

IRB Customer Satisfaction Survey Report

Fall 2024

Introduction

As part of the MetroHealth Human Research Protection Program (HRPP) annual evaluation, a survey was developed for the research community to provide baseline measures of satisfaction as well as provide the community with the opportunity to provide their suggestions for improving IRB and related HRPP processes. A copy of the survey is attached as an appendix to this report for reference.

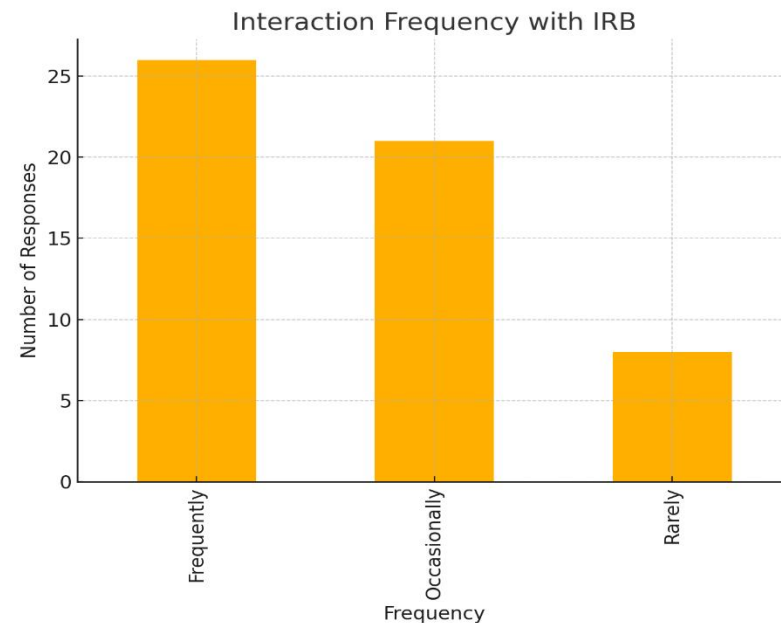
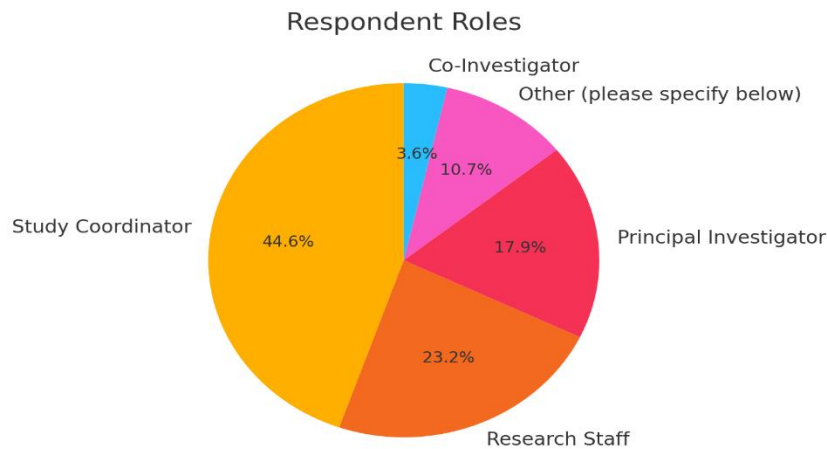
Distribution

The survey was opened to all individuals identified through the MetroHealth Research Institute (MHRI) as being involved in research studies, in late September and closed on November 1st, 2024. Combined, the survey announcement was sent to 210 people.

Profile of Respondents

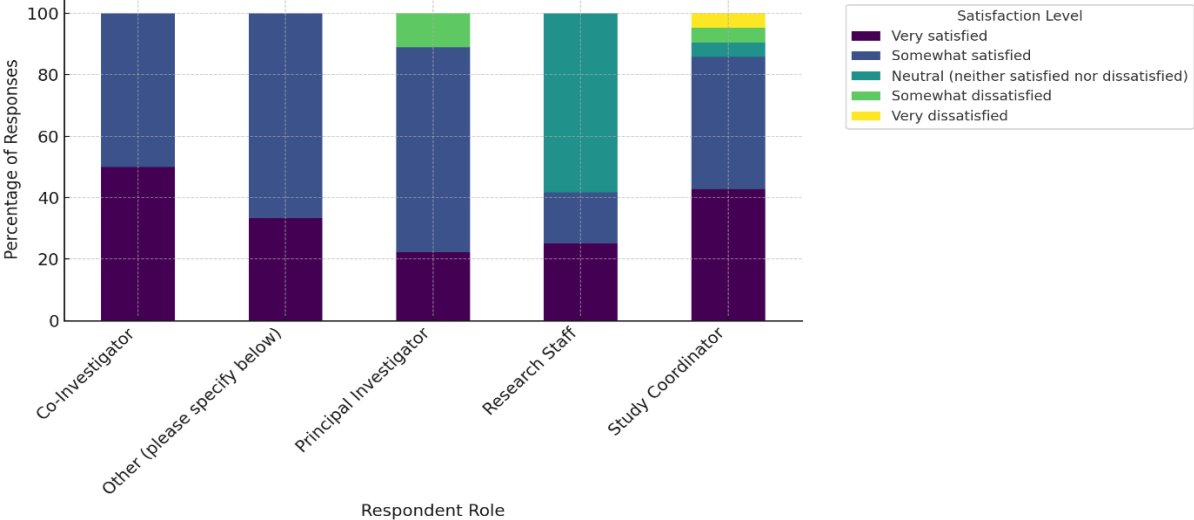
We received 52 complete responses to the survey. A brief snapshot of who responded to our survey:

23 Study Coordinators; 13 Research Staff; 10 Principal Investigators; 4 “Other” (Administrators, Trainees); 2 Co-Investigators

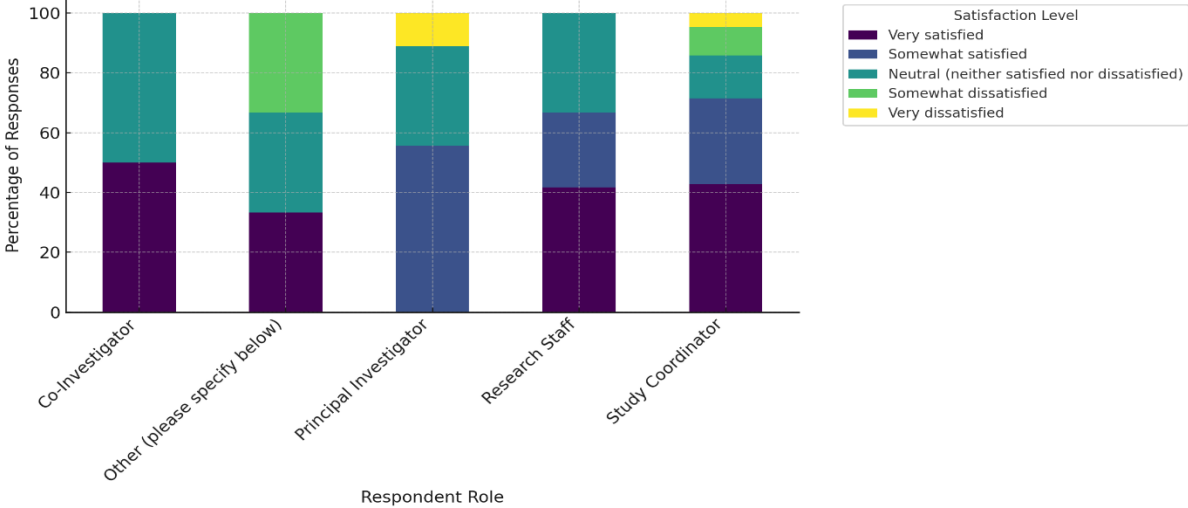


SURVEY RESPONSE TRENDS

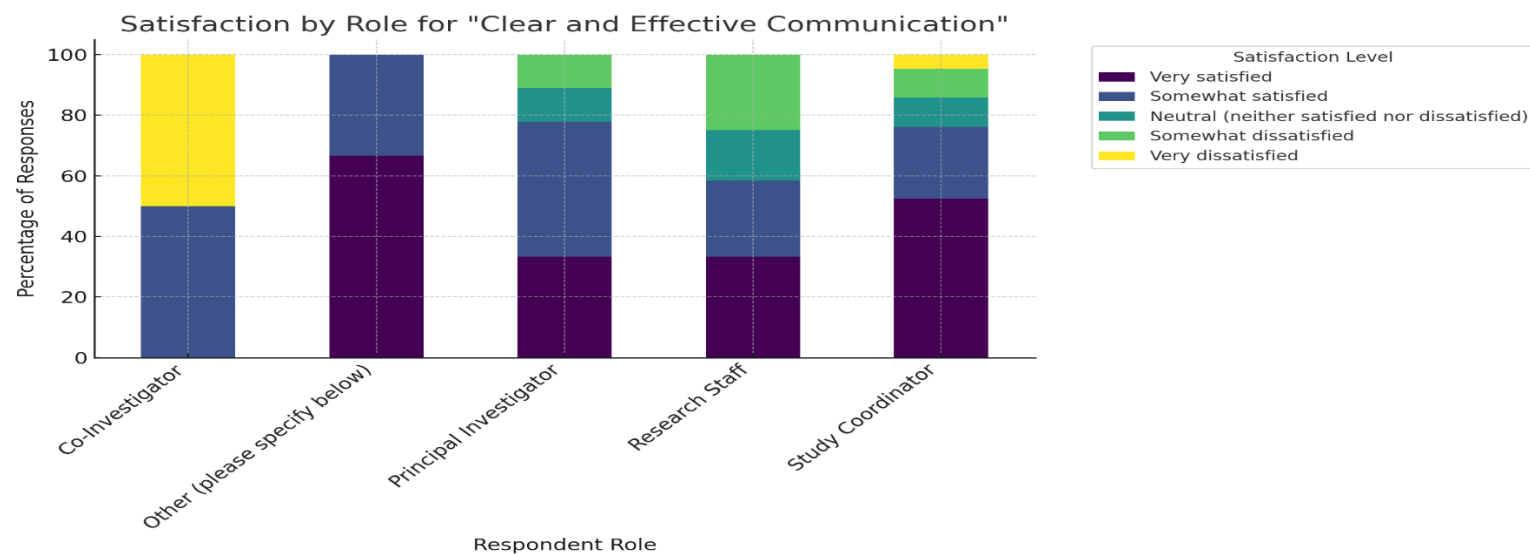
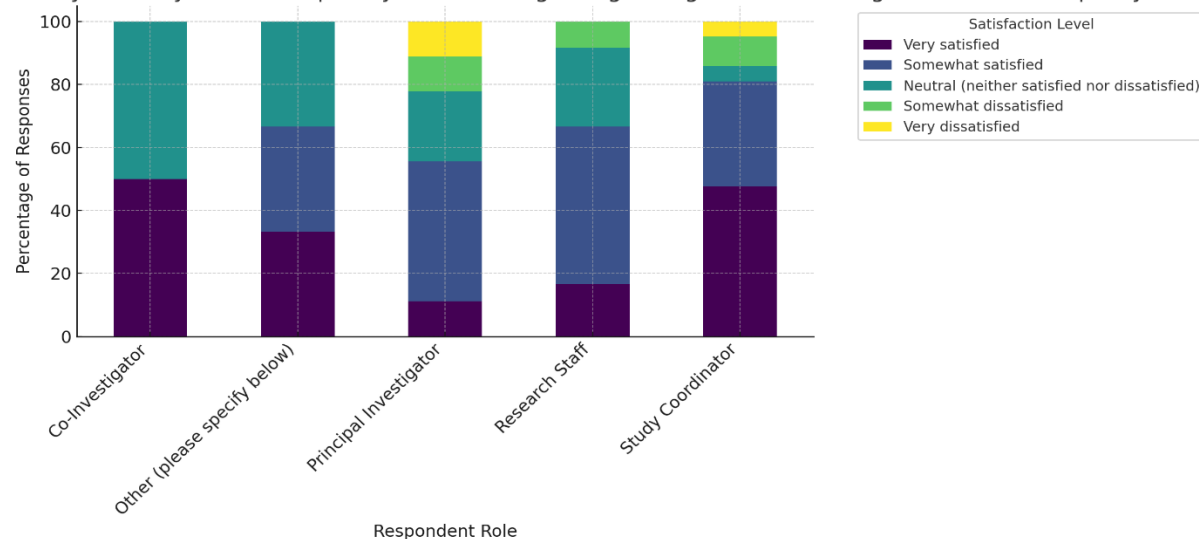
Satisfaction by Role for "Q3. How satisfied are you with the guidance, service, or resources you receive from the IRB?"

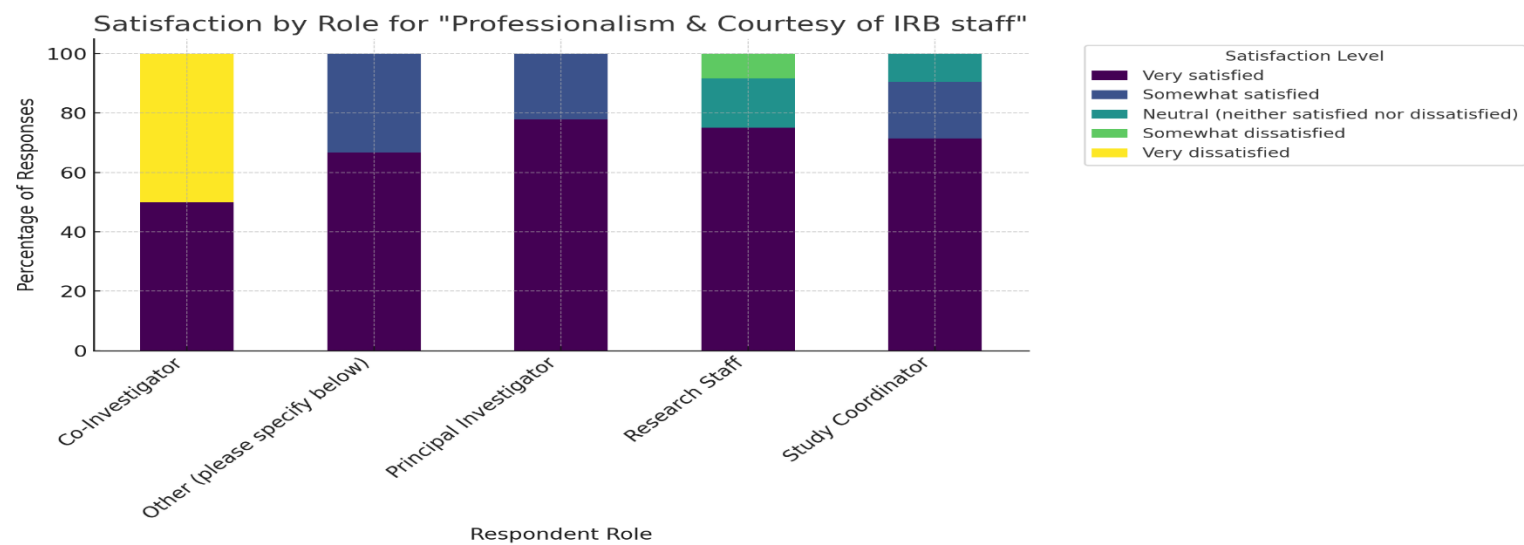
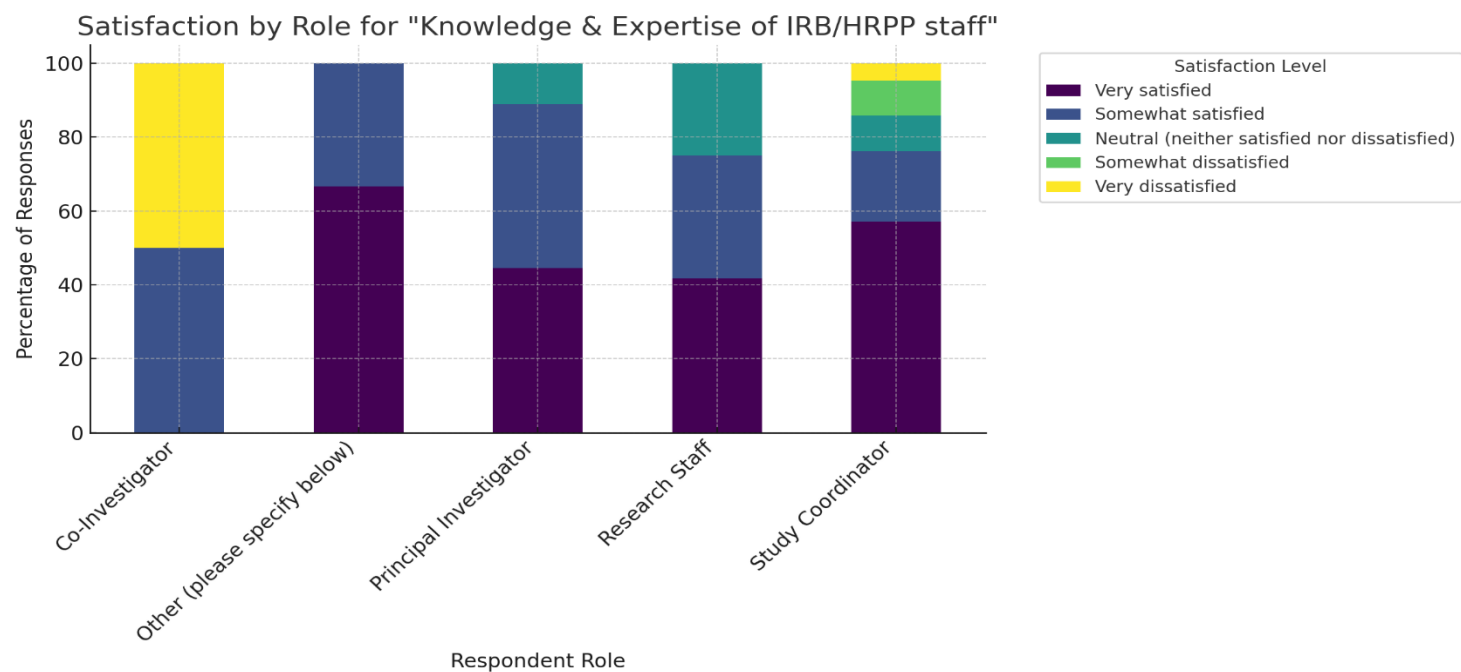


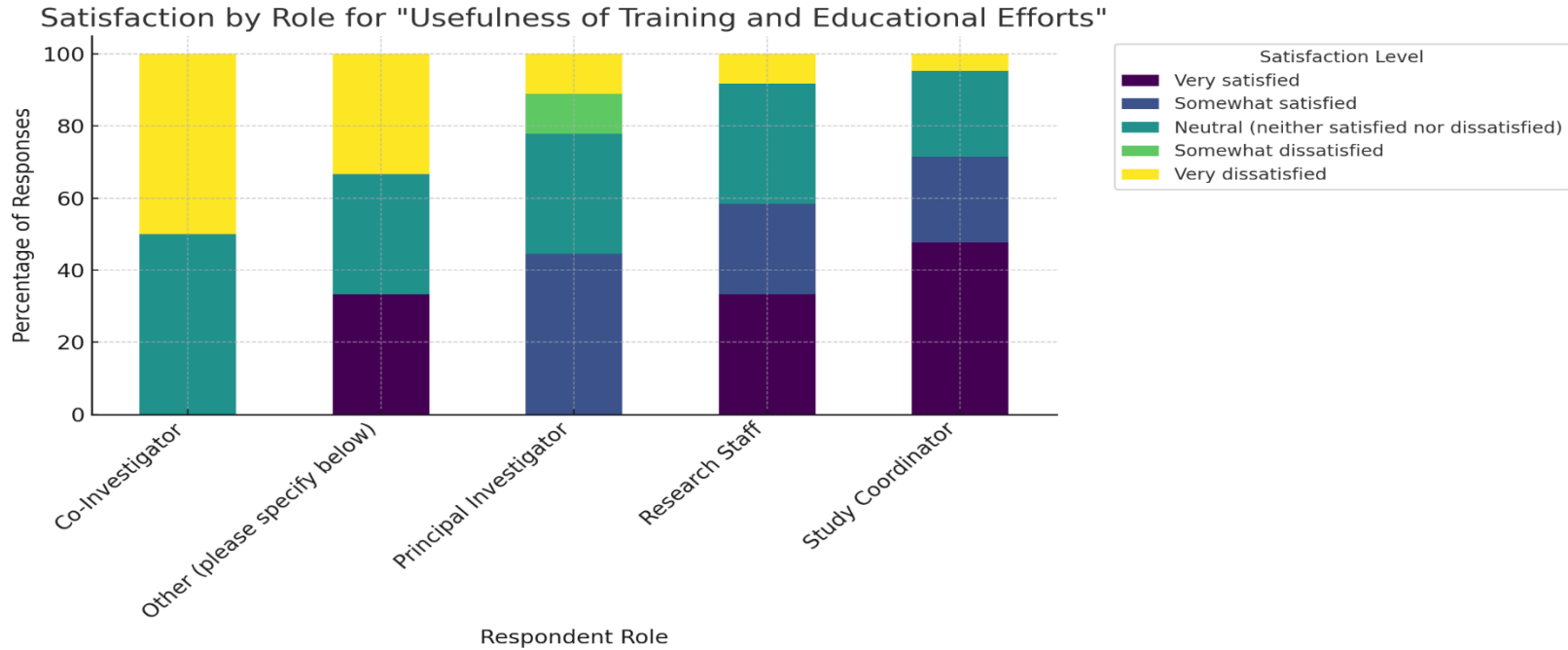
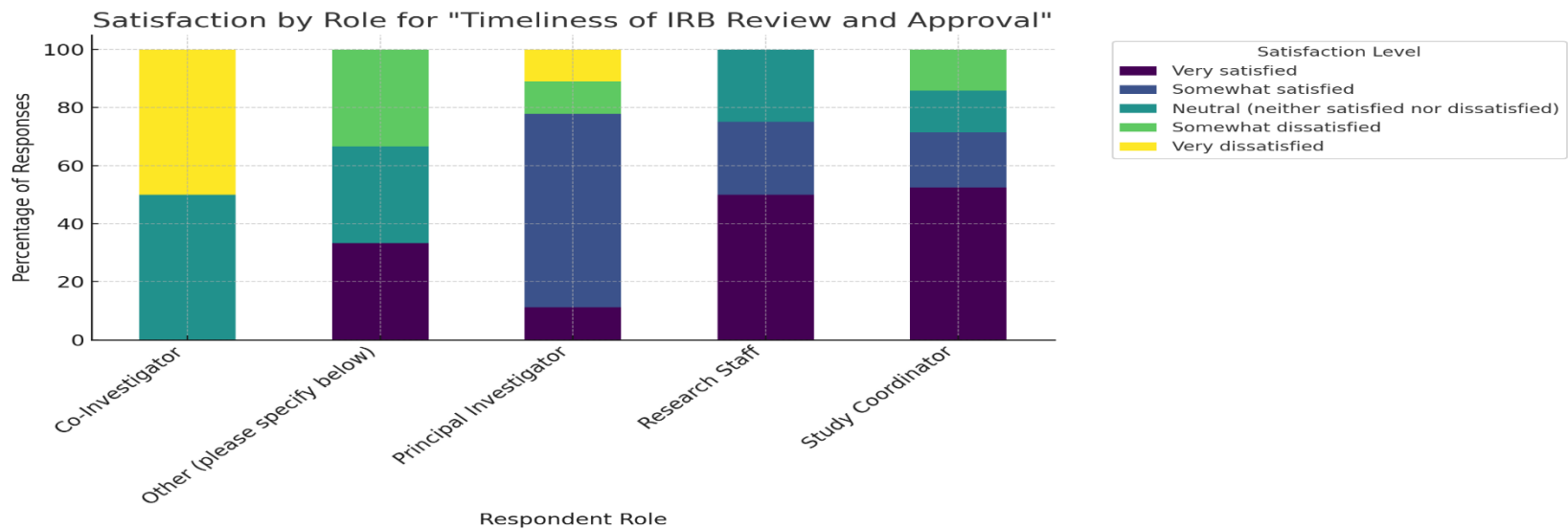
Satisfaction by Role for "Q4. How satisfied are you that your submission to the IRB was reviewed in a reasonable amount of time?"



Satisfaction by Role for "Q5. How satisfied are you that you are adequately informed regarding changes in federal regulations and IRB policy and procedures?"







KEY TRENDS

1. Principal Investigators (PIs):

- **Strengths:** High levels of satisfaction with IRB staff professionalism and courtesy, as well as their knowledge and expertise. Most PIs report being "Very Satisfied" in these areas.
- **Challenges:** Mixed satisfaction with the timeliness of IRB reviews and the usefulness of training efforts. There is a noticeable proportion of neutral or somewhat dissatisfied responses here.

2. Study Coordinators:

- **Strengths:** Generally satisfied with communication and guidance from the IRB, with most responses in the "Somewhat Satisfied" or "Very Satisfied" categories.
- **Challenges:** A higher proportion of neutral responses regarding updates on federal regulations and policy changes, indicating a potential gap in communication or understanding.

3. Other Roles (e.g., Administrators, Trainees):

- **Strengths:** Positive feedback on IRB staff professionalism and communication.
- **Challenges:** Dissatisfaction is more pronounced regarding training efforts and being informed about changes in regulations, suggesting a need for more targeted support for these roles.

4. Occasional Respondents (e.g., roles specified under "Other"):

- **Strengths:** High satisfaction with IRB guidance and resources.
- **Challenges:** Dissatisfaction with the timeliness of reviews and lack of adequate training opportunities, indicating potential barriers to efficiency and skill-building.

Overall Observations:

- IRB staff professionalism, courtesy, and communication are generally well-regarded across all roles.
- The timeliness of IRB reviews and the usefulness of training efforts are areas for improvement.
- Specific roles may require tailored support, such as better updates on regulation changes for Study Coordinators and more comprehensive training for newer or less-experienced researchers.

NEXT STEPS

- Beginning January 2025, **NEW** IRB Virtual Office Hours (3rd Tuesday of the month from 11:00am - 1:00pm)
- Enhance IRB website –*create NEW IRB Website (still under construction)*
- Add topics of interest for Facts and Snacks and/or designate office hours to specific topics (ex. How to submit a modification, what is an unanticipated problem, when can I use a short form etc.)
- IRB staff will continue to respond to all events submitted within 5 business days —(was effective January 2024)
- IRB starts Post Approval Monitoring (PAM) January 2025:
 - [HRP PAM – 900 Investigator Self-Assessment](#)
 - [HRP PAM – 901 Post Approval Monitoring IRB Records](#)
- Target October, 2025 for a follow up survey to help assess how related changes and improvements may impact researcher perspective on the IRB review process.

Resources Available NOW in eIRB LIBRARY

1. NEW Standard Operating Procedures
2. NEW HRP 103 - Investigator Guide
3. NEW HRP 105 - IRB Member Guide
4. NEW HRP 107 - eIRB Researcher Manual-General Information
5. NEW HRP 106 - eIRB Researcher Manual-Reliance on External IRB
5. NEW HRP 106e - eIRB Researcher Manual-MHSIRB serving as sIRB
6. NEW HRP 101 – Human Research Protection Program Plan

CONTACT US

IRB staff work 100% remotely.

General IRB Questions, information and feedback: IRBOffice@metrohealth.org

Telephone #: 216-778-2021

*Please include SUBJECT and/or STUDY ID with your inquiry. Thank you.

Name	Title	Telephone	Email
Eileen Sembrowich, CCRP, CIP	Assistant Director HRPP & IRB Manager <ul style="list-style-type: none">IRB Policy and ProceduresComplaints, ConcernsNon-compliance/Unanticipated ProblemsEmergency Use/HUDPost Approval Monitoring	216-778-7237	esembrowich@metrohealth.org
James Darnell, MA	IRB Specialist <ul style="list-style-type: none">Prereview New Expedited & Full Board studiesExempt Reviews	216-778-7749	jdarnell@metrohealth.org
Bailey Edmundson, BA	IRB Specialist <ul style="list-style-type: none">ModificationsExempt Reviews	216-778-7742	bbedmundson@metrohealth.org
Joanne Fraifogl, BS	IRB Specialist <ul style="list-style-type: none">Reliance on External IRBMetroHealth serving as the IRB of RecordExternal IRB updates	216-778-8559	jfraifogl@metrohealth.org
Alex Slodov, MA	IRB Specialist <ul style="list-style-type: none">ContinuationsStudy ClosuresExempt Reviews	216-778-7575	aslodov@metrohealth.org

Satisfaction Survey

Please complete the survey below.

Thank you!

The MetroHealth System Human Research Protection Program (HRPP) invites members of the MetroHealth research community who are familiar with the Institutional Review Board (IRB) to take an anonymous satisfaction survey. We appreciate your time to provide input and feedback that will be used to improve our services.

This survey will only take 2-3 minutes to complete and will be open until November 1, 2024.

Q1. What is your research role at The MetroHealth System?

- ☐ Principal Investigator
- ☐ Co-Investigator
- ☐ Study Coordinator
- ☐ Research Staff
- ☐ Other (please specify below)

Other roles:

Q2. In general, about how often do you interact with the IRB?

- ☐ Frequently
- ☐ Occasionally
- ☐ Rarely

Q3. How satisfied are you with the guidance, service, or resources you receive from the IRB?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neutral (neither satisfied nor dissatisfied)
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

Q4. How satisfied are you that your submission to the IRB was reviewed in a reasonable amount of time?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neutral (neither satisfied nor dissatisfied)
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

Q5. How satisfied are you that you are adequately informed regarding changes in federal regulations and IRB policy and procedures?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neutral (neither satisfied nor dissatisfied)
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

Q6. Enter any additional information/feedback in the box below.

Q7. Please rate your overall satisfaction with the following:

	Very satisfied	Somewhat satisfied	Neutral (neither satisfied nor dissatisfied)	Somewhat dissatisfied	Very dissatisfied
Knowledge & Expertise of IRB/HRPP staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clear and Effective Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism & Courtesy of IRB staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of IRB Review and Approval	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of Training and Educational Efforts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8. Add any suggestions for service-related improvements in the box below.

Q9. Provide suggestions for future IRB training, education and guidance for researchers in the box below.

Q10. If you would like to be contacted regarding your feedback, please provide your preferred contact information in the box below.
