

# Experience Survey Report

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Which types of devices do you use for MyConnect?

Phone	Tablet	Computer
1094	5234	3030
4976	836	3040

Do you use your own personal device to access MyConnect?

No, provided by healthcare provider	No, borrow from family/friend	No, public	Yes	Yes, employer provided
6045	6048	6040	227	5625
11	8	16	5829	431

How easy or hard is it to use MyConnect?

Response	Number of Participants	Percentage of Participants
Very easy	3752	61.99
Easy	1932	31.92
Neutral	346	5.72
Hard	20	0.33
Very hard	3	0.05

Have you experienced technical problems?

Have you experienced technical problems?		
Response	Number of Participants	Percentage of Participants
Yes	343	5.67
No	5707	94.33

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

Response	Number of Participants	Percentage of Participants
Yes	5725	95.26
No	285	4.74

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

Response	Number of Participants	Percentage of Participants
Too many	256	4.25
Just enough	5455	90.66
Not enough	306	5.09

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

Response	Number of Participants	Percentage of Participants
Yes	5725	95.26
No	285	4.74

Have you completed the first survey for Connect?

Response	Number of Participants	Percentage of Participants
Yes, completed all	5428	90.56
Yes, completed some	118	1.97
No, completed none	46	0.77
Unsure	402	6.71

Have you completed the first survey for Connect?

Response	Number of Participants	Percentage of Participants
I am having technical issues	14	8.92
I cannot find the survey	20	12.74
I don't feel comfortable answering the survey questions	13	8.28
I don't have time	64	40.76
I have connectivity issues	5	3.18
Other	41	26.11

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

Response	Number of Participants	Percentage of Participants
Too long	878	14.79
Just long enough	5002	84.27
Not long enough	56	0.94

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

Response	Number of Participants	Percentage of Participants
Yes	5398	90.43
No	425	7.12
Unsure	146	2.45

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

Response	Number of Participants	Percentage of Participants
Very well	3988	73.88
Well	1140	21.12
Neutral	212	3.93
Poor	39	0.72
Very poor	19	0.35

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

Response	Number of Participants	Percentage of Participants
Too much time	142	2.46
Right amount of time	5564	96.43
Too little time	64	1.11

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

Response	Number of Participants	Percentage of Participants
Very easy	3660	63.18
Easy	1589	27.43
Neutral	439	7.58
Hard	69	1.19
Very hard	36	0.62

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

Response	Number of Participants	Percentage of Participants
Very good	4043	70.12
Good	1133	19.65
Neutral	543	9.42
Poor	29	0.50
Very poor	18	0.31

Did you complete the sample survey on MyConnect?

Response	Number of Participants	Percentage of Participants
Yes	4554	76.80
No	177	2.98
Unsure	1199	20.22

Did you complete the sample survey at your Connect visit?

Response	Number of Participants	Percentage of Participants
Yes	1892	41.63
No	1268	27.90
Unsure	1385	30.47

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

	No, provided by healthcare provider	No, borrow from family/friend	No, public	Yes	Yes, employer provided
Not selected	4361	4333	4522	315	4526
Selected	168	196	7	4214	3

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	2	1.21
I cannot find the survey	45	27.27
I don't feel comfortable answering the survey questions	1	0.61
I don't have time	34	20.61
I have connectivity issues	1	0.61
Other	82	49.70

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

Response	Number of Participants	Percentage of Participants
Too long	878	14.79
NA	5002	84.27
NA	56	0.94

How would you rate your overall experience?

Response	Number of Participants	Percentage of Participants
Very good	3639	61.56
Good	1773	29.99
Neutral	467	7.90
Poor	25	0.42
Very poor	7	0.12

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

	Cancer Personal Impact	Cancer Research	Friend Involved	Healthcare System Rep	Like Research	NCI	Team	Payment	Helping
Not Selected	2184	2308	5788	5259	4565	5252	5701	5493	1438
Selected	3717	3593	113	642	1336	649	200	408	4463