

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	5952	81.3%	3633	13.3%	977	49.6%
Not selected	1322	18.0%	3641	86.0%	6297	49.7%
Skipped	51	0.7%	51	0.7%	51	0.7%
Total	7325	100.0%	7325	100.0%	7325	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	12	0.2%	10	0.1%	19	0.3%	6963	95.1%	557	7.6%
Not selected	7241	98.9%	7243	98.9%	7234	98.8%	290	4.0%	6696	91.4%
Skipped	72	1.0%	72	1.0%	72	1.0%	72	1.0%	72	1.0%
Total	7325	100.0%	7325	100.0%	7325	100.0%	7325	100.0%	7325	100.0%

How easy or hard is it to use MyConnect?

Response	Number of Participants	Percentage of Participants
Very easy	4428	60.5%
Easy	2335	31.9%
Neutral	455	6.2%
Hard	27	0.4%
Very hard	8	0.1%
Skipped	72	1.0%
Total	7325	100.0%

Have you experienced technical problems?

Have you experienced technical problems?		
Response	Number of Participants	Percentage of Participants
Yes	415	5.7%
No	6836	93.3%
Skipped	74	1.0%
Total	7325	100.0%

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

Response	Number of Participants	Percentage of Participants
Yes	6849	93.5%
No	353	4.8%
Skipped	123	1.7%
Total	7325	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	396	5.4%
Just enough	6485	88.5%
Not enough	334	4.6%
Skipped	110	1.5%
Total	7325	100.0%

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

Response	Number of Participants	Percentage of Participants
Yes	6849	93.5%
No	353	4.8%
Skipped	123	1.7%
Total	7325	100.0%

Have you completed the first survey for Connect?

Response	Number of Participants	Percentage of Participants
Yes, completed all	6364	86.9%
Yes, completed some	175	2.4%
No, completed none	94	1.3%
Unsure	558	7.6%
Skipped	134	1.8%
Total	7325	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	8.6%
I cannot find the survey	38	14.1%
I don't feel comfortable answering the survey questions	16	5.9%
I don't have time	106	39.4%
I have connectivity issues	9	3.3%
Other	69	25.7%
Skipped	8	3.0%
Total	269	100.0%

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

Response	Number of Participants	Percentage of Participants
Too long	1125	15.4%
Just long enough	5926	80.9%
Not long enough	60	0.8%
Skipped	214	2.9%
Total	7325	100.0%

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

Response	Number of Participants	Percentage of Participants
Yes	6385	87.2%
No	605	8.3%
Unsure	175	2.4%
Skipped	160	2.2%
Total	7325	100.0%

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

Response	Number of Participants	Percentage of Participants
Very well	4667	73.1%
Well	1379	21.6%
Neutral	269	4.2%
Poor	48	0.8%
Very poor	22	0.3%
Skipped	0	0.0%
Total	6385	100.0%

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

Response	Number of Participants	Percentage of Participants
Too much time	129	2.0%
Right amount of time	6223	97.5%
Too little time	24	0.4%
Skipped	9	0.1%
Total	6385	100.0%

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

Response	Number of Participants	Percentage of Participants
Very easy	4216	66.0%
Easy	1798	28.2%
Neutral	294	4.6%
Hard	60	0.9%
Very hard	12	0.2%
Skipped	5	0.1%
Total	6385	100.0%

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

Response	Number of Participants	Percentage of Participants
Very good	4632	72.5%
Good	1293	20.3%
Neutral	404	6.3%
Poor	30	0.5%
Very poor	8	0.1%
Skipped	18	0.3%
Total	6385	100.0%

Did you complete the sample survey on MyConnect?

Response	Number of Participants	Percentage of Participants
Yes	5350	73.0%
No	268	3.7%
Unsure	1502	20.5%
Skipped	205	2.8%
Total	7325	100.0%

Did you complete the sample survey at your Connect visit?

Response	Number of Participants	Percentage of Participants
Yes	2205	41.2%
No	1509	28.2%
Unsure	1624	30.4%
Skipped	12	0.2%
Total	5350	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	197	3.7%	239	4.5%	10	0.2%	4943	92.4%	5	0.1%
Not selected	5125	95.8%	5083	95.0%	5312	99.3%	379	7.1%	5317	99.4%
Skipped	28	0.5%	28	0.5%	28	0.5%	28	0.5%	28	0.5%
Total	5350	100.0%	5350	100.0%	5350	100.0%	5350	100.0%	5350	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	3.0%
I cannot find the survey	70	26.1%
I don't feel comfortable answering the survey questions	2	0.7%
I don't have time	49	18.3%
I have connectivity issues	1	0.4%
Other	127	47.4%
Skipped	11	4.1%
Total	268	100.0%

In general, would you prefer to complete:

Response	Number of Participants	Percentage of Participants
Longer surveys, sent less often	163	2.2%
Shorter surveys, sent more often	4369	59.6%
I don't have a preference for survey length and frequency	2578	35.2%
Skipped	215	2.9%
Total	7325	100.0%

How would you rate your overall experience?

Response	Number of Participants	Percentage of Participants
Very good	4252	58.0%
Good	2191	29.9%
Neutral	619	8.5%
Poor	38	0.5%
Very poor	10	0.1%
Skipped	215	2.9%
Total	7325	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	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%
Not Selected	2667	36.4%	2776	37.9%	6955	94.9%	6371	87.0%	5502	75.1%	6331	86.4%	6869	93.8%	6593	90.0%	1749	23.9%
Skipped	224	3.1%	224	3.1%	224	3.1%	224	3.1%	224	3.1%	224	3.1%	224	3.1%	224	3.1%	224	3.1%
Total	7325	100.0%	7325	100.0%	7325	100.0%	7325	100.0%	7325	100.0%	7325	100.0%	7325	100.0%	7325	100.0%	7325	100.0%