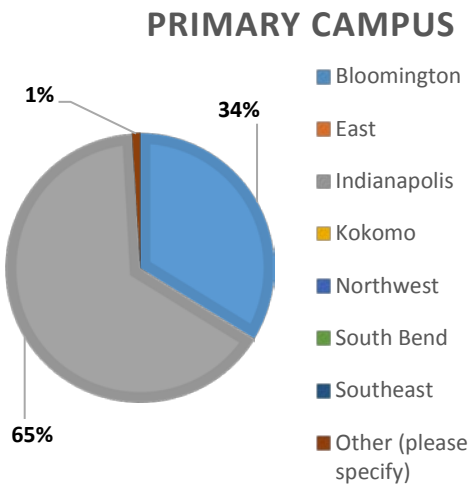
The following information represents the Office of Research Compliance (ORC) Service Survey that was conducted in the spring of 2015. This survey summary includes responses for questions pertaining to the Human Subjects Office (HSO), IRB, and KC IRB. There were a total of 154 responses although some individuals did not answer every question. The lowest number of responses was 151.

Survey Responses

Employee Type	
Study Coordinator	32%
Principal Investigator	47%
Investigator	9%
Other:	11%

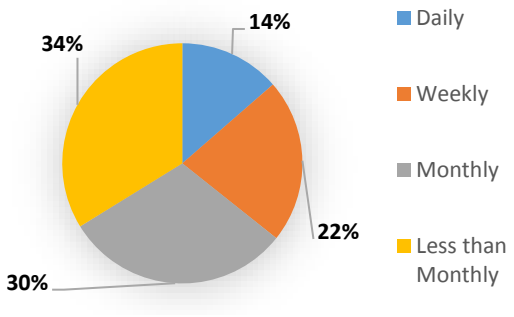
- Research Manager
- CRS
- Regulatory Coordinator
- Research Assistant
- Administration/Management
- CNS Student
- Regulatory compliance coordinator
- Research Manager
- Administrative Specialist
- Program Manager
- Coordinator and Sub Investigator
- Reg Manager IUSCC
- Regulatory Compliance Coordinator
- regulatory specialist
- IRB/Regulatory Coordinator
- Lab Manager
- AGGREGATOR
- Project Manager - Regenstrief Institute



Respondent Campus (includes IACUC, BIACUC)		
Bloomington	75	34%
East	0	-
Indianapolis	145	65%
Kokomo	0	-
Northwest	0	-
South Bend	0	-
Southeast	0	-
Other (please specify) • Columbus • Terre Haute	2	1%

Please rate your level of agreement with the following statements.					
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The IRB Staff are responsive.	106 (69%)	43 (28%)	4 (3%)	-	1 (.65%)
The IRB Staff provide timely feedback.	93 (61%)	44 (29%)	9 (6%)	5 (3%)	2 (1%)

The IRB Staff provide clear and helpful feedback.	82 (54%)	52 (34%)	10 (7%)	7 (4%)	2 (1%)
The review of my submission by the IRB was of high quality.	83 (55%)	52 (34%)	13 (9%)	2 (1%)	2 (1%)
Overall, I am satisfied with the IRB process.	76 (50%)	52 (34%)	12 (8%)	7 (5%)	4 (3%)

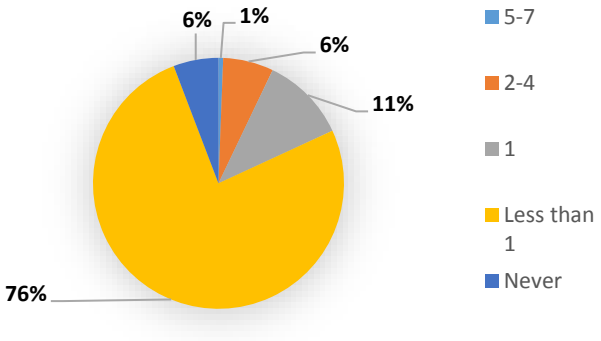


How often do you use KCIRB?	
Daily	21 (14%)
Weekly	34 (22%)
Monthly	47 (30%)
Less than Monthly	52 (34%)

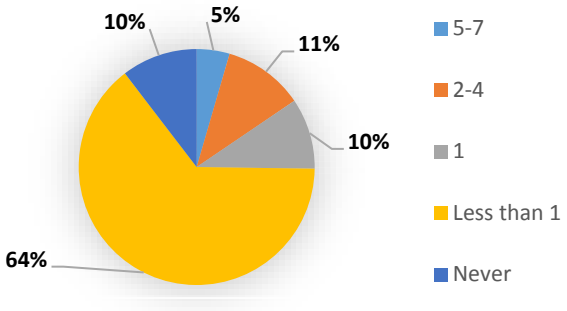
Please rate your level of agreement to the following statements regarding KC IRB.					
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My overall experience using KCIRB is positive.	28 (18%)	72 (47%)	23 (15%)	23 (15%)	7 (5%)
I can find what I am looking for in KCIRB more often than not.	19 (13%)	60 (39%)	37 (24%)	28 (18%)	9 (6%)
If I can't find something, it takes less than 2 minutes of looking to find it.	10 (6%)	41 (27%)	47 (31%)	45 (30%)	10 (6%)
If I can't find something, I usually contact the Human Subjects Office (HSO) for help.	48 (32%)	63 (41%)	24 (16%)	16 (10%)	2 (1%)
If I can't find something, I usually visit the HSO website for information.	23 (15%)	60 (39%)	35 (23%)	26 (17%)	10 (6%)

There was information I needed that I was unable to locate on the HSO website or KCIRB.	16 (11%)	45 (30%)	37 (24%)	39 (26%)	15 (9%)

If I contact the Human Subjects Office, I will typically: (please choose all that apply) 154 Responses	
Call the IRB line	51 (33%)
Call a direct line at the HSO	37 (24%)
Email irb@iu.edu	60 (39%)
Email HSO staff directly	70 (45%)
Other (please specify) • I ask my local IRB liaison • Go to the meeting • I have never contacted the office • Use lync IM • Microsoft Lync messages directly to staff • NA	

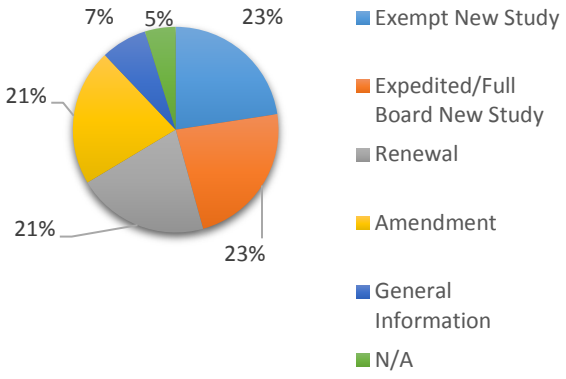


How many times per week do you contact the Human Subjects Office?	
5-7	1 (1%)
2-4	10 (7%)
1	17 (11%)
Less than 1	117 (76%)
Never	9 (5%)



How many times per week do you visit the Human Subjects website?	
5-7	7 (4%)
2-4	17 (11%)
1	15 (10%)
Less than 1	99 (64%)
Never	16 (10.4%)

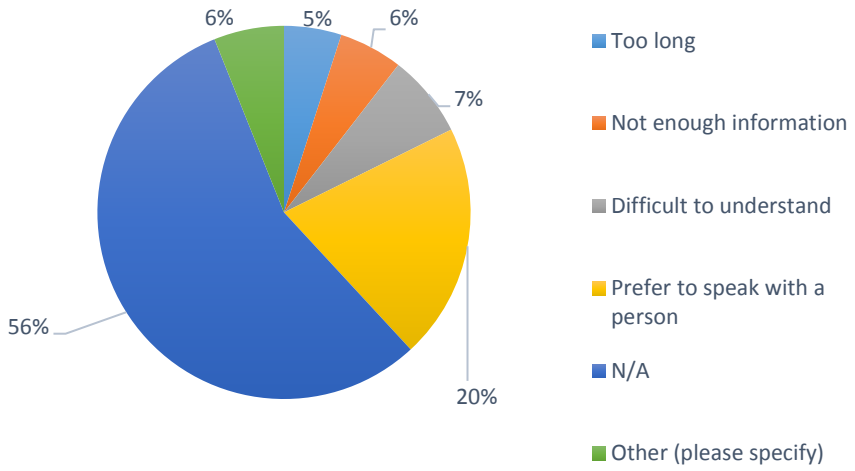
Please rate your level of agreement to the following statements regarding KC IRB.					
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I know where to find step-by-step guides to using KCIRB.	40 (26%)	75 (49%)	16 (10%)	14 (9%)	9 (6%)
I have used the step-by-step guides to create a submission.	40 (26%)	83 (54%)	10 (6%)	15 (10%	6 (4%)
The step-by-step guides are clear and easy to follow.	22 (14%)	64 (42%)	43 (28%)	18 (12%)	6 (4%)
The Human Subjects Office staff have provided step-by-step guides to me when I contacted them for help.	52 (35%)	42 (29%)	46 (31%)	4 (3%)	3 (2%)



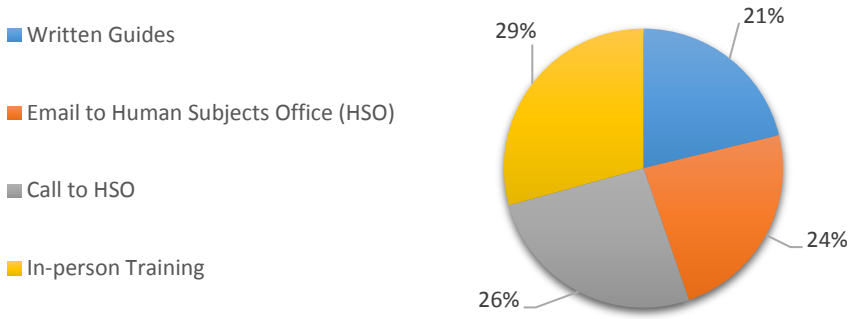
I have used the following guide(s): (Choose all that apply) 154 Responses	
Exempt New Study	84 (55%)
Expedited/Full Board New Study	86 (56%)
Renewal	77 (50%)
Amendment	80 (52%)
General Information	27 (18%)
N/A	18 (12%)

If you do not use the guides, what is/are the reason(s)? (Choose all that apply) 154 Responses	
Too long	9 (6%)
Not enough information	10 (7%)
Difficult to understand	13 (8%)
Prefer to speak with a person	37 (24%)
N/A	101 (67%)
Other	11 (7%)

• I don't know where to find the guides • Forgot about them as a resource; not easily displayed/visible • my students usually use them • I can't find them. I was looking for information on line about Amendment, and then had to call and was told the documents are not current on website. • Never needed them • They only cover (I think) the case where things are straightforward. • did not know there were submission guides • Haven't needed them. Attended KC training • They don't always explain what the terms mean • I use them but prefer speaking to a person • can usually get far enough without a guide, using general principles from familiarity with irb	



Please rank the following methods of learning about KCIRB, from 1 (most preferred) to 4 (least preferred). 154 responses					
	1	2	3	4	Rating Average
Written Guides	57 (37%)	45 (29%)	29 (19%)	23 (15%)	2.12
Email to Human Subjects Office (HSO)	29 (19%)	62 (40%)	43 (28%)	20 (13%)	2.35
Call to HSO	33 (21%)	29 (19%)	58 (38%)	34 (22%)	2.60
In-person training	35 (23%)	18 (12%)	24 (15%)	77 (50%)	2.93



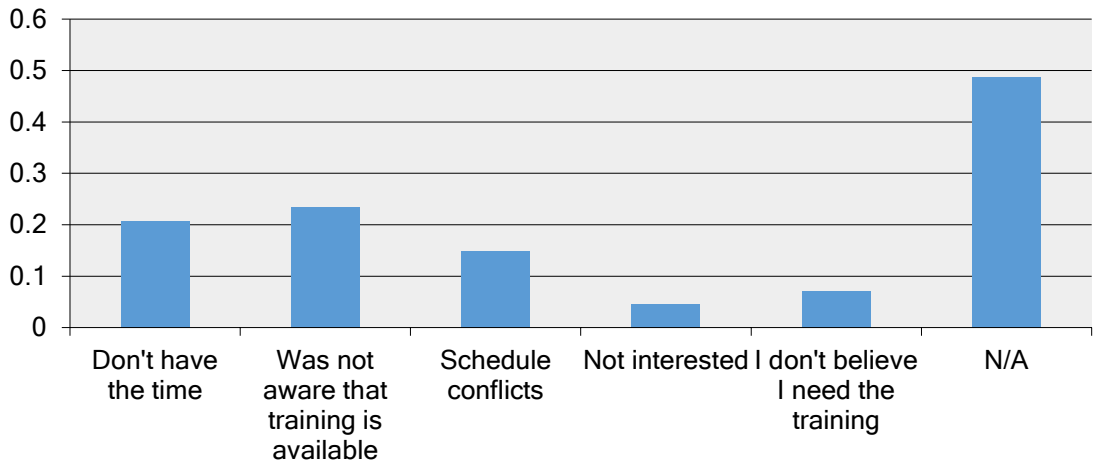
Please answer the following questions about KCIRB Training.		
	Yes	No
I have attended a class to learn about KCIRB.	67 (44%)	86 (56%)
I have requested in-person training from the Human Subjects Office staff.	20 (13%)	133 (87%)

If you have not attended a class or scheduled an in person training, what may be the reason(s)? (Choose all that apply)	
Don't have the time	32 (21%)
Was not aware that training is available	36 (23%)
Schedule conflicts	23 (15%)
Not interested	7 (5%)
I don't believe I need the training	11 (7%)
N/A	75 (49%)
Other	12 (7%)

- I have attended a class
- The time cost of figuring things out has not caught up with the prospective time cost of a training session
- I had local department IRB liason answer specific questions and give an overview
- Don't use it enough to justify the time
- I think if we have to take a class to figure out the system, it is way too complicated.
- I did attend a class. What I need to do always seems to fall outside the basic training.
- Not currently responsible for Human subjects compliance
- Trained by staff in house
- It's not available until May
- used online training
- out of the area
- No classes offered when I needed them.

What might encourage you to attend a class or schedule in person training?
• Knowing about it, which I do now. • Webinar training • ease of scheduling it and believing it to be high yield • N/A • If I did more research • If they were offered during the summer or with more time variability. • Nothing. • Session held here in our building (and at a time I can attend) • Classes offered at Rouebush VA • "If it started with the most common bugs, interface difficulties and then moved on to basic how-to (so I could leave). • If it were with a group of people with the same needs, that's fine. Otherwise I anticipate spending an hour having questions answered that do not apply to me. I sense that there is a very wide spectrum of knowledge/abilities in IRB process, KCIRB use, and use of digital platforms in general." • If I had a clone and could take the time to do it! :) • Quick, time for people to answer personal questions for their research • Getting paid to do it • hard to find info about these • Information about the training that is explicit and specific - topic focused • A manual -- either written or electronic -- to follow as we are walked explicitly through the steps. • I am the only person submitting in my area. Would training one-on-one be available just to me?? • perhaps an invitation to visit our unit and provide discipline-specific training? I honestly have not participated so this may not be an issue, but other IUB trainings have been so general that I do not find them useful (e.g., canvas!) • Just knowing when it's available • have a class in Columbus at IUPUC • If I thought it would cover the specific information I need. There are so many types of studies and submissions that most of my questions are specific to each project I submit. • In person is always better because you can ask questions and make sure you understand. • To ask questions directly to the trainer(s) • Knowing about availability, having trainings that address social science issues • needing to • An online training with sectioned modules where one can go to the specific section and learn how to use • I plan to attend • no interest in doing that. make the program simple so such training is not necessary. I have worked at another institution and used the online IRB program more than 10 years ago and I had not trouble of using the site without taking any special training. • I didn't know in-person was available • 50 minute class available on Adobe Connect • If I had a specific need that in-person training could better meet than the online guide met, but so far I haven't had the need. • Greater need for use of the IRB • Conveniently scheduled time • Knowing more about what's available • If I started doing research that was not exempt, or if my research focused more on ethically concerning studies. • desperation. I'm about there. • Convenience. Happy to watch a video too • food • notsure • N/A

- Knowing that the process would be useful rather than slides showing me what I already know. Most of the time the issues are not about using the system but about how the project should be documented.
- More time
- I have some difficulty and need face to face training.
- Preparation of a new proposal
- Trainers a availability
- Class times and days offered, along with relevant topics.
- I have done enough IRB submissions (12ish in the past year) that I am already comfortable with the system. However, if items were pointed out that I didn't know about that might simplify how I submit then I likely would attend.
- nothing
- Don't have time
- Over a topic I find really important and at a time that fits my schedule.
- If it's mandatory.
- More detail and hands on experience
- I do not need encouragement. Always looking to learn more.
- It is scheduled, but I have been submitting things before I can attend the training
- N/A
- Training offered on MH campus
- more flexible schedules.
- If I thought it would make the process easier (or if I were going to stay here, I probably would, to get better/faster at the process, but since I'm graduating soon, I figure I will get the training at my new university).
- Nearby psychology building on campus, an hour duration, specific topic
- I would attend if offered.
- Actually have classes in Bloomington. I'd attend!
- n/a I've been to one, and I thought it was very helpful.
- Knowledge of it during grad student or faculty orientation



Do you have any additional comments regarding learning about KCIRB?
• I have found errors or omissions in the step by step guides. It is difficult to find answers on the HSO website to KCIRB questions.
• Staff are excellent in providing assistance.

- NO
- For linguistics where we recruit participants to give them tests about language and where there is zero risk for participants to take part in the experiments, the IRB process should not take that long. Neither should the reviewers ask endless questions that have been answered by multiple times in the IRB process. I think the questions are highly repetitive and many of them are redundant for especially my field.
- I have to navigate through One Start to find it each time and then finding my proposals, since I don't do it often, is obnoxious to find each time.
- would love a class or webinar
- I don't understand the online system at all. It is very difficult to find information. The staff are very helpful though when I have needed to call them for assistance.
- Yes, the physical set-up of the classes needs to be improved. There also needs to be a better description of the various items one needs to submit, along with the EXACT steps to follow as part of the submission. I find the on-line submission very cumbersome and frustrating.
- When I contact the HSO it is because of revision questions or something very specific to my protocol, so the generic training does not seem to be worth the time.
- The online submission system is not user friendly. The boxes where you enter information are small and make it difficult to review what I have submitted.
- No
- There needs to be specific guides on how to use the web site. The web site was not user friendly.
- I would like to be able to print out (PDF) the complete submission in one document and save it. Is there a way to do that?
- Virtually impossible to renew a study!
- When I receive any notice automatically, it never tells me clearly and directly what the decision was. Even for approved notice, nowhere I can find the word approved or alike. Why can't there be a clear decision message?
- I very much appreciated the phone contacts.
- nope.
- Some of the language is obscure for a research that doesn't use the site every day.
- I've found the staff VERY helpful.
- It has defeated me. I don't have a lot of time. It takes hours of fruitless searching and clicking and guessing to find out that I have NO IDEA where the comments from reviewers are, what to do in response, how to coordinate what happens under a tab with what should be done using a note. Once the basic form is filled in and submitted everything after that is a total black box. Awful awful awful. And while I know I am frustrating as a user, I'm not lazy or non-invested. I just have so many different systems for forms that I need to use, learning the sort of opaque way this one is set up has been hard.
- It is a difficult to use, slow, website. The wording in the questions keeps changing and I'm not always clear what exactly is wanted, even after using the guides. This process is much more cumbersome than at my previous research institution.
- no
- No
- It does not seem to connect to workflow, so there's always a surprise when something is due because it is not in the usual place for all other university approvals and actions.
- No
- The submission process is relatively easy. Making modifications is a bit more awkward and requires more care in reviewing and addressing issues. However, when there is a question the IRB reviewers have always been incredible in their assistance.
- The online guides and emails from staff are more than sufficient for navigating the KCIRB system
- No
- I think this is the most difficult system to use! From a submission perspective (difficult to navigate) and trying to interpret the follow-up emails, I do not find the system user friendly.
- None
- All in all we are getting used to the system. The questionnaire M with CT.gov questions is setup in an inefficient manner, as you might have to enter the same number upto 3-4 times... you should only have to enter the NCT id # once.

- It's hard to find the definitions of some things, like key versus nonkey, interacting, etc. I think it would make sense for these to be in the guide.
- I think HSO staff do a great job or prepping the research community for KC IRB updates and are always willing to come out to provide training oppportunities.
- "A search bar for questions you have about specific items.
- Specify in automatic emails, what the next step is."
- online learning modules would be helpful for new employees.
- The KCIRB system is, in my opinion, one of the most poorly designed, difficult to navigate labyrinths I have ever attempted to navigate online. Everything seems to be designed with the highest level of proficiency assumed among users.
- I am totally in love with KCIRB. Not too happy with ALL the auto generated emails.
- I learned most of basic IRB principles from other lab members and have familiarity with online databases and tools so most learning self guided or external
- Please offer a class or in-person training.
- I think the KCIRB system is convoluted and hard to follow. I understand why it needs to be so (security, thoroughness), but can't an easier system be devised like the one at Michigan State University? That was my former institution.
    - I think that the time I spent in the KCIRB class was valuable time spent and I was efficiently taught the system. Sometimes it is hard to keep up with some of the changes in the KCIRB system, or I don't realize changes have been made when I make a submission, then I forget something.

Please answer the following questions about KCIRB Notifications.					
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I have received notifications from KCIRB.	110 (71%)	41 (26%)	0	1 (1%)	1 (1%)
I was able to understand the reason I received the notification.	48 (31%)	54 (35%)	16 (11%)	19 (13%)	13 (8%)
I have used links within the notifications to access my study in KCIRB.	68 (44%)	57 (37%)	6 (4%)	9 (6%)	9 (6%)

I would like notifications to include:

- Study name as well as ID number
- A message in clear language so that you know exactly what has happened and/or what action comes next.
- A determination or meaningful content in the subject line. It'd be nice if the sender information weren't generic but said something about the IRB (I think now they are some generic ONESTART WORKFLOW sender)
- More obvious notation if it's just an FYI and you don't need to do anything.
- Information about the study and what I am supposed to do. I always just click "FYI" although no one ever explains what "FYI"' . Also, when receiving approval to a study can you include a link to the letter starting the approval or where to download it? It is very difficult to find unless you use the system regularly.
- Our grant-funding authority requires a letter from IRB showing IRB approval. I had to ask for this letter since the system doesn't automatically generate one.
- "more of a hint at study title and main topic of
- the notification"
- study title in the email
- Clear instuctions on how to reply

- A clear explanation of what the notification pertains to (approval, revision, etc). There is no information and it is often hard to find.
- name of the study and all names on the form (this helps me distinguish one dissertation from another, even though they are all in the same field)
- Direct links to feedback & more plain language explanation of notification
- State more clearly in the email whether this is an FYI, or whether it has been approved or needs a revision. I think this is one of the worst and most confusing parts of KCIRB.
- Exactly what it pertains to without numbers in code.
- As many specifics about the study and the issue as possible. My notifications just say go to Onestart. That's not very helpful when the correspondence is really deep in the tabs.
- more instruction about the task of the action
- The notification should include the study being referenced by name (not just the IRB number). YOu should be able to tell from the email what it is about even before logging in.
- "More about what one will find on onestart
- The titles as well as the numbers of the protocols.
- The names of the co-investigators (since I am always principle now - my students - whose studies they often are - are not listed and I have to try to figure out whose study it is)"
- Reasons for the notification. For example, renewal, or submission for a specific study.
- a clear message to tell me what it is about. so I don't have to get into the system and try to find out where the message is. usually it is hidden and difficult to find.
- complete instructions on what to do
- More clarity. If something is approved or not, please just don't refer/write: "GO to ..."
- The protocol title and expiration date
- "Clear direct language. Such as-""This study has been approved.""
- ""To find the letter of approval, do the following: ""
- The clearest directions I got on this came from Fraya Fox in an email to me."
- Whether or not a study is approved, pending, etc.
- Study title, PI name, study number, description of action taken ("submitted to IRB" doesn't really mean anything), if the item has been assigned to the agenda of an IRB meeting then include the date of the meeting.
- Not sure
- The title of the IRB application.
- The title of the study.
- The names (or user names) of the personnel in the notification email...so I can tell by looking which protocol it refers to.
- Information regarding the status of an application related to each investigator (e.g., I was unable to resubmit an application, as the aggregator, until the designated PI had looked at it, but this was not clear at all).
- ???
- More details on the reason for notification rather than just a link.
- The protocol number, not just the IRB number
- Information about when a process is due and where to access it.
- Approval status, disapproval status, a direct link to my study
- More specific detail if possible. When you have many active IRBs or IRB submissions the details provided in the email are not always helpful in identifying the protocol.
- Title, PI name, reason for notification (i.e. renewal approval, amendment approval, etc.)
- Study title, not just IRB number
- The title of the study (not just IRB#), name of person making the submission to the IRB, whether it is an "FYI" or requires an action from me to further the submission process (i.e. if I don't reply for a day or two am I slowing down approval?)
- Detailed information on why you are receiving notification vs. there is an eDoc that needs your attention. When you log-in...you find a message stating what you submitted. I know when I submit something...but getting a message like this makes me feel like I submitted something incorrectly! I don't need to go through multiple steps to learn I submitted something to the IRB (especially when I was the one doing the submission). Communication that the submission is fine, it is the message stating there is an eDoc that needs

your attention and then going through multiple steps to find out a protocol was submitted is what I have the problem with.
- More information than what is currently provided. The format of these notifications is often difficult to read and understand. They should clearly state what action is needed with clear instructions for completing the required action.
- I find the notifications sufficient.
- Title of Study!! And FYI vs. need to accomplish a task
- the submitter's name (ie who started the submission)
- The name of the person who entered the submission!
- The onestart notifications don't make sense to me or give me any information. I click on the link, but am not sure what it is telling me sometimes
- It would be great if the notifications read more like an email and were more clear. It can be confusing determing when action is required or if HSO staff are making changes and submitting your protocol.
- Study name in the emails would be helpful as I coordinate several studies and keeping track of similar IRB numbers is difficult
- Date of submission
- Specifics of why message is sent. Or direct link to the area that needs attention.
- The new notifications are a nightmare. Everyone reads FYI or Action Needed. Stop, these are alarming and interrupt the work.. Notify us to exactly what the action is.
- More information; sometimes they are opaque and difficult to know to what they refer or what you are expected to do.
- PI name & Study title in addition to information already given.
- Study titles and PI
- Sponsor Name and Sponsor's Protocol Number
- More information on what an FYI pertains to. Name of study, not just number
- PI name sponsor study number
- The study name.
- what the action was and on what study-easy to understand
- PI name, study title, and study number.
- more specific information or a direct link to the information it is telling me about, not just a link to the notification

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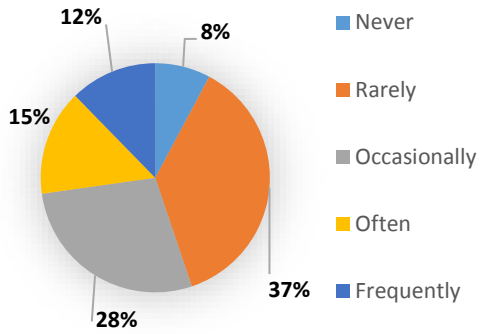
Do you have additional comments regarding the KCIRB notifications?

- NO
- It's nice that there are automatic messages, but there is a learning process involved to know what they mean.
- I have missed them in the past. The onestart notification system is generally clunky for other reasons including unnecessary hyperlinks, vague action types (it took forever to figure out that an "fyi" is something you have to act on), and tend to not provide meaningful content -- e.g., they use protocol numbers instead of the protocol title.
- Some of the FYI's I've received, I didn't really need to sign off on and yet multiple people received emails because I didn't click FYI.
- A teeny little line saying the submission was approved is not very satisfying given the many hours of work that goes into such a submission.
- Please include the concrete reason for the notification NOT just that I've received a notification. Adding a PDF with the info would be helpful too.
- No
- Better design and flow of the web site for IRB submission
- it needs to be a clear message, though can be brief. For instance: amendment/exempt approved. additional information needed: recruitment protocol; survey instrument, etc. This way I know what to look for in the system.
- It would really be helpful if the notification was more detailed. I had to call the HSO to understand what I was supposed to do. The application has become so extremely complex since I applied that it took multiple calls for help.

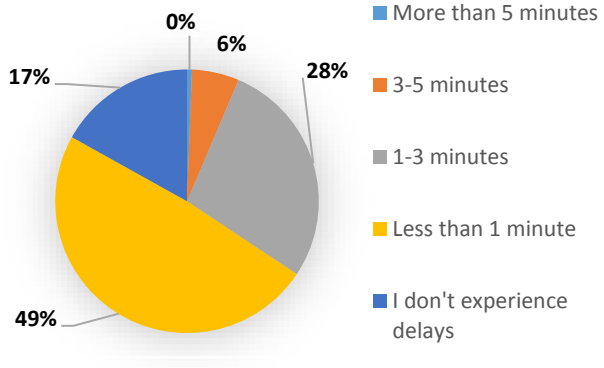
- Put the information in the notification rather than in a link that less than half the time works (brings me to the protocol or a pdf with further information)
- The ones that are just FYI are kind of a waste of time and confuse my co-investigators (students)
- Minor modification seem to have been made to the notifications recently which have made them slightly more informative, but they really need to be customized to provide better information. It is a time burden on already burdened coordinators to have to follow a link (that usually doesn't work, so a manual search in KC IRB is necessary) and track down a description, or piece together an understanding of the status of a submission. Quite seriously, it is a significant waste of time, and checking the status of a submission is an issue that competitive research institutions have sorted out.
- I am principle investigator for multiple student submissions. I make them bring me their paperwork printed out because when I get the notifications on their studies I have given up figuring out why. I just click the FYI button.
- only notify the pi when things are about to expire- not 2 months beforehand. the study coordinators should be taking care of it. I have so many studies I get these notices way too often.
- The notifications received when a new study, renewal, or amendment is submitted on to the reviewer is somewhat confusing and unnecessary. For example, when an item is submitted, I receive the "submitted to IRB" notification. When the submission has gone through pre-review and is moved on to the reviewer, I receive another notification that states "submitted to IRB."
- The links never get me to where I need to go. I still have to go to OneStart and log in that way.
- It is a little complicated for a foreigner.
- Very timely
- I am not fond of the FYI action type it seems to be putting out now.
- Hard to tell which study they are referring to. I don't remember the number for each of my studies.
- Be clear and specific without having to go through multiple steps to figure out what is needed or why the message was generated.
- None
- I have to click the links of KC notifications multiple times a day to see if it is relevant to me.
- IT would be great if the notifications could give some notice of what they were regarding, ie, submitted to IRB, approved etc for the reason stated above
- Again, For Your Information / Action Required is alarmed and not always relevant to the notice. Consider other meaningful notice alerts.
- Like the system itself, the notifications are often confusingly worded and difficult to interpret. The links that are provided in notifications often do not directly connect users to the intended document/protocol.
- Adding the above information will allow for easier acknowledgement of the notification as opposed to opening the full notification in Onestart.
- Most of the time, my PI or other study members forward the notifications back to me. Sometimes they don't know what to do, but they also don't know if I was included in the email. I've explained the process a couple of times, but I support multiple investigators... Can the email notification show all the people copied/receiving the notification?
- the links don't work that well
- No
- Sometimes they are not helpful. Unless an action has been performed on a protocol (not just submission), no need to send a KCIRB notification. It is confusin.
- Frequently I receive multiple notifications for the same thing and it is difficult to understand what is going on

Please answer the following about KCIRB.					
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am generally aware of the information found on each tab.	36 (23%)	80 (52%)	20 (13%)	13 (9%)	5 (3%)

I have stopped working on a submission due to delays in navigating between tabs.	16 (11%)	34 (23%)	24 (16%)	58 (38%)	19 (12%)



I have experienced noticeable delays when navigating between tabs in KCIRB.	
Never	12 (8%)
Rarely	57 (37%)
Occasionally	43 (28%)
Often	23 (15%)
Frequently	19 (12%)



When navigating between tabs, I usually experience delays lasting:	
More than 5 minutes	1 (1%)
3-5 minutes	9 (6%)
1-3 minutes	43 (28%)
Less than 1 minute	75 (48%)
I don't experience delays	26 (17%)

Do you have additional comments regarding tabs in KCIRB?
• No • Sometimes tab switching doesn't execute so it buffers indefinitely. There's no way to cancel the buffering to retry sending data. In the past this has resulted in duplications and having to pause a submission and return to it later. • They are very confusing! They aren't very user friendly or clear descriptions of the content. The subtabs are even more complex. I tend to just click around until I find something and if I can't find it, I'll call or ask someone with more familiarity for help. • The KCIRB interface is not 'user friendly' • It's often hard to find feedback for revisions • I do not generally have delays, but when I have, my information has not been saved and I had to re-enter everything after waiting over 15 minutes. • The labeling of the tabs was confusing. Medusa (what does that suppose to mean?) • Although there are so many tabs, it seems that what I have to upload all my documents into one tab. very weird. not user friendly. • Sometimes they fail to work and I have to get the office staff to fill in the forms because I cannot • I very much appreciate the clear instructions, online and in person, and the timely response to my submissions. • Wow! Complexity is its name. • Definitions are a bit obscure. What about a small group of users evaluating the terms? • The organization of the tabs is fine, once you understand them. However, the speed at which you can switch between the tabs is unacceptable. This is another unnecessary burden of the KC IRB system. I think the

prevailing expectation among coordinators is that switching between tabs should be near instant, as is the case with the web-based data entry systems we use for sponsored research.

- I just have to open them serially and often to remember what is in them. And finding comments in there ... can't.
- No
- The headers do not always seem logical for the information that is in them. For example why is the "submit" or "notify" iformation not on its own tab. Instead it is buried and only if you go looking for it can you find it.
- I have not worked with tabs in KCIRB
- M questionnaire needs to be an option to add before clicking submit on a new entry. Once I click submit, it takes me to the questionnaires... then I have to navigate back, wait through the long load, select M questionnaire, go back to questionnaire tab, which is another long load. This delays submission.
- They are somewhat slow, but not prohibitively so
- Would be helpful to add multiple personnel at one time. I also find listing the personnel changes in the amendment tab to be repetitive. Changes should be automatically documented.
- The single greatest improvement needed in KCIRB is to TIME STAMP questionnaire submissions. The first line in each questionnaire should be an auto-generated time and date the questionnaire was submitted. I spend much time trying to figure out the order in which items were submitted.
- The way information is structured on the tab pages is often confusing and difficult to read. It is not always clear where one needs to go to find certain documents.
- None
- Stop the repetitiveness of the questions. Link them so that one answer is will complete the other questions.
- The labels themselves are not very intuitive for users.
- The time navigating between tabs has improved drastically.
- Takes at most 30 seconds, slightly annoying but not terrible
- No
- No, other than they are slow.

Please rate the following questions regarding the HSO website.					
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I have visited the Human Subjects Office website when I had a question.	50 (33%)	74 (48%)	8 (5%)	13 (9%)	8 (5%)
I was able to answer a question I had after visiting the HSO website.	25 (16%)	67 (44%)	46 (30%)	10 (6%)	6 (4%)
I have links to the HSO website saved.	37 (24%)	40 (26%)	21 (14%)	39 (26%)	16 (10%)
I only go to the HSO website to download forms.	16 (11%)	29 (19%)	31 (20%)	64 (42%)	12 (8%)
I have visited the Human Subjects Office website when I had a question.	50 (33%)	74 (48%)	8 (5%)	13 (9%)	8 (5%)

I would visit the HSO website more if it:

- Were more user-friendly and helpful i.e. pointing the user to the resource they might need based on what they're looking to do, had better and expanded FAQs
- were directly on the KCIRB page
- Information was easier to find.
- Had a live chat feature, maybe?

- were linked to the main IUSCC website; maybe in the resources section
- was easier to follow
- had clearer tabs of basic questions or commonly used tasks
- were bookmarked - good idea!
- If I knew where it was
- WAs way more user friendly.
- updated forms and easy to find directions
- Why would I want to? Most of the time I need answers to study-specific questions
- I had reason to do so.
- I only visit to teach students and when I apply.
- Were not so complex to navigate.
- was more easily navigated.
- Not sure
- Had a troubleshooting section. Which perhaps it does ... ?
- It was easier to navigate. It takes 4 cluck through a to find things. Some topics are circular and you never find anything useful
- N/A
- were less complicated. Why do there have to be so many parts to answer a simple question?
- If i was responsible for compliance in my group.
- Early on, finding information on the site wasn't always intuitive. However, after time with the site it has become much easier.
- No comment
- Were more easily navigable.
- if there were LIVE interactive "chat" help, even for 2 hour period per day.
- were easier to navigate and things were more intuitively and clearly labeled.
- Were a bit more clearly organized. I find it difficult to find what I need (though I usually can with ~5 min. worth of searching)

Do you have additional comments regarding the HSO website?

- It's fine. As easy to navigate and informative as comparable sites at other institutions. Never had any problems. (Some of the content on the site isn't perfect, but the site itself is fine.)
- I am not as involved with the IRB site currently. I have been impressed with the recent improvements which has helped the process. IRB staff is helpful and try to help guide users.
- difficult to maneuver and forms on the site are not complete. I could not find anything about how to file for amendment so had to call and was told there was nothing on site about amendment, and she told me what buttons to click on KC to file for amendment. why couldn't this be more simplistic?
- Overall, it works.
- The website has become overly complex. It is difficult to know which section to look in because there are so many of them.
- It may be overshadowed by the eDoc/Kuali madness. And it feels as though I have to drill some to get to the relevant part. Clearly I am not as frequent a visitor as I should be!
- I think human subjects processes in generaly are well executed. ORA is to be commended for getting this whole process up to a point that is first rate.
- Start with the end user in mind. People are trying to comply. But, compliance is hard
- More information on the status of a review is needed. It's more than frustrating to see your study is always PENDING, occasionally it changes to Agenda, but not hounding the HSO staff about it. Please have the outtake staff have stamped ICS documents available when approval notices go out. To receive a notice and not have he final stamped ICS is the most frustrating of all.
- I like the new version. Much easier to find things.
- No. It's pretty clear.