

# Experience Survey Report

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Which types of devices do you use for MyConnect?

	Phone	Percentage	Tablet	Percentage	Computer	Percentage
Selected	5715	81.2%	3491	13.3%	936	49.6%
Not selected	1273	18.1%	3497	86.0%	6052	49.7%
Skipped	47	0.7%	47	0.7%	47	0.7%
Total	7035	100.0%	7035	100.0%	7035	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	11	0.2%	9	0.1%	19	0.3%	6694	95.2%	529	7.5%
Not selected	6960	98.9%	6962	99.0%	6952	98.8%	277	3.9%	6442	91.6%
Skipped	64	0.9%	64	0.9%	64	0.9%	64	0.9%	64	0.9%
Total	7035	100.0%	7035	100.0%	7035	100.0%	7035	100.0%	7035	100.0%

How easy or hard is it to use MyConnect?

Response	Number of Participants	Percentage of Participants
Very easy	4269	60.7%
Easy	2244	31.9%
Neutral	426	6.1%
Hard	24	0.3%
Very hard	6	0.1%
Skipped	66	0.9%
Total	7035	100.0%

Have you experienced technical problems?

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Response	Number of Participants	Percentage of Participants
Yes	393	5.6%
No	6574	93.4%
Skipped	68	1.0%
Total	7035	100.0%

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

Response	Number of Participants	Percentage of Participants
Yes	6587	93.6%
No	337	4.8%
Skipped	111	1.6%
Total	7035	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	355	5.0%
Just enough	6253	88.9%
Not enough	326	4.6%
Skipped	101	1.4%
Total	7035	100.0%

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

Response	Number of Participants	Percentage of Participants
Yes	6587	93.6%
No	337	4.8%
Skipped	111	1.6%
Total	7035	100.0%

Have you completed the first survey for Connect?

Response	Number of Participants	Percentage of Participants
Yes, completed all	6164	87.6%
Yes, completed some	155	2.2%
No, completed none	77	1.1%
Unsure	514	7.3%
Skipped	125	1.8%
Total	7035	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	20	8.6%
I cannot find the survey	30	12.9%
I don't feel comfortable answering the survey questions	15	6.5%
I don't have time	91	39.2%
I have connectivity issues	8	3.4%
Other	61	26.3%
Skipped	7	3.0%
Total	232	100.0%

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

Response	Number of Participants	Percentage of Participants
Too long	1063	15.1%
Just long enough	5715	81.2%
Not long enough	59	0.8%
Skipped	198	2.8%
Total	7035	100.0%

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

Response	Number of Participants	Percentage of Participants
Yes	6164	87.6%
No	551	7.8%
Unsure	168	2.4%
Skipped	152	2.2%
Total	7035	100.0%

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

Response	Number of Participants	Percentage of Participants
Very well	4522	73.4%
Well	1317	21.4%
Neutral	258	4.2%
Poor	46	0.7%
Very poor	21	0.3%
Skipped	0	0.0%
Total	6164	100.0%

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

Response	Number of Participants	Percentage of Participants
Too much time	167	2.4%
Right amount of time	6375	90.6%
Too little time	80	1.1%
Skipped	413	5.9%
Total	7035	100.0%

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

Response	Number of Participants	Percentage of Participants
Very easy	4150	59.0%
Easy	1842	26.2%
Neutral	542	7.7%
Hard	82	1.2%
Very hard	40	0.6%
Skipped	379	5.4%
Total	7035	100.0%

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

Response	Number of Participants	Percentage of Participants
Very good	4580	65.1%
Good	1325	18.8%
Neutral	669	9.5%
Poor	31	0.4%
Very poor	20	0.3%
Skipped	410	5.8%
Total	7035	100.0%

Did you complete the sample survey on MyConnect?

Response	Number of Participants	Percentage of Participants
Yes	5186	73.7%
No	237	3.4%
Unsure	1418	20.2%
Skipped	194	2.8%
Total	7035	100.0%

Did you complete the sample survey at your Connect visit?

Response	Number of Participants	Percentage of Participants
Yes	2144	41.3%
No	1453	28.0%
Unsure	1580	30.5%
Skipped	9	0.2%
Total	5186	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	190	3.7%	226	4.4%	9	0.2%	4800	92.6%	3	0.1%
Not selected	4969	95.8%	4933	95.1%	5150	99.3%	359	6.9%	5156	99.4%
Skipped	27	0.5%	27	0.5%	27	0.5%	27	0.5%	27	0.5%
Total	5186	100.0%	5186	100.0%	5186	100.0%	5186	100.0%	5186	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	5	2.1%
I cannot find the survey	62	26.2%
I don't feel comfortable answering the survey questions	2	0.8%
I don't have time	45	19.0%
I have connectivity issues	1	0.4%
Other	111	46.8%
Skipped	11	4.6%
Total	237	100.0%

In general, would you prefer to complete:

Response	Number of Participants	Percentage of Participants
Longer surveys, sent less often	154	2.2%
Shorter surveys, sent more often	4192	59.6%
I don't have a preference for survey length and frequency	2484	35.3%
Skipped	205	2.9%
Total	7035	100.0%

How would you rate your overall experience?

Response	Number of Participants	Percentage of Participants
Very good	4117	58.5%
Good	2086	29.7%
Neutral	585	8.3%
Poor	35	0.5%
Very poor	7	0.1%
Skipped	205	2.9%
Total	7035	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	4254	60.5%	4158	59.1%	137	1.9%	712	10.1%	1550	22.0%	746	10.6%	226	3.2%	485	6.9%	5139	73.0%
Not Selected	2566	36.5%	2662	37.8%	6683	95.0%	6108	86.8%	5270	74.9%	6074	86.3%	6594	93.7%	6335	90.0%	1681	23.9%
Skipped	215	3.1%	215	3.1%	215	3.1%	215	3.1%	215	3.1%	215	3.1%	215	3.1%	215	3.1%	215	3.1%
Total	7035	100.0%	7035	100.0%	7035	100.0%	7035	100.0%	7035	100.0%	7035	100.0%	7035	100.0%	7035	100.0%	7035	100.0%