

# Experience Survey Report

Leila Orszag

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Which types of devices do you use for MyConnect?

	Phone	Percentage	Tablet	Percentage	Computer	Percentage
Selected	5854	81.7%	3604	13.5%	966	50.3%
Not selected	1307	18.2%	3557	86.4%	6195	49.6%
Skipped	8	0.1%	8	0.1%	8	0.1%
Total	7169	100.0%	7169	100.0%	7169	100.0%

Do you use your own personal device to access MyConnect?

	No, provided by healthcare provider	Percentage	No, borrow from fam- ily/friend	Percentage	No, public	Percentage	Yes	Percentage	Yes, employer provided	Percentage
Selected	13	0.2%	9	0.1%	19	0.3%	6873	95.9%	544	7.6%
Not selected	7144	99.7%	7148	99.7%	7138	99.6%	284	4.0%	6613	92.2%
Skipped	12	0.2%	12	0.2%	12	0.2%	12	0.2%	12	0.2%
Total	7169	100.0%	7169	100.0%	7169	100.0%	7169	100.0%	7169	100.0%

How easy or hard is it to use MyConnect?

Response	Number of Participants	Percentage of Participants
Very easy	4395	61.3%
Easy	2289	31.9%
Neutral	445	6.2%
Hard	24	0.3%
Very hard	7	0.1%
Skipped	9	0.1%
Total	7169	100.0%

Have you experienced technical problems?

Response	Number of Participants	Percentage of Participants
Yes	409	5.7%
No	6753	94.2%
Skipped	7	0.1%
Total	7169	100.0%

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

Response	Number of Participants	Percentage of Participants
Yes	6783	94.6%
No	339	4.7%
Skipped	47	0.7%
Total	7169	100.0%

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

Response	Number of Participants	Percentage of Participants
Too many	391	5.5%
Just enough	6430	89.7%
Not enough	331	4.6%
Skipped	17	0.2%
Total	7169	100.0%

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

Response	Number of Participants	Percentage of Participants
Yes	6783	94.6%
No	339	4.7%
Skipped	47	0.7%
Total	7169	100.0%

Have you completed the first survey for Connect?

Response	Number of Participants	Percentage of Participants
Yes, completed all	6346	88.5%
Yes, completed some	172	2.4%
No, completed none	90	1.3%
Unsure	553	7.7%
Skipped	8	0.1%
Total	7169	100.0%

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

Response	Number of Participants	Percentage of Participants
I am having technical issues	23	8.8%
I cannot find the survey	37	14.1%
I don't feel comfortable answering the survey questions	18	6.9%
I don't have time	105	40.1%
I have connectivity issues	9	3.4%
Other	67	25.6%
Skipped	3	1.1%
Total	262	100.0%

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

Response	Number of Participants	Percentage of Participants
Too long	1124	15.7%
Just long enough	5915	82.5%
Not long enough	61	0.9%
Skipped	69	1.0%
Total	7169	100.0%

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

Response	Number of Participants	Percentage of Participants
Yes	6409	89.4%
No	583	8.1%
Unsure	169	2.4%
Skipped	8	0.1%
Total	7169	100.0%

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

Response	Number of Participants	Percentage of Participants
Very well	4687	73.1%
Well	1379	21.5%
Neutral	275	4.3%
Poor	47	0.7%
Very poor	22	0.3%
Skipped	-1	0.0%
Total	6409	100.0%

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

Response	Number of Participants	Percentage of Participants
Too much time	131	2.0%
Right amount of time	6247	97.5%
Too little time	24	0.4%
Skipped	7	0.1%
Total	6409	100.0%

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

Response	Number of Participants	Percentage of Participants
Very easy	4236	66.1%
Easy	1800	28.1%
Neutral	297	4.6%
Hard	61	1.0%
Very hard	12	0.2%
Skipped	3	0.0%
Total	6409	100.0%

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

Response	Number of Participants	Percentage of Participants
Very good	4657	72.7%
Good	1297	20.2%
Neutral	403	6.3%
Poor	30	0.5%
Very poor	8	0.1%
Skipped	14	0.2%
Total	6409	100.0%

Did you complete the sample survey on MyConnect?

Response	Number of Participants	Percentage of Participants
Yes	5358	74.7%
No	272	3.8%
Unsure	1518	21.2%
Skipped	21	0.3%
Total	7169	100.0%

Did you complete the sample survey at your Connect visit?

Response	Number of Participants	Percentage of Participants
Yes	2219	41.4%
No	1508	28.1%
Unsure	1623	30.3%
Skipped	8	0.1%
Total	5358	100.0%

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

	No, provided by healthcare provider	Percentage	No, borrow from family/friend	Percentage	No, public	Percentage	Yes	Percentage	Yes, employer provided	Percentage
Selected	198	3.7%	241	4.5%	10	0.2%	4954	92.5%	4	0.1%
Not selected	5137	95.9%	5094	95.1%	5325	99.4%	381	7.1%	5331	99.5%
Skipped	23	0.4%	23	0.4%	23	0.4%	23	0.4%	23	0.4%
Total	5358	100.0%	5358	100.0%	5358	100.0%	5358	100.0%	5358	100.0%

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

Response	Number of Participants	Percentage of Participants
I am having technical issues	8	2.9%
I cannot find the survey	72	26.5%
I don't feel comfortable answering the survey questions	1	0.4%
I don't have time	49	18.0%
I have connectivity issues	2	0.7%
Other	128	47.1%
Skipped	12	4.4%
Total	272	100.0%

In general, would you prefer to complete:

Response	Number of Participants	Percentage of Participants
Longer surveys, sent less often	165	2.3%
Shorter surveys, sent more often	4394	61.3%
I don't have a preference for survey length and frequency	2588	36.1%
Skipped	22	0.3%
Total	7169	100.0%

How would you rate your overall experience?

Response	Number of Participants	Percentage of Participants
Very good	4278	59.7%
Good	2202	30.7%
Neutral	624	8.7%
Poor	38	0.5%
Very poor	10	0.1%
Skipped	17	0.2%
Total	7169	100.0%

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

	Cancer Personal Impact	Percentage	Cancer Research	Percentage	Friend Involved	Percentage	Healthcare System Rep	Percentage	Like Research	Percentage	NCI	Percentage	Team	Percentage	Payment	Percentage	Helping	Percentage
Selected	4467	62.3%	4362	60.8%	148	2.1%	736	10.3%	1608	22.4%	777	10.8%	231	3.2%	513	7.2%	5388	75.2%
Not Selected	2685	37.5%	2790	38.9%	7004	97.7%	6416	89.5%	5544	77.3%	6375	88.9%	6921	96.5%	6639	92.6%	1764	24.6%
Skipped	17	0.2%	17	0.2%	17	0.2%	17	0.2%	17	0.2%	17	0.2%	17	0.2%	17	0.2%	17	0.2%
Total	7169	100.0%	7169	100.0%	7169	100.0%	7169	100.0%	7169	100.0%	7169	100.0%	7169	100.0%	7169	100.0%	7169	100.0%

### Completion Status by Site

Site Name	Submitted	Started	Not Started	Total
KP Colorado	1241 (51.8%)	26 (1.1%)	1130 (47.1%)	2397 (100%)
KP Hawaii	317 (43.5%)	9 (1.2%)	402 (55.2%)	728 (100%)
Marshfield	519 (56.9%)	7 (0.8%)	386 (42.3%)	912 (100%)
KP Georgia	252 (43.3%)	11 (1.9%)	319 (54.8%)	582 (100%)
KP Northwest	1400 (48.4%)	32 (1.1%)	1459 (50.5%)	2891 (100%)
Baylor Scott & White	2 (22.2%)	0 (0%)	7 (77.8%)	9 (100%)
Health Partners	1239 (49.5%)	32 (1.3%)	1234 (49.3%)	2505 (100%)
Henry Ford	1103 (39.8%)	38 (1.4%)	1631 (58.8%)	2772 (100%)
Sanford	563 (45.3%)	27 (2.2%)	653 (52.5%)	1243 (100%)
U Chicago	533 (27.2%)	34 (1.7%)	1396 (71.1%)	1963 (100%)
Total	7169 (44.8%)	216 (1.3%)	8617 (53.8%)	16002 (100%)