) | 2 (0.2%) | 9 (0.7%) | 1260 (100%) |
| Henry Ford | 707 (62.6%) | 344 (30.4%) | 67 (5.9%) | 3 (0.3%) | 0 (0%) | 9 (0.8%) | 1130 (100%) |
| KP Colorado | 790 (62.7%) | 372 (29.5%) | 75 (6%) | 6 (0.5%) | 1 (0.1%) | 16 (1.3%) | 1260 (100%) |
| KP Georgia | 182 (69.5%) | 63 (24%) | 11 (4.2%) | 1 (0.4%) | 0 (0%) | 5 (1.9%) | 262 (100%) |
| KP Hawaii | 195 (60%) | 104 (32%) | 20 (6.2%) | 3 (0.9%) | 0 (0%) | 3 (0.9%) | 325 (100%) |
| KP Northwest | 844 (59.2%) | 484 (34%) | 77 (5.4%) | 6 (0.4%) | 2 (0.1%) | 12 (0.8%) | 1425 (100%) |
| Marshfield | 308 (59%) | 172 (33%) | 37 (7.1%) | 3 (0.6%) | 0 (0%) | 2 (0.4%) | 522 (100%) |
| Sanford | 345 (59.2%) | 184 (31.6%) | 47 (8.1%) | 0 (0%) | 1 (0.2%) | 6 (1%) | 583 (100%) |
| U Chicago | 323 (58.1%) | 177 (31.8%) | 43 (7.7%) | 1 (0.2%) | 2 (0.4%) | 10 (1.8%) | 556 (100%) |
| Total | 4428 (60.5%) | 2335 (31.9%) | 455 (6.2%) | 27 (0.4%) | 8 (0.1%) | 72 (1%) | 7325 (100%) |

Have you experienced technical problems?

| Site Name | Yes | No | Skipped | Total Participants |
|----------------------|------------|--------------|-----------|--------------------|
| Baylor Scott & White | 1 (50%) | 1 (50%) | 0 (0%) | 2 (100%) |
| Health Partners | 67 (5.3%) | 1182 (93.8%) | 11 (0.9%) | 1260 (100%) |
| Henry Ford | 57 (5%) | 1062 (94%) | 11 (1%) | 1130 (100%) |
| KP Colorado | 58 (4.6%) | 1188 (94.3%) | 14 (1.1%) | 1260 (100%) |
| KP Georgia | 18 (6.9%) | 239 (91.2%) | 5 (1.9%) | 262 (100%) |
| KP Hawaii | 34 (10.5%) | 288 (88.6%) | 3 (0.9%) | 325 (100%) |
| KP Northwest | 96 (6.7%) | 1317 (92.4%) | 12 (0.8%) | 1425 (100%) |
| Marshfield | 30 (5.7%) | 490 (93.9%) | 2 (0.4%) | 522 (100%) |
| Sanford | 25 (4.3%) | 552 (94.7%) | 6 (1%) | 583 (100%) |
| U Chicago | 29 (5.2%) | 517 (93%) | 10 (1.8%) | 556 (100%) |
| Total | 415 (5.7%) | 6836 (93.3%) | 74 (1%) | 7325 (100%) |

Are you able to find everything you are looking for on MyConnect?

| Site Name | Yes | No | Skipped | Total Participants |
|----------------------|--------------|------------|------------|--------------------|
| Baylor Scott & White | 2 (100%) | 0 (0%) | 0 (0%) | 2 (100%) |
| Health Partners | 1189 (94.4%) | 56 (4.4%) | 15 (1.2%) | 1260 (100%) |
| Henry Ford | 1043 (92.3%) | 70 (6.2%) | 17 (1.5%) | 1130 (100%) |
| KP Colorado | 1184 (94%) | 53 (4.2%) | 23 (1.8%) | 1260 (100%) |
| KP Georgia | 246 (93.9%) | 10 (3.8%) | 6 (2.3%) | 262 (100%) |
| KP Hawaii | 308 (94.8%) | 12 (3.7%) | 5 (1.5%) | 325 (100%) |
| KP Northwest | 1324 (92.9%) | 75 (5.3%) | 26 (1.8%) | 1425 (100%) |
| Marshfield | 497 (95.2%) | 20 (3.8%) | 5 (1%) | 522 (100%) |
| Sanford | 548 (94%) | 27 (4.6%) | 8 (1.4%) | 583 (100%) |
| U Chicago | 508 (91.4%) | 30 (5.4%) | 18 (3.2%) | 556 (100%) |
| Total | 6849 (93.5%) | 353 (4.8%) | 123 (1.7%) | 7325 (100%) |

What do you think about the number of communications you get from the Connect team?

| Site Name | Not enough | Just enough | Too many | Skipped | Total Participants |
|----------------------|------------|--------------|------------|------------|--------------------|
| Baylor Scott & White | 0 (0%) | 2 (100%) | 0 (0%) | 0 (0%) | 2 (100%) |
| Health Partners | 53 (4.2%) | 1115 (88.5%) | 74 (5.9%) | 18 (1.4%) | 1260 (100%) |
| Henry Ford | 56 (5%) | 993 (87.9%) | 64 (5.7%) | 17 (1.5%) | 1130 (100%) |
| KP Colorado | 46 (3.7%) | 1129 (89.6%) | 66 (5.2%) | 19 (1.5%) | 1260 (100%) |
| KP Georgia | 13 (5%) | 228 (87%) | 16 (6.1%) | 5 (1.9%) | 262 (100%) |
| KP Hawaii | 14 (4.3%) | 290 (89.2%) | 15 (4.6%) | 6 (1.8%) | 325 (100%) |
| KP Northwest | 82 (5.8%) | 1240 (87%) | 86 (6%) | 17 (1.2%) | 1425 (100%) |
| Marshfield | 16 (3.1%) | 482 (92.3%) | 21 (4%) | 3 (0.6%) | 522 (100%) |
| Sanford | 20 (3.4%) | 526 (90.2%) | 26 (4.5%) | 11 (1.9%) | 583 (100%) |
| U Chicago | 34 (6.1%) | 480 (86.3%) | 28 (5%) | 14 (2.5%) | 556 (100%) |
| Total | 334 (4.6%) | 6485 (88.5%) | 396 (5.4%) | 110 (1.5%) | 7325 (100%) |

Do the Connect communications give you the information you need to complete study tasks?

| Site Name | Yes | No | Skipped | Total Participants |
|----------------------|--------------|------------|------------|--------------------|
| Baylor Scott & White | 2 (100%) | 0 (0%) | 0 (0%) | 2 (100%) |
| Health Partners | 1189 (94.4%) | 56 (4.4%) | 15 (1.2%) | 1260 (100%) |
| Henry Ford | 1043 (92.3%) | 70 (6.2%) | 17 (1.5%) | 1130 (100%) |
| KP Colorado | 1184 (94%) | 53 (4.2%) | 23 (1.8%) | 1260 (100%) |
| KP Georgia | 246 (93.9%) | 10 (3.8%) | 6 (2.3%) | 262 (100%) |
| KP Hawaii | 308 (94.8%) | 12 (3.7%) | 5 (1.5%) | 325 (100%) |
| KP Northwest | 1324 (92.9%) | 75 (5.3%) | 26 (1.8%) | 1425 (100%) |
| Marshfield | 497 (95.2%) | 20 (3.8%) | 5 (1%) | 522 (100%) |
| Sanford | 548 (94%) | 27 (4.6%) | 8 (1.4%) | 583 (100%) |
| U Chicago | 508 (91.4%) | 30 (5.4%) | 18 (3.2%) | 556 (100%) |
| Total | 6849 (93.5%) | 353 (4.8%) | 123 (1.7%) | 7325 (100%) |

Have you completed the first survey for Connect?

| Site Name | Yes, completed all | Yes, completed some | No, completed none | Unsure | Skipped | Total Participants |
|----------------------|--------------------|---------------------|--------------------|------------|------------|--------------------|
| Baylor Scott & White | 2 (100%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 2 (100%) |
| Health Partners | 1126 (89.4%) | 24 (1.9%) | 10 (0.8%) | 79 (6.3%) | 21 (1.7%) | 1260 (100%) |
| Henry Ford | 969 (85.8%) | 32 (2.8%) | 16 (1.4%) | 89 (7.9%) | 24 (2.1%) | 1130 (100%) |
| KP Colorado | 1127 (89.4%) | 27 (2.1%) | 9 (0.7%) | 76 (6%) | 21 (1.7%) | 1260 (100%) |
| KP Georgia | 218 (83.2%) | 15 (5.7%) | 4 (1.5%) | 19 (7.3%) | 6 (2.3%) | 262 (100%) |
| KP Hawaii | 275 (84.6%) | 8 (2.5%) | 3 (0.9%) | 34 (10.5%) | 5 (1.5%) | 325 (100%) |
| KP Northwest | 1267 (88.9%) | 26 (1.8%) | 13 (0.9%) | 98 (6.9%) | 21 (1.5%) | 1425 (100%) |
| Marshfield | 458 (87.7%) | 12 (2.3%) | 8 (1.5%) | 41 (7.9%) | 3 (0.6%) | 522 (100%) |
| Sanford | 490 (84%) | 14 (2.4%) | 8 (1.4%) | 58 (9.9%) | 13 (2.2%) | 583 (100%) |
| U Chicago | 432 (77.7%) | 17 (3.1%) | 23 (4.1%) | 64 (11.5%) | 20 (3.6%) | 556 (100%) |
| Total | 6364 (86.9%) | 175 (2.4%) | 94 (1.3%) | 558 (7.6%) | 134 (1.8%) | 7325 (100%) |

Please choose the reason that best describes why you have not completed all the sections in the first survey

| Site Name | I am having technical issues | I cannot find the survey | I don't have time | Other | I don't feel comfortable answering the survey questions | I have connectivity issues | Skipped | Total Eligible Participants |
|----------------------|------------------------------|--------------------------|-------------------|------------|---|----------------------------|----------|-----------------------------|
| Baylor Scott & White | 0 (NaN%) | 0 (NaN%) | 0 (NaN%) | 0 (NaN%) | 0 (NaN%) | 0 (NaN%) | 0 (NaN%) | 0 (NaN%) |
| Health Partners | 1 (2.9%) | 1 (2.9%) | 18 (52.9%) | 10 (29.4%) | 0 (0%) | 2 (5.9%) | 2 (5.9%) | 34 (100%) |
| Henry Ford | 4 (8.3%) | 10 (20.8%) | 14 (29.2%) | 13 (27.1%) | 3 (6.2%) | 1 (2.1%) | 3 (6.2%) | 48 (100%) |
| KP Colorado | 4 (11.1%) | 4 (11.1%) | 15 (41.7%) | 11 (30.6%) | 2 (5.6%) | 0 (0%) | 0 (0%) | 36 (100%) |
| KP Georgia | 2 (10.5%) | 4 (21.1%) | 7 (36.8%) | 4 (21.1%) | 2 (10.5%) | 0 (0%) | 0 (0%) | 19 (100%) |
| KP Hawaii | 2 (18.2%) | 0 (0%) | 6 (54.5%) | 1 (9.1%) | 0 (0%) | 2 (18.2%) | 0 (0%) | 11 (100%) |
| KP Northwest | 3 (7.7%) | 5 (12.8%) | 16 (41%) | 9 (23.1%) | 4 (10.3%) | 2 (5.1%) | 0 (0%) | 39 (100%) |
| Marshfield | 1 (5%) | 6 (30%) | 6 (30%) | 2 (10%) | 4 (20%) | 1 (5%) | 0 (0%) | 20 (100%) |
| Sanford | 2 (9.1%) | 2 (9.1%) | 8 (36.4%) | 7 (31.8%) | 0 (0%) | 1 (4.5%) | 2 (9.1%) | 22 (100%) |
| U Chicago | 4 (10%) | 6 (15%) | 16 (40%) | 12 (30%) | 1 (2.5%) | 0 (0%) | 1 (2.5%) | 40 (100%) |
| Total | 23 (8.6%) | 38 (14.1%) | 106 (39.4%) | 69 (25.7%) | 16 (5.9%) | 9 (3.3%) | 8 (3%) | 269 (100%) |

What do you think about the length of the first survey?

| Site Name | Not long enough | Just long enough | Too long | Skipped | Total Participants |
|----------------------|-----------------|------------------|--------------|------------|--------------------|
| Baylor Scott & White | 0 (0%) | 1 (50%) | 1 (50%) | 0 (0%) | 2 (100%) |
| Health Partners | 10 (0.8%) | 1055 (83.7%) | 164 (13%) | 31 (2.5%) | 1260 (100%) |
| Henry Ford | 13 (1.2%) | 890 (78.8%) | 190 (16.8%) | 37 (3.3%) | 1130 (100%) |
| KP Colorado | 6 (0.5%) | 1035 (82.1%) | 192 (15.2%) | 27 (2.1%) | 1260 (100%) |
| KP Georgia | 1 (0.4%) | 201 (76.7%) | 51 (19.5%) | 9 (3.4%) | 262 (100%) |
| KP Hawaii | 4 (1.2%) | 246 (75.7%) | 66 (20.3%) | 9 (2.8%) | 325 (100%) |
| KP Northwest | 12 (0.8%) | 1155 (81.1%) | 217 (15.2%) | 41 (2.9%) | 1425 (100%) |
| Marshfield | 4 (0.8%) | 438 (83.9%) | 74 (14.2%) | 6 (1.1%) | 522 (100%) |
| Sanford | 2 (0.3%) | 481 (82.5%) | 79 (13.6%) | 21 (3.6%) | 583 (100%) |
| U Chicago | 8 (1.4%) | 424 (76.3%) | 91 (16.4%) | 33 (5.9%) | 556 (100%) |
| Total | 60 (0.8%) | 5926 (80.9%) | 1125 (15.4%) | 214 (2.9%) | 7325 (100%) |

Have you donated any samples of blood, urine, or saliva for Connect?

| Site Name | Yes | No | Unsure | Skipped | Total Participants |
|----------------------|--------------|-------------|------------|------------|--------------------|
| Baylor Scott & White | 2 (100%) | 0 (0%) | 0 (0%) | 0 (0%) | 2 (100%) |
| Health Partners | 1133 (89.9%) | 87 (6.9%) | 16 (1.3%) | 24 (1.9%) | 1260 (100%) |
| Henry Ford | 967 (85.6%) | 99 (8.8%) | 34 (3%) | 30 (2.7%) | 1130 (100%) |
| KP Colorado | 1162 (92.2%) | 56 (4.4%) | 20 (1.6%) | 22 (1.7%) | 1260 (100%) |
| KP Georgia | 234 (89.3%) | 13 (5%) | 8 (3.1%) | 7 (2.7%) | 262 (100%) |
| KP Hawaii | 296 (91.1%) | 13 (4%) | 11 (3.4%) | 5 (1.5%) | 325 (100%) |
| KP Northwest | 1291 (90.6%) | 67 (4.7%) | 42 (2.9%) | 25 (1.8%) | 1425 (100%) |
| Marshfield | 500 (95.8%) | 13 (2.5%) | 6 (1.1%) | 3 (0.6%) | 522 (100%) |
| Sanford | 431 (73.9%) | 114 (19.6%) | 19 (3.3%) | 19 (3.3%) | 583 (100%) |
| U Chicago | 369 (66.4%) | 143 (25.7%) | 19 (3.4%) | 25 (4.5%) | 556 (100%) |
| Total | 6385 (87.2%) | 605 (8.3%) | 175 (2.4%) | 160 (2.2%) | 7325 (100%) |

How well did the Connect team communicate with you about donating samples?

| Site Name | Very poor | Poor | Neutral | Well | Very well | Skipped | Total Eligible Participants |
|----------------------|-----------|-----------|------------|--------------|--------------|--------------|-----------------------------|
| Baylor Scott & White | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 2 (100%) | 2 (100%) | 2 (100%) |
| Health Partners | 1 (0.1%) | 5 (0.4%) | 21 (1.9%) | 217 (19.2%) | 889 (78.5%) | 762 (67.3%) | 1133 (100%) |
| Henry Ford | 5 (0.5%) | 16 (1.7%) | 54 (5.6%) | 200 (20.7%) | 693 (71.7%) | 530 (54.8%) | 967 (100%) |
| KP Colorado | 2 (0.2%) | 4 (0.3%) | 47 (4%) | 269 (23.1%) | 839 (72.2%) | 741 (63.8%) | 1162 (100%) |
| KP Georgia | 3 (1.3%) | 2 (0.9%) | 14 (6%) | 58 (24.8%) | 157 (67.1%) | 129 (55.1%) | 234 (100%) |
| KP Hawaii | 1 (0.3%) | 4 (1.4%) | 19 (6.4%) | 75 (25.3%) | 197 (66.6%) | 168 (56.8%) | 296 (100%) |
| KP Northwest | 5 (0.4%) | 7 (0.5%) | 69 (5.3%) | 332 (25.7%) | 878 (68%) | 744 (57.6%) | 1291 (100%) |
| Marshfield | 1 (0.2%) | 3 (0.6%) | 15 (3%) | 79 (15.8%) | 402 (80.4%) | 380 (76%) | 500 (100%) |
| Sanford | 1 (0.2%) | 2 (0.5%) | 11 (2.6%) | 75 (17.4%) | 342 (79.4%) | 190 (44.1%) | 431 (100%) |
| U Chicago | 3 (0.8%) | 5 (1.4%) | 19 (5.1%) | 74 (20.1%) | 268 (72.6%) | 81 (22%) | 369 (100%) |
| Total | 22 (0.3%) | 48 (0.8%) | 269 (4.2%) | 1379 (21.6%) | 4667 (73.1%) | 3727 (58.4%) | 6385 (100%) |

How would you rate your experience donating samples? (Time)

| Site Name | Too little time | Right amount of time | Too much time | Skipped | Total Participants |
|----------------------|-----------------|----------------------|---------------|----------|--------------------|
| Baylor Scott & White | 0 (0%) | 2 (100%) | 0 (0%) | 0 (0%) | 2 (100%) |
| Health Partners | 4 (0.4%) | 1114 (98.3%) | 14 (1.2%) | 1 (0.1%) | 1133 (100%) |
| Henry Ford | 3 (0.3%) | 920 (95.1%) | 41 (4.2%) | 3 (0.3%) | 967 (100%) |
| KP Colorado | 3 (0.3%) | 1138 (97.9%) | 17 (1.5%) | 4 (0.3%) | 1162 (100%) |
| KP Georgia | 1 (0.4%) | 230 (98.3%) | 3 (1.3%) | 0 (0%) | 234 (100%) |
| KP Hawaii | 0 (0%) | 292 (98.6%) | 4 (1.4%) | 0 (0%) | 296 (100%) |
| KP Northwest | 9 (0.7%) | 1257 (97.4%) | 24 (1.9%) | 1 (0.1%) | 1291 (100%) |
| Marshfield | 2 (0.4%) | 490 (98%) | 8 (1.6%) | 0 (0%) | 500 (100%) |
| Sanford | 1 (0.2%) | 425 (98.6%) | 5 (1.2%) | 0 (0%) | 431 (100%) |
| U Chicago | 1 (0.3%) | 355 (96.2%) | 13 (3.5%) | 0 (0%) | 369 (100%) |
| Total | 24 (0.4%) | 6223 (97.5%) | 129 (2%) | 9 (0.1%) | 6385 (100%) |

How would you rate your experience donating samples? (Ease)

| Site Name | Very hard | Hard | Neutral | Easy | Very easy | Skipped | Total Participants |
|----------------------|-----------|-----------|------------|--------------|-------------|----------|--------------------|
| Baylor Scott & White | 0 (0%) | 0 (0%) | 0 (0%) | 1 (50%) | 1 (50%) | 0 (0%) | 2 (100%) |
| Health Partners | 0 (0%) | 12 (1.1%) | 43 (3.8%) | 313 (27.6%) | 765 (67.5%) | 0 (0%) | 1133 (100%) |
| Henry Ford | 2 (0.2%) | 15 (1.6%) | 65 (6.7%) | 260 (26.9%) | 624 (64.5%) | 1 (0.1%) | 967 (100%) |
| KP Colorado | 0 (0%) | 7 (0.6%) | 48 (4.1%) | 328 (28.2%) | 776 (66.8%) | 3 (0.3%) | 1162 (100%) |
| KP Georgia | 0 (0%) | 0 (0%) | 14 (6%) | 76 (32.5%) | 143 (61.1%) | 1 (0.4%) | 234 (100%) |
| KP Hawaii | 0 (0%) | 1 (0.3%) | 19 (6.4%) | 94 (31.8%) | 182 (61.5%) | 0 (0%) | 296 (100%) |
| KP Northwest | 2 (0.2%) | 14 (1.1%) | 52 (4%) | 409 (31.7%) | 814 (63.1%) | 0 (0%) | 1291 (100%) |
| Marshfield | 0 (0%) | 4 (0.8%) | 13 (2.6%) | 124 (24.8%) | 359 (71.8%) | 0 (0%) | 500 (100%) |
| Sanford | 1 (0.2%) | 0 (0%) | 15 (3.5%) | 90 (20.9%) | 325 (75.4%) | 0 (0%) | 431 (100%) |
| U Chicago | 7 (1.9%) | 7 (1.9%) | 25 (6.8%) | 103 (27.9%) | 227 (61.5%) | 0 (0%) | 369 (100%) |
| Total | 12 (0.2%) | 60 (0.9%) | 294 (4.6%) | 1798 (28.2%) | 4216 (66%) | 5 (0.1%) | 6385 (100%) |

How was your experience with the Connect team when you donated samples?

| Site Name | Very poor | Poor | Neutral | Good | Very good | Skipped | Total Participants |
|----------------------|-----------|-----------|-------------|--------------|--------------|--------------|--------------------|
| Baylor Scott & White | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 2 (100%) | 2 (100%) | 2 (100%) |
| Health Partners | 0 (0%) | 4 (0.4%) | 29 (2.6%) | 167 (14.7%) | 932 (82.3%) | 932 (82.3%) | 1133 (100%) |
| Henry Ford | 2 (0.2%) | 6 (0.6%) | 64 (6.6%) | 197 (20.4%) | 696 (72%) | 696 (72%) | 967 (100%) |
| KP Colorado | 0 (0%) | 4 (0.3%) | 84 (7.2%) | 266 (22.9%) | 803 (69.1%) | 803 (69.1%) | 1162 (100%) |
| KP Georgia | 0 (0%) | 0 (0%) | 26 (11.1%) | 53 (22.6%) | 154 (65.8%) | 154 (65.8%) | 234 (100%) |
| KP Hawaii | 0 (0%) | 1 (0.3%) | 29 (9.8%) | 76 (25.7%) | 188 (63.5%) | 188 (63.5%) | 296 (100%) |
| KP Northwest | 2 (0.2%) | 5 (0.4%) | 140 (10.8%) | 331 (25.6%) | 807 (62.5%) | 807 (62.5%) | 1291 (100%) |
| Marshfield | 0 (0%) | 2 (0.4%) | 12 (2.4%) | 70 (14%) | 416 (83.2%) | 416 (83.2%) | 500 (100%) |
| Sanford | 0 (0%) | 1 (0.2%) | 8 (1.9%) | 60 (13.9%) | 361 (83.8%) | 361 (83.8%) | 431 (100%) |
| U Chicago | 4 (1.1%) | 7 (1.9%) | 12 (3.3%) | 73 (19.8%) | 273 (74%) | 273 (74%) | 369 (100%) |
| Total | 8 (0.1%) | 30 (0.5%) | 404 (6.3%) | 1293 (20.3%) | 4632 (72.5%) | 4632 (72.5%) | 6385 (100%) |

Did you complete the sample survey on MyConnect?

| Site Name | Yes | No | Unsure | Skipped | Total Participants |
|----------------------|--------------|------------|--------------|------------|--------------------|
| Baylor Scott & White | 2 (100%) | 0 (0%) | 0 (0%) | 0 (0%) | 2 (100%) |
| Health Partners | 1011 (80.2%) | 35 (2.8%) | 187 (14.8%) | 27 (2.1%) | 1260 (100%) |
| Henry Ford | 809 (71.6%) | 48 (4.2%) | 235 (20.8%) | 38 (3.4%) | 1130 (100%) |
| KP Colorado | 937 (74.4%) | 22 (1.7%) | 276 (21.9%) | 25 (2%) | 1260 (100%) |
| KP Georgia | 180 (68.7%) | 14 (5.3%) | 59 (22.5%) | 9 (3.4%) | 262 (100%) |
| KP Hawaii | 227 (69.8%) | 8 (2.5%) | 83 (25.5%) | 7 (2.2%) | 325 (100%) |
| KP Northwest | 1039 (72.9%) | 38 (2.7%) | 317 (22.2%) | 31 (2.2%) | 1425 (100%) |
| Marshfield | 416 (79.7%) | 4 (0.8%) | 97 (18.6%) | 5 (1%) | 522 (100%) |
| Sanford | 387 (66.4%) | 43 (7.4%) | 123 (21.1%) | 30 (5.1%) | 583 (100%) |
| U Chicago | 342 (61.5%) | 56 (10.1%) | 125 (22.5%) | 33 (5.9%) | 556 (100%) |
| Total | 5350 (73%) | 268 (3.7%) | 1502 (20.5%) | 205 (2.8%) | 7325 (100%) |

Did you complete the sample survey at your Connect visit?

| Site Name | Yes | No | Unsure | Skipped | Total Eligible Participants |
|----------------------|--------------|--------------|--------------|------------|-----------------------------|
| Baylor Scott & White | 0 (0%) | 1 (50%) | 1 (50%) | 0 (0%) | 2 (100%) |
| Health Partners | 541 (53.5%) | 207 (20.5%) | 260 (25.7%) | 3 (0.3%) | 1011 (100%) |
| Henry Ford | 309 (38.2%) | 263 (32.5%) | 234 (28.9%) | 3 (0.4%) | 809 (100%) |
| KP Colorado | 284 (30.3%) | 327 (34.9%) | 325 (34.7%) | 1 (0.1%) | 937 (100%) |
| KP Georgia | 71 (39.4%) | 46 (25.6%) | 64 (35.6%) | -1 (-0.6%) | 180 (100%) |
| KP Hawaii | 86 (37.9%) | 57 (25.1%) | 84 (37%) | 0 (0%) | 227 (100%) |
| KP Northwest | 288 (27.7%) | 345 (33.2%) | 404 (38.9%) | 2 (0.2%) | 1039 (100%) |
| Marshfield | 265 (63.7%) | 67 (16.1%) | 84 (20.2%) | 0 (0%) | 416 (100%) |
| Sanford | 150 (38.8%) | 131 (33.9%) | 104 (26.9%) | 2 (0.5%) | 387 (100%) |
| U Chicago | 211 (61.7%) | 65 (19%) | 64 (18.7%) | 2 (0.6%) | 342 (100%) |
| Total | 2205 (41.2%) | 1509 (28.2%) | 1624 (30.4%) | 12 (0.2%) | 5350 (100%) |

Did you use your own personal device to complete the sample survey? Select all that apply.

| Site Name | Provided by Healthcare–Selected | Borrowed–Selected | Public Device–Selected | Yes–Selected | Yes Employer Provided–Selected | Total Participants |
|----------------------|---------------------------------|-------------------|------------------------|--------------|--------------------------------|--------------------|
| Baylor Scott & White | 0 (0.0%) | 1 (50.0%) | 0 (0.0%) | 2 (100.0%) | 0 (0.0%) | 2 |
| Health Partners | 36 (3.6%) | 44 (4.4%) | 4 (0.4%) | 941 (93.1%) | 1 (0.1%) | 1011 |
| Henry Ford | 16 (2.0%) | 49 (6.1%) | 2 (0.2%) | 750 (92.7%) | 0 (0.0%) | 809 |
| KP Colorado | 4 (0.4%) | 50 (5.3%) | 0 (0.0%) | 885 (94.5%) | 2 (0.2%) | 937 |
| KP Georgia | 3 (1.7%) | 7 (3.9%) | 1 (0.6%) | 173 (96.1%) | 0 (0.0%) | 180 |
| KP Hawaii | 4 (1.8%) | 8 (3.5%) | 0 (0.0%) | 214 (94.3%) | 0 (0.0%) | 227 |
| KP Northwest | 8 (0.8%) | 39 (3.8%) | 0 (0.0%) | 994 (95.7%) | 1 (0.1%) | 1039 |
| Marshfield | 45 (10.8%) | 11 (2.6%) | 2 (0.5%) | 365 (87.7%) | 1 (0.2%) | 416 |
| Sanford | 0 (0.0%) | 19 (4.9%) | 0 (0.0%) | 364 (94.1%) | 0 (0.0%) | 387 |
| U Chicago | 81 (23.7%) | 11 (3.2%) | 1 (0.3%) | 255 (74.6%) | 0 (0.0%) | 342 |
| Total | 197 (3.7%) | 239 (4.5%) | 10 (0.2%) | 4943 (92.4%) | 5 (0.1%) | 5350 |

Please choose the reason that fits best to describe why you have not completed the sample survey

| Site Name | I am having technical issues | I cannot find the survey | I don't have time | I don't feel comfortable answering the survey questions | I have connectivity issues | Other | Skipped | Total Eligible Participants |
|----------------------|------------------------------|--------------------------|-------------------|---|----------------------------|-------------|-----------|-----------------------------|
| Baylor Scott & White | 0 (NaN%) | 0 (NaN%) | 0 (NaN%) | 0 (NaN%) | 0 (NaN%) | 0 (NaN%) | 0 (NaN%) | 0 (NaN%) |
| Health Partners | 1 (2.9%) | 8 (22.9%) | 6 (17.1%) | 0 (0%) | 0 (0%) | 17 (48.6%) | 3 (8.6%) | 35 (100%) |
| Henry Ford | 3 (6.2%) | 10 (20.8%) | 9 (18.8%) | 1 (2.1%) | 1 (2.1%) | 21 (43.8%) | 3 (6.2%) | 48 (100%) |
| KP Colorado | 1 (4.5%) | 6 (27.3%) | 3 (13.6%) | 0 (0%) | 0 (0%) | 12 (54.5%) | 0 (0%) | 22 (100%) |
| KP Georgia | 0 (0%) | 9 (64.3%) | 3 (21.4%) | 0 (0%) | 0 (0%) | 2 (14.3%) | 0 (0%) | 14 (100%) |
| KP Hawaii | 0 (0%) | 1 (12.5%) | 3 (37.5%) | 1 (12.5%) | 0 (0%) | 3 (37.5%) | 0 (0%) | 8 (100%) |
| KP Northwest | 0 (0%) | 11 (28.9%) | 6 (15.8%) | 0 (0%) | 0 (0%) | 19 (50%) | 2 (5.3%) | 38 (100%) |
| Marshfield | 0 (0%) | 2 (50%) | 2 (50%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 4 (100%) |
| Sanford | 0 (0%) | 6 (14%) | 10 (23.3%) | 0 (0%) | 0 (0%) | 25 (58.1%) | 2 (4.7%) | 43 (100%) |
| U Chicago | 3 (5.4%) | 17 (30.4%) | 7 (12.5%) | 0 (0%) | 0 (0%) | 28 (50%) | 1 (1.8%) | 56 (100%) |
| Total | 8 (3%) | 70 (26.1%) | 49 (18.3%) | 2 (0.7%) | 1 (0.4%) | 127 (47.4%) | 11 (4.1%) | 268 (100%) |

In general, would you prefer to complete:

| Site Name | Shorter surveys, sent more often | I don't have a preference for survey length and frequency | Longer surveys, sent less often | Skipped | Total Participants |
|----------------------|----------------------------------|---|---------------------------------|------------|--------------------|
| Baylor Scott & White | 1 (50%) | 1 (50%) | 0 (0%) | 0 (0%) | 2 (100%) |
| Health Partners | 772 (61.3%) | 417 (33.1%) | 43 (3.4%) | 28 (2.2%) | 1260 (100%) |
| Henry Ford | 660 (58.4%) | 406 (35.9%) | 23 (2%) | 41 (3.6%) | 1130 (100%) |
| KP Colorado | 758 (60.2%) | 450 (35.7%) | 25 (2%) | 27 (2.1%) | 1260 (100%) |
| KP Georgia | 179 (68.3%) | 70 (26.7%) | 4 (1.5%) | 9 (3.4%) | 262 (100%) |
| KP Hawaii | 189 (58.2%) | 120 (36.9%) | 7 (2.2%) | 9 (2.8%) | 325 (100%) |
| KP Northwest | 844 (59.2%) | 516 (36.2%) | 32 (2.2%) | 33 (2.3%) | 1425 (100%) |
| Marshfield | 315 (60.3%) | 194 (37.2%) | 8 (1.5%) | 5 (1%) | 522 (100%) |
| Sanford | 340 (58.3%) | 207 (35.5%) | 7 (1.2%) | 29 (5%) | 583 (100%) |
| U Chicago | 311 (55.9%) | 197 (35.4%) | 14 (2.5%) | 34 (6.1%) | 556 (100%) |
| Total | 4369 (59.6%) | 2578 (35.2%) | 163 (2.2%) | 215 (2.9%) | 7325 (100%) |

How would you rate your overall experience?

| Site Name | Very poor | Poor | Neutral | Good | Very good | Skipped | Total Participants |
|----------------------|-----------|-----------|------------|--------------|-------------|------------|--------------------|
| Baylor Scott & White | 0 (0%) | 0 (0%) | 0 (0%) | 1 (50%) | 1 (50%) | 0 (0%) | 2 (100%) |
| Health Partners | 1 (0.1%) | 5 (0.4%) | 87 (6.9%) | 363 (28.8%) | 776 (61.6%) | 28 (2.2%) | 1260 (100%) |
| Henry Ford | 2 (0.2%) | 7 (0.6%) | 103 (9.1%) | 339 (30%) | 641 (56.7%) | 38 (3.4%) | 1130 (100%) |
| KP Colorado | 2 (0.2%) | 6 (0.5%) | 92 (7.3%) | 370 (29.4%) | 762 (60.5%) | 28 (2.2%) | 1260 (100%) |
| KP Georgia | 1 (0.4%) | 0 (0%) | 26 (9.9%) | 85 (32.4%) | 141 (53.8%) | 9 (3.4%) | 262 (100%) |
| KP Hawaii | 0 (0%) | 1 (0.3%) | 36 (11.1%) | 101 (31.1%) | 177 (54.5%) | 10 (3.1%) | 325 (100%) |
| KP Northwest | 1 (0.1%) | 9 (0.6%) | 125 (8.8%) | 481 (33.8%) | 775 (54.4%) | 34 (2.4%) | 1425 (100%) |
| Marshfield | 0 (0%) | 2 (0.4%) | 19 (3.6%) | 136 (26.1%) | 360 (69%) | 5 (1%) | 522 (100%) |
| Sanford | 0 (0%) | 2 (0.3%) | 60 (10.3%) | 147 (25.2%) | 346 (59.3%) | 28 (4.8%) | 583 (100%) |
| U Chicago | 3 (0.5%) | 6 (1.1%) | 71 (12.8%) | 168 (30.2%) | 273 (49.1%) | 35 (6.3%) | 556 (100%) |
| Total | 10 (0.1%) | 38 (0.5%) | 619 (8.5%) | 2191 (29.9%) | 4252 (58%) | 215 (2.9%) | 7325 (100%) |

Please select the top three reasons that helped you decide to join Connect.

| Site Name | Total Participants | Cancer Personal Impact | Cancer Research | Friend Involved | Healthcare System Rep | Like Research | NCI | Team | Payment | Helping |
|----------------------|--------------------|------------------------|-----------------|-----------------|-----------------------|---------------|-------------|------------|------------|--------------|
| Baylor Scott & White | 2 | 1 (50.0%) | 2 (100.0%) | 0 (0.0%) | 0 (0.0%) | 2 (100.0%) | 1 (50.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Health Partners | 1260 | 774 (61.4%) | 808 (64.1%) | 37 (2.9%) | 70 (5.6%) | 239 (19.0%) | 135 (10.7%) | 55 (4.4%) | 69 (5.5%) | 947 (75.2%) |
| Henry Ford | 1130 | 693 (61.3%) | 625 (55.3%) | 17 (1.5%) | 147 (13.0%) | 239 (21.2%) | 98 (8.7%) | 39 (3.5%) | 53 (4.7%) | 824 (72.9%) |
| KP Colorado | 1260 | 728 (57.8%) | 748 (59.4%) | 20 (1.6%) | 121 (9.6%) | 313 (24.8%) | 182 (14.4%) | 27 (2.1%) | 106 (8.4%) | 927 (73.6%) |
| KP Georgia | 262 | 166 (63.4%) | 148 (56.5%) | 5 (1.9%) | 22 (8.4%) | 45 (17.2%) | 22 (8.4%) | 9 (3.4%) | 21 (8.0%) | 193 (73.7%) |
| KP Hawaii | 325 | 192 (59.1%) | 189 (58.2%) | 3 (0.9%) | 30 (9.2%) | 77 (23.7%) | 36 (11.1%) | 10 (3.1%) | 38 (11.7%) | 241 (74.2%) |
| KP Northwest | 1425 | 820 (57.5%) | 860 (60.4%) | 25 (1.8%) | 157 (11.0%) | 392 (27.5%) | 154 (10.8%) | 30 (2.1%) | 117 (8.2%) | 1028 (72.1%) |
| Marshfield | 522 | 360 (69.0%) | 296 (56.7%) | 23 (4.4%) | 63 (12.1%) | 84 (16.1%) | 34 (6.5%) | 23 (4.4%) | 31 (5.9%) | 393 (75.3%) |
| Sanford | 583 | 371 (63.6%) | 329 (56.4%) | 12 (2.1%) | 69 (11.8%) | 98 (16.8%) | 47 (8.1%) | 18 (3.1%) | 37 (6.3%) | 415 (71.2%) |
| U Chicago | 556 | 329 (59.2%) | 320 (57.6%) | 4 (0.7%) | 51 (9.2%) | 110 (19.8%) | 61 (11.0%) | 21 (3.8%) | 36 (6.5%) | 384 (69.1%) |
| Total | 7325 | 4434 (60.5%) | 4325 (59.0%) | 146 (2.0%) | 730 (10.0%) | 1599 (21.8%) | 770 (10.5%) | 232 (3.2%) | 508 (6.9%) | 5352 (73.1%) |

Select all that apply. Total responses may exceed total number of respondents.