The charts and tables below provide a snapshot of the responses to the HSO Service Survey.

During this reporting period, investigators received an invitation to complete a survey to assess their interaction and experience with the Human Subjects Office and IRB. The invitation was sent to investigators who received approval from the IRB office for new protocols, amendments, and continuing reviews. The PI or contact person was asked to complete the survey one time per invitation.

Below is a summary of the results from IRB Approvals for spring 2016.

**SURVEY PARTICIPANT DEMOGRAPHICS:**

- **I am a/an:**
  - Study Coordinator: 43%
  - Principal Investigator: 37%
  - Investigator (not including students): 6%
  - Student Investigator: 16%

**I have been involved in human subjects research for:**

- Less than a year: 8%
- 1-2 years: 8%
- 2-10 years: 44%
- Over 10 years: 40%

**IRB PROCESS PERFORMANCE:**

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree or Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The IRB Staff are responsive.</td>
<td>166</td>
<td>85</td>
<td>6</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>The IRB Staff provide timely feedback.</td>
<td>114</td>
<td>98</td>
<td>12</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>The IRB Staff provide clear and helpful feedback.</td>
<td>143</td>
<td>91</td>
<td>17</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>The review of my submission by the IRB was of high quality.</td>
<td>135</td>
<td>95</td>
<td>25</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Overall, I am satisfied with the IRB process.</td>
<td>122</td>
<td>99</td>
<td>20</td>
<td>16</td>
<td>4</td>
</tr>
</tbody>
</table>
CONTACTING THE HUMAN SUBJECTS OFFICE/IRB:

How often do you contact HSO staff with questions?

- Never, 5%
- Almost every week, 14%
- Once or twice a year, 19%
- Almost every month, 28%
- Every few months, 34%
- Once or twice a year, 19%
- Never, 5%

Primary Method of Contact/Use of HSO Resources

- Website
- Email the IRB office
- Call/IM a specific staff member
- Email a specific staff member
- Call the IRB office
HSO OFFICE HOURS:

Did you attend HSO Office Hours? If so, at what location?
- IU Health Methodist Hospital - Wile Hall (IN)
- Lockefield Village (IN)
- Wells Library (BL)

Are you aware of HSO office hours, and their locations?
- Yes: 36%
- No: 44%

Have you attended HSO office hours?
- Yes: 23%
- No: 77%

If you attended HSO Office Hours, how satisfied were you with the use of your time?
- Very Satisfied
- Satisfied
- Neither Satisfied nor Unsatisfied
- Unsatisfied
- Very unsatisfied
HSO AVAILABLE TRAINING:

Have you attended or scheduled an HSO Training Session? If so, at what location?

<table>
<thead>
<tr>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTSI</td>
</tr>
<tr>
<td>Emerson Hall</td>
</tr>
<tr>
<td>Goodman Hall</td>
</tr>
<tr>
<td>Indianapolis</td>
</tr>
<tr>
<td>IU Health Methodist Hospital</td>
</tr>
<tr>
<td>IU Health Riley Hospital for Children</td>
</tr>
<tr>
<td>IU Health University Hospital</td>
</tr>
<tr>
<td>IU School of Education</td>
</tr>
<tr>
<td>IUB</td>
</tr>
<tr>
<td>Jacobs School of Music</td>
</tr>
<tr>
<td>Kirkwood Hall</td>
</tr>
<tr>
<td>Law School</td>
</tr>
<tr>
<td>Lockefield Village</td>
</tr>
<tr>
<td>Medical Library</td>
</tr>
<tr>
<td>Psychology</td>
</tr>
<tr>
<td>Roudebush VAMC</td>
</tr>
<tr>
<td>Social Science Research Commons (SSRC)</td>
</tr>
<tr>
<td>SPEA</td>
</tr>
<tr>
<td>Woodburn Hall</td>
</tr>
</tbody>
</table>

If you attended an HSO Training Session, how satisfied were you with the use of your time?

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>49%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>49%</td>
</tr>
<tr>
<td>Neither Satisfied nor Unsatisfied</td>
<td>2%</td>
</tr>
<tr>
<td>Unsatisfied</td>
<td>1%</td>
</tr>
<tr>
<td>Very unsatisfied</td>
<td>1%</td>
</tr>
</tbody>
</table>
HUMAN SUBJECTS OFFICE (HSO) WEBSITE:

How often do you use the HSO website?

- Daily: 10%
- Weekly: 47%
- Monthly: 32%
- A few times a year: 11%
- Never: 4%

How useful did you find the website?

- Very Useful: 19%
- Somewhat Useful: 47%
- Neutral: 21%
- Somewhat Inadequate: 10%
- Very Inadequate: 3%

How long did it usually take you to find the information you needed?

- Less than 5 minutes: 20%
- 5-10 minutes: 42%
- 11-20 minutes: 21%
- More than 20 minutes: 11%
- N/A I could not find the information: 6%
Additional comments/suggestions regarding the IRB and/or IRB staff:

n/a

website is not very helpful! Nor is the KC IRB app. As a result, I always call when I hit a problem. The staff are great--very responsive and helpful.

Customer Service has improved, but there is still room to make it better. Specifically, it would be nice if there were an 'IRB hotline' where I could call with specific questions about my proposal before I submit. I get it, staff are busy. But if my proposal is rejected it just takes more time for me and for your staff to sort things out. More front-end help would be appreciated.

Make it clear who my specific IRB contact person is... I've been flip-flopped to 3-4 people within the IRB in the last 2 years. I like to go to the specific person who handles my trials, because they usually have more knowledge on my type of trial, whereas if I just call the IRB office, I tend to have to wait a longer time for a response.

Sometimes an issue in one amendment is not an issue in another. It is hard sometimes to predict what will be questioned even after having experienced several reviews.

The website (and the process) is geared toward medical research. It is very complicated for those doing educational research or humanities research. It seems like there could be a simplified form for that in the Kuali system. That's the only suggestion. The staff are ALWAYS friendly and extremely helpful when I have questions, but it seems like it would save you time and energy if it could be further simplified. I do love the flow chart! Keep making these types of improvements. Thank you for protecting human subjects!

While I was very pleased with the responsiveness of the IRB staff, I did have an issue with proposal submission. Namely, I somehow missed the notification that I needed to address questions/comments regarding my proposal. Since I did not respond in a certain period of time, my proposal was un-submitted. A more clear notification system would be useful.

The staff are very timely and quite helpful.

Lately there has been some confusion of whether the study is exempt or expedited. I feel as though some staff are pushing for exempt. However, given that we are looking at patient medical records it needs to be expedited. Several protocols like this in last 6 months. Maybe need some clearer guidance on the website and in training for IRB staff. We should discuss and come to consensus on some study designs with respect to how we should handle their classification.

Staff who answered my question was prompt and very helpful.

Sharon Moran politely and patiently guided me through the forms online. She is a great asset to your office!

Rick Erny is the greatest!

The questions in the KC questionnaire are very confusing and repetitive. The review process by the officers quiet arbitrary. The officers are predisposed to ask further questions no matter how well the information is presented in the application.

It would be very helpful if HSO team members used ‘out of office’ auto-responds on email and voice mail.

Staff is very helpful, detailed answers, willing to help

The IU IRB process and support is something I brag about to colleagues on other campuses. The improvements over the last few years are remarkable.

The staff are always prompt and helpful and while I haven’t used the drop in service, it’s a great service. In KC, I think it would be helpful to have subtitles, especially in the HIPAA form, because it’s easy to lose sight of whether I’m answering questions related to recruitment or to participation. It would also be helpful to have more skip logic between the ICS Process and Assent forms because there are duplicate questions or at least it seems so. I assume that it’s in the works to add more information to the i icons so that on any given question, I can see notes or instructions.

Senta Baker has been especially helpful in providing timely feedback, give clear instructions, and providing suggestions to avoid future issues.

Senta Baker has been especially helpful in providing timely feedback, give clear instructions, and providing suggestions to avoid future issues.

some projects move swiftly and others have taken a long time (over 4 months)

Lainna is always extremely helpful and responsive to any questions I have. She is an amazing resource!

I have the good fortune to work with Casey Mumaw. He has helped me several times and is pleasant and easy to work with. It might be worth mentioning that this is in striking contrast to a couple of years ago, when I worked in a different department and had someone else reviewing my submissions. I dreaded dealing with IRB matters because that person seemed to have little patience or flexibility or the willingness to listen to the complexities of our complicated research program. I recall that a mild suggestion from me on how to improve the new Kuali system was met with surprising hostility from her. I am greatly relieved to now deal with someone as reasonable as Casey.

The review process seems to be taking a lot longer

thanks for quick reviews and feedback
The last review I participated in was disjointed. The pre-review was lengthy because the reviewer would find an issue, return it to me, find another issue, and return it to me. I believe it was returned to me five times, which does not lend itself to any sort of timeliness or organization. This was disappointing and frustrating. I don't understand why the reviewer couldn't just look it over one time, find the issues, and send all to me one time. It was very frustrating.

I think you all should take the year off...you deserve it.

You do a great job!

Rick Erny is extraordinarily helpful!

Thanks for the helpful feedback! It’s always a much smoother process than I think it will be than when starting out!

When changes are made to the system between submission and approval, can you notify people at the same time you provide revision feedback? It becomes confusing!

I have emailed the general email address several times with no response which is very frustrating.

Casey is great and always patient! The Kuali system is unintuitive and frustrating. It’s very easy between uses to forgot how it works because there are so many odd steps.

I am happy with IRB office and they are very helpful

I called the front desk at the IRB office with a question on who I needed to talk to about a specific amendment question on a current IRB approval. The woman was very curt and told me that I ‘should already know that information.’ After I said I understand and with whom could I speak about the situation, she sighed and only then helped me. This was highly unprofessional.

There are questions on some of the KC IRB forms that are unnecessary & ridiculous.

The IRB staff has been very courteous, helpful, and prompt in working with me. They have saved me from my own errors many times over the past 3 years!

ADAM saved my life! The IRB online interface is terribly user-unfriendly, and almost had me in tears! Adam came to my office and patiently guided me through the process. Webform is way too 'data-basey' in format. Needs to be changed so it can be easily completed by average user. Little user video did not help at all.

The numerical scale on the survey was not specified

compitant staff, Thanks

Biggest issue: Timeliness. Review was very slow. When small changes were requested (e.g., ‘uncheck that box,’) we would wait another week to ten days for a subsequent review. Getting an approval letter has been a nightmare, and it’s holding up my entire research cluster from getting clearance from NSF and buying plane tickets.

One reviewer recently reviewed and when arrived at a question, sent the renewal back, when the team responded, they continued reviewing arrived at another question, sent it back. This resulted in numerous emails from the system and was a very inefficient renewal process.

excellent job, no suggestions

Some research topics in exercise science may need different expertise

Rick Erny is our contact for the VA and he does an excellent job, I don't work with anyone else, but my contact with him is always helpful and positive!

The web process is difficult to navigate. The staff is very helpful.

The response from IRB through the KC system could be clearer. I did not realize my amendment had been approved. I thought they were telling me I didn't need to submit an amendment.

Tried several times to call different numbers and just reached voicemails

The IRB staff member I was working with was often unavailable and the feedback provided was not clear.

No

I wish HSO would publish a guide for exempt protocols that provides recommended wording and the minimum requirements for approval. Also, this text box is too small.

I appreciate the responsiveness and helpfulness of the IRB staff in navigating the regulatory and ethical complexities of human subjects research.

The online submission form is really not intuitive, not user-friendly, and unbelievably cumbersome.

staff is great - KC system, not so much

Sharon, at the IRB office who answers the phone, is extremely patient, calm and helpful!!!!

It would be helpful to have a listing of exactly what the IRB wants for different types of submissions. While the tabs in KC-IRB are easy to use, one doesn't know from the outset where to start. I would also like to see a letter generated by IRB to show that a study has been approved. One of our funding agencies requires such a letter as part of our annual review.

I am really not crazy about the web-based system. The 'submit' should be much clearer. Put it on the bottom of the webpages, we need 'save' and 'submit' buttons that are transparent

Just a thank you for expediting my student's research project

Wonder if the old IRB Study # can be hooked to the new numbering system?

Casey Mumaw is great!
These comments pertain to the most recent approval. I have found it much more helpful to talk with live people than to use print material, with the new electronic submission system. Navigating the new electronic system is not at all intuitive. I wish the approved documents were stamped with an approval date. While this may not be required from a regulatory perspective, it makes it so much easier to stay on top of the most current version. It is really helpful to have one IRB staff member ‘assigned’ to our department as a resource. I usually send all my questions to Kara who is awesome!! Very timely and knowledgable. Senta Baker reviews all of my IRB submission very quickly and is extremely helpful. Our research runs smoother with her excellent help! The Kauli site is very difficult to navigate, not intuitive at all! Thank you so much for your assistance. KC too weird to use! IRB staff has been very good about returning calls/emails. At times the answer is not very clear or is confusing to someone who does not work within the system regularly. Responses given seem to assume that you know what you are doing and many of us rarely need to contact IRB and therefore, are very confused and intimidated by the process. Although I understand that I was not the only client the staff was working with and that I was part of the problem, the process takes too long when it takes 1-2 weeks before issues with the Protocol are pointed out. More help should be given in the early stages of the process to avoid the kinds of problems I had. It actually took 3 months to get approval. This forced me to move my study to summer because I have to be done by December 2016. I had planned on doing my study in the spring of 2016. Senta Baker has been very helpful. In the past year I have consistently had issues with IRB staff being difficult to work with. I have noticed there has been quite a bit of turnover lately. It would be good to review some customer service principles. The staff of the IRB office are wonderful and very understanding. I love working with them. Having IRBs both here and Purdue, I can honestly say IU is so much more responsive on all aspects. 

**Additional comments/suggestions regarding HSO Office Hours:**

(bank)  
n/a

Normal office hours and more frequent committee meetings  
Auto response system is very unfriendly and confusing  
Not always convenient to when I need help.

**Why have you not attended or scheduled a training session?**

- no need  
- not needed  
- not sure  
- scheduling conflicts  
- Time  
  (blank)  
- too busy  
- No need to yet  
- not interested  
- Have not seen need/other staff have attended  
- not convenient with my schedule  
- My work does not involve human subjects.  
- Have not had the opportunity  
- Not convenient to the VA  
- none available when I look online

I think they just tend to cover the basics that I already know - how to do stuff in KC IRb like open a new study, submit and amendment etc. More on the nuts and bolts side versus, lets look at how a protocol deviation and a non-compliance differ, etc. Not directly relevant to my questions  
Missed due to patient visits  
No sense of need
Limited time; have dedicated regulatory person
I have coordinators and RAs that go.

time conflict
in past, I do send my research team or have the HSO office come do training with my team
my RA usually goes as my schedule is packed
Not anything I needed specifically, and am very busy
Did not feel I needed the topic, but have suggested to students.
I'm a student and I'm employed full time. I can't really fit this into my schedule right now.
Have not felt the need
I missed one but I needed the information quickly so I met with Rick Erny in person
I have a good general grasp of procedures, so if I need help, its usually just a specific question.
I have not had a lot of trouble getting IRB approval for my studies.
I am not on a campus where these are provided.
I've done human subjects work for nearly 20 years, pretty much know the drill.
Haven't had a topic necessary for my role.
No reason
No need yet
With the 'How To' instructions available on the webpage the training seems unnecessary.
prefer to read the manuals
protocol submissions, tracking is not one of my main job responsibilities
not a need yet
time constraints
I didn't feel the need.
Online information was sufficient
conflicts with classes
I have had to attend training through IUPUI as an IUSM faculty member, but have not done so specifically with IUB.
Most information is available on the web and through training
I obtain all the information from the documents provided by HSO
South Bend is where I work and live.
get data at IRB board meetings
Not enough time
I have not had time unfortunately.
I live in Chicago.
I only attend if they are on my campus.

Additional comment/suggestions regarding HSO Training Sessions:
(blank)
n/a
Very helpful and reasonable office in my experience.
The quality of reviews has definitely increased since I started working in research and this is assuring as a researcher. I think it would be great to have an intro section on each KC page that reminded researchers, seasoned and new, of the purpose of each form, e.g. for HIPAA, PHI is protected due to federal law, etc. It's easy to get too down in the weeds and lose sight of the overall purpose of what I'm proposing.
I need to do the work myself not watch someone else do it
Often training sessions direct you through each button to hit next so that when you are finished with the training, you have no idea what you just did, nor are you able to repeat it when you need it.
More of exercise background with additional information on max and submit exercise risks
Would like to see trainings on using GCFs & Rev Cycle--and the process + 'How to' processes for contract/budgeting + Informational 'What resources are available on campus' that includes working w/in IUH
would love to take trainings over terminology
None

I would visit the HSO website more if:
?
easier to navigate
I needed to
I needed to.
if needed
It was easier to navigate
more user friendly
n/a
na
no comment
not sure
(blank)
it was easier to find info
I understood it better.
it's better organized
I had the need
it was more user friendly.... hard to find certain topics
If i had the need
All the answers I needed were there, but usually the questions we have are too specific
I knew the difference btwn HSO and CTO and what it offered.
I conducted more analyses that required human subjects approval.
a more comprehensive list of where I can find items would be provided
user friendly
They had more detailed answers to questions for specific types of trails, especially ones that require more work, ie: Oncology, Behavioral Health, or working with children.
more specific guidance
Needed to
I needed additional templates for protocols/forms
I had more proposals to submit
I recieved notifications of when information such as templates and forms were up-dated.
it were more helpful
Better categorized -- boxes with immediate links
intuitive

if there were an easy section for those who are working with human subjects in education and the humanities (not medicine)
The information is easier to find
It were easier to navigate/find specific information
I did not have to hunt for an answer

there was a wizard that could help me pre-populate my the checklists in KC IRB. Almost like a home loan app or CV wizard from NIH.
there's a short cut @ One.IU.EDU
I needed information
It’s fine as is
use it daily
answer questions
navigation was more user friendly
.. it were more straight-forward
why would the website be an issue? There are more serious issues there.
Site is not intuitive
I needed it
I visit it as often as I need to
I had more studies
There were clearer tabs
I could find the information I need faster
Use it when needed
I wouldn’t.
it were more clearly organized by my needs
I need more information
I needed to
It was easy as emailing
I have trouble with a search feature just to the website
if there were a very basic research 101 page that I could refer to in order to orient new staff that I’m training or even to give myself a reminder of the big picture
nothing, it is good.
The categories were more clear, more FAQ sections, clear step by step instructions, instant message system with HSO member if that feature is not already available
I currently do not have any issues with the website
the required steps were more specified
I don’t have any problems with the website
I visit it very frequently!
quick links to forms
I knew that the information would expedite my work
wasn’t so cumbersome; navigation is not intuitive
It identified material within each category
it were better organized.
it were more user-friendly
it were easier to navigate and to read
I needed help
unaware of website
i were directed there to look at updates/changes
Relevant information was easier to find.
there is a chat option (Chat with staff members)
I needed more help
It answered specific questions.
Information could be organized better. I Think there are hours and phone numbers that appear to be ‘hidden’ at times.
it had more fun and games, as well as some nice pictures
The information is not that well organized
It had more content. I tend to ask around for a lot of information.
I needed general information about IRB policies and procedures.
I had a need to visit it for a particular question or application.
There were examples of IRB feedback and regular updates about changes to the KCIRB system.
it were actually helpful and user friendly.
it is easier to locate
it is user friendly
N/A
NO specific reason
It made sense... It seems odd that such a valued and important aspect of the IRB process (the website) doesn't share common features as the majority of websites we all interact with on a daily basis. They share commonalities because those are the digital literacy practices (especially navigation and search tools) that makes sense to us.
i needed
the answers I needed were more apparent
It was intuitive, or if the search fields actually took me to the information I was looking for.
easier to use for lay persons
I knew what types of info it provided.
Adam were sitting next to me guiding me through it!
it were easier to navigate
I don’t think there is any reason I would visit more
The interface for uploading research protocols were more intuitive. It’s a serious pain to figure out where things are!!
I have a new study
KC-IRB documentation was easier to find.
was more user friendly in finding info
IDK
If I am involved with more research

if it was user friendly
The Kuali site was difficult to navigate.  
Provided information of value and an interface that is not more accessible via google.  
It provided more information regarding examples.  
It was able to answer my questions; It didn't take so long to find what I was looking for.  
it had more detail and specific searches  
I had more time  
It is not always obvious where to look and the search option is not helpful.  
there was a more useful and clear tool for knowing what you study requires  
information was more readily available  
I had more questions - my research is pretty straight forward. I think those studying different populations and in different countries will visit it more.  
Was more user friendly and directed you to an exact staff member for help. A chat feature would be nice.  

Do not understand the question  
don't have a great need for HSO info  
DON'T KNOW  
I knew it existed  
The website is fine, it’s the Kuali site (next comment) which is difficult to use.  
if it was needed  
The site was easier to navigate.  
i would remember to save it to 'My Favorites'  
it gave me an instant answer since questions arise as one is doing a renewal or amendment. Prefer human contact!!  
I typically don’t visit the website unless I need to access an IRB document template  
search function was better  
It were more user friendly.  
I had more questions.  
If I needed to  
if the process was more helpful: sometimes finding needed documents is unclear  
Some examples of completing various forms were accessible.  
there were sections geared towards Principal Investigators and Study Coordinators. There's one for sponsors and one for participants, but I think 'PI Responsibilities' should be more explicit since there are a lot of new investigators, as well as the information and online training resources for Study Coordinators.  
alsmot too many links  
Make it easier to find what you need.  
I had better knowledge of operations  
Had more information about specific scenarios e.g. unaffiliated investigators, adding personnel  
I access it as often as I need to.  It is just combersome.  
Difficult to find the necessary regulatory items for sponsors such as IRB meeting dates, rosters, SOP's, etc.  
x  
I need.  
easier to use--KC is tough  
I have more research to do  
I were confused about more things.  
I had known about it.  
I already frequent it often enough.  
Sample Protocols for various types of studies would be helpful.  
was user friendly.  
More decision trees were provided  
I was a little more aware of how to locate what I need.  
I needed it more, use research coordinator a lot  
Depends on the situation  

**Additional comments/suggestions regarding the HSO website:**

(blank)  
Very hard to find what I need
Everything an investigator needs is there...I just sometimes have to fumble around until I find it. I also wish there was a help desk for KC-IRB questions.

About a year ago, I found a webpage (pertaining to consent forms) that was outdated but still part of the website. I'll spare you the details, but it was the source of frustration and confusion, plus a waste of time. There was an up-to-date version of the page online (which I found later), yet the webmaster had not gotten rid of the older webpage. I informed someone in the Human Subjects Office at the time, yet, when I checked some time later, nothing had been done about it. I no longer remember the details of the situation but would suggest that greater responsiveness be shown when problems are reported.

I would be good to have a FAQ section

I like it. I use it to download the latest forms and answer most questions I have about submissions and the regulatory process. Some information is on the ORA website and there needs to be a way to integrate some of that data onto the HSO website. I assume everyone thinks it’s basically terrible. So I could provide the reasons here, but I’m sure you’ve heard them all before. So I’ll just put, ‘everything about the website needs to be redesigned’

I use KC IRB far more.

Perhaps some extra recommendation for visiting scholars & researchers

I’ve often just googled and found stuff on other university sites

None

The Kuali site for submissions and updating is extremely difficult to navigate and absolutely non-intuitive. Fortunately, I have staff who have become fluent in submissions. On the occasions when I’ve had to use it, it has been a frustrating and time consuming process. There is a lot of good information, but it’s really hard to find where to start an application.

See previous comment about providing a list of what must be submitted -- separate listings should be available for the various types of IRB submissions.

I have novice users follow the instructions to submit; I suspect you might find out the difficulties encountered in locating documents/instructions

It is sometimes hard to find what I need on the HSO website. I usually have to eventually use the search bar and that doesn’t always give me what I’m looking for either.

It is not always clear how to access the documents needed from this site.

I am referring to the kuali site in OneIU

I searched this for the first time trying to figure out how to send an FYI - the training guide was fabulous. I have no other knowledge of what this website can do for me. The search function could be made clearer (the mag glass appears at the top as if it is searching IU as a whole rather than the HSO site).

More help in early stages and sample protocols.