

## User satisfaction survey template

### BBMRI-ERIC

#### Document information

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## 1. AIM OF THE SURVEY TEMPLATE

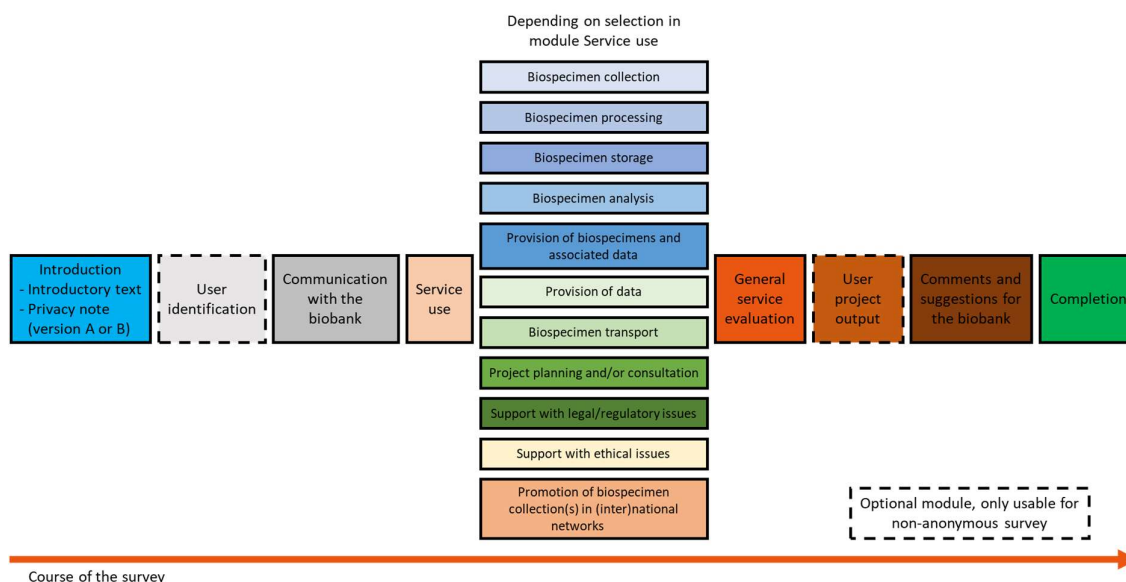
The user satisfaction survey template is intended to help biobanks to have their services evaluated by their users on a regular basis and to collect feedback regarding future needs for services as well as suggestions for improving biobank processes. In this way, they comply with the requirement to seek feedback, for example, in ISO standards 20387:2018 (chapter 8.6.2) and ISO 9001:2015 (chapters 8.2.1, 9.1.2). The survey template is the basis for the user survey and must be individually adapted by each biobank before it can be used to assess user satisfaction.

To be able to cover the needs of as many biobanks as possible with the survey template, various modules were developed within the BBMRI-ERIC Working Group QMS that can be combined according to the needs of the biobanks. It is recommended to implement the user satisfaction survey in an online tool, as this usually facilitates both the processing by the biobank user and the evaluation of the results by the biobank itself.

## 2. STRUCTURE OF THE SURVEY TEMPLATE

### 2.1. General

The survey template is provided in the form of a table (see chapter 6). This table contains the following columns with the corresponding information: Module name, Question ID, Question/Statement, Answer options, Single choice, Multiple choice, and Comments. The table should be viewed in its entirety to determine which modules (see Figure 1) are relevant to the biobank and what further information the Comments column contains. It is recommended to include at least the following modules in the user satisfaction survey: Introduction, Communication with the biobank, Service use, General service evaluation, Comments and suggestions for the biobank and Completion.



**Figure 1:** Representation of the course of the survey based on the possible applicable modules of the user satisfaction survey template. Optional modules are framed with dashed lines. These can only be used in a non-anonymous survey.

## 2.2. Answer options

The survey template contains several types of questions/statements and accordingly different answer options are necessary (see columns Answer options and Comments). These are:

- 5-point Likert scale + not applicable (single choice)
- Single choice
- Multiple choice
- Free text

When implementing the survey, e.g. in an online tool, the appropriate answer options must be selected. Please refer to the columns Single choice and Multiple choice to see how many answer options the biobank user should be able to select for each question. The applicable option is marked with x. Below you will find examples of a possible technical implementation of the questions with IDs CB1, PBD3, UPO2 and BC2 in Microsoft Forms.

Example question CB1 (5-point Likert scale + not applicable (single choice) - marked by round circles in Microsoft Forms, only one of the answer options per statement (row) can be selected):

1. Please indicate your agreement with the following statements:

|   | Strongly disagree     | Disagree              | Neither agree nor disagree | Agree                 | Strongly agree        | Not applicable        |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| To get in contact with our biobank was easy.          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The response time to your request(s) was fast.        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The communication with our biobank staff was helpful. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The biobank staff seemed competent to you.            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Example question PBD3 (Single choice - marked by round circles in Microsoft Forms, only one of the answer options can be selected):

2. Were the biospecimens and associated data that you requested available?

☐ Yes

☐ Partly

☐ No

Example question UPO2 (Multiple choice - marked by square boxes in Microsoft Forms, one or more answer options can be selected):

3. What type(s) of publications are available based on your project?

☐ Article(s) in scientific journal(s)

☐ Book contribution(s)

☐ Habilitation/Dissertation/Master thesis

Example question BC2 (free text - text field in Microsoft Forms in which free text can be entered):

4. Please specify why our biospecimen collection service did not meet your expectations:

Enter your answer

### 2.3. Branching

For many modules, a branching function is needed. This means that the biobank user is shown one or more in-depth questions based on the answer selection for a specific question. This dependency between questions is indicated in the Comments column. For example, if the answer option (1) Very dissatisfied or (2) Dissatisfied is selected for the question with ID BC1, the question with ID BC2 follows to give the biobank user the opportunity to explain the rating in more detail. If one of the other answer options is selected ((3), (4), (5) or not applicable), the question from the next relevant module (e.g. Biospecimen processing) follows directly.

### 2.4. Optional questions

Some questions of the survey template contain the note "Optional question" in the Comments column. These are questions that are not explicitly required to determine user satisfaction. Nevertheless, the answers to these questions can provide valuable information to the biobank. For some questions, the possible benefit(s) are described in the Comments column. Since these questions go beyond the actual objective, each biobank should decide for itself whether to include these questions in its user satisfaction survey.

## 3. COMPILING A USER SATISFACTION SURVEY WITH THE HELP OF THE SURVEY TEMPLATE

### 3.1. Module Introduction

In any case, the user satisfaction survey should start with the module Introduction including privacy note. The introductory text is an example that can be customised by the biobank as desired and supplemented with the biobank logo (if available). Each biobank must decide whether it wants to conduct the survey in anonymous or non-anonymous form. Depending on the choice, the corresponding privacy note version A (anonymous survey) or version B (non-anonymous survey) must be included in the introduction section. It is necessary to individualise parts of the introductory text

and the respective privacy note. These text parts are recognisable by brackets ([...]) with corresponding instruction of the content to be inserted as well as a yellow marking. In the case of an anonymous survey, care must be taken not to include any questions of the following modules that would allow identification of the person completing the survey (e.g. module User identification, Question ID UI1; please note the information in the Comments column).

### **3.2. Module User identification and the following**

It is recommended that the modules User identification (if desired, not possible for anonymous survey), Communication with the biobank and Service use follow the Introduction module.

As answer options for the question with ID SU1, only the services currently offered by the biobank should be provided for selection. Please delete all other answer options. The answer options for this question provided to the user determine which modules should be included in the assessment of the service use. If, for example, the biobank offers the answer options Biospecimen processing, Biospecimen storage and Provision of biospecimens and associated data for the question with ID SU1, then the modules Biospecimen processing, Biospecimen storage and Provision of biospecimens and associated data have to be included in the survey. However, with the help of a branching function, the biobank user is only shown the module(s) with further questions based on the answer selection. Example: The biobank user states in the question with ID SU1 that only the service Biospecimen storage was used, then due to a specified branching function in the online tool the biobank user is subsequently shown the question(s) on the module Biospecimen storage, but not the questions on the modules Biospecimen processing and Provision of biospecimens and associated data.

In this way, all subsequent modules relevant to the biobank should be looked at and implemented accordingly in the user satisfaction survey. The notes in the Comments column will support this.

## **4. REFERENCES**

- ISO 20387:2018 Biotechnology — Biobanking — General requirements for biobanking (<https://www.iso.org/standard/67888.html>)
- ISO 9001:2015 Quality management systems — Requirements (<https://www.iso.org/standard/62085.html>)

## **5. TERMS AND ABBREVIATIONS**

ID – Identifier

ISO – International Organization for Standardization

Likert scale – A rating scale used to measure opinions, attitudes, or behaviours. Respondents are presented with a statement or question with a series of answer statements (usually five or seven) and then select the option that best matches their opinion of the statement or question.

QMS – Quality Management System

## 6. USER SATISFACTION SURVEY TEMPLATE

| Module name  | Question ID | Question/Statement  | Answer options | Single choice | Multiple choice | Comments  |
|--------------|-------------|---|----------------|---------------|-----------------|---|
| Introduction |             | <b>User satisfaction survey</b><br><br>Dear user,<br><br>We want to improve our biobank in such a way that it provides the services our users need. For this we need to know to what degree you were satisfied or not with our existing services and what you miss by answering this survey. Completing it will take approximately [insert estimated time to complete the survey in minutes] minutes. We would very much appreciate your input, which we will use to adapt our biobank services even more to your needs. Every opinion matters! Thank you very much in advance.   |                |               |                 | Optional: Add the biobank logo to the introduction paragraph  |
|              |             | <b>Privacy note</b> version A (anonymous survey)<br><br>Please consider that this is an anonymous survey. No personal data, directly or indirectly identifying you, is processed nor stored. If you provide any personal data (e.g. in the free text fields), [insert data controller: biobank and/or institution name] will process your personal data only with the purpose of understanding your satisfaction with our services and of improving them. No other purpose will justify our data processing. No personal data will be passed to third parties. The legal basis is your explicit and informed consent. Please be aware that your consent is freely given and can be revoked at any time with effect for the future. Your personal data will be kept in our servers for the time necessary to pursue the purpose above. Should you have any question concerning your personal rights, please contact us at [insert data controller contact point and/or contact email address]. |                |               |                 | Insert the applicable version of the privacy notice depending on whether the survey is anonymous (version A) or not (version B). To determine please consider the notes in the Comments column. |
|              |             | <b>Privacy note</b> version B (person is directly or indirectly identifiable based on collected information in the survey)<br><br>Please consider that some fields may ask to provide personal data that could allow the direct or indirect identification of your person. Be aware that [insert data controller: biobank and/or institution name] will process your personal data only with the purpose of understanding your satisfaction with our services and of improving them. No other purpose will justify our data processing. No personal data will be passed to third parties. The legal basis is your explicit and informed consent. Please be aware that your consent is freely given and can be revoked at any time with effect for the future. Your personal data will be kept in our servers for the time necessary to pursue   |                |               |                 |   |

| Module name                    | Question ID | Question/Statement   | Answer options   | Single choice | Multiple choice | Comments  |
|--------------------------------|-------------|--|--|---------------|-----------------|---|
|                                |             | the purpose above. Should you have any question concerning your personal rights, please contact us at <b>[insert data controller contact point and/or contact email address]</b> . |  |               |                 |   |
| User identification            | UI1         | Please provide us with your project number:  | Free text  | -             | -               | Optional question.<br><b>If included, the survey is no longer anonymous.</b> Please adapt the identifier accordingly (project number is just an example). |
| Communication with the biobank | CB1         | Please indicate your agreement with the following statements:  |  |               |                 |   |
|                                |             | To get in contact with our biobank was easy.   | Strongly disagree (1), Disagree (2), Neither agree nor disagree (3), Agree (4), Strongly agree (5); not applicable | x             |                 | 5-point Likert scale + not applicable   |
|                                |             | The response time to your request(s) was fast.   | Strongly disagree (1), Disagree (2), Neither agree nor disagree (3), Agree (4), Strongly agree (5); not applicable | x             |                 | 5-point Likert scale + not applicable   |
|                                |             | The communication with our biobank staff was helpful.  | Strongly disagree (1), Disagree (2), Neither agree nor disagree (3), Agree (4), Strongly agree (5); not applicable | x             |                 | 5-point Likert scale + not applicable   |
|                                |             | The biobank staff seemed competent to you.   | Strongly disagree (1), Disagree (2), Neither agree nor disagree (3), Agree (4), Strongly agree (5); not applicable | x             |                 | 5-point Likert scale + not applicable   |



| Module name            | Question ID | Question/Statement                                  | Answer options  | Single choice | Multiple choice | Comments   |
|------------------------|-------------|---|---|---------------|-----------------|--|
| Service use            | SU1         | Which biobank service(s) did you use?               | a) Biospecimen collection<br>b) Biospecimen processing<br>c) Biospecimen storage<br>d) Biospecimen analysis<br>e) Provision of biospecimens and associated data<br>f) Provision of data (e.g. donor-specific clinical data)<br>g) Biospecimen transport (e.g. between surgery unit and biobank)<br>h) Project planning and/or consultation (e.g. selection of samples, analysis or statistical methods)<br>i) Support with legal/regulatory issues<br>j) Support with ethical issues (e.g. ethics approval, study protocol writing and submission)<br>k) Promotion of biospecimen collection(s) in (inter)national networks<br>l) Other (please specify): |               | x               | Select the services offered by your biobank from the answer options. Delete all other answer options.<br><br>Depending on the response(s) of the user, the next modules are relevant or not (i.e., they are displayed to the user or not). |
| Biospecimen collection | BC1         | With our biospecimen collection service you were... | Very dissatisfied (1), Dissatisfied (2),<br>Neither dissatisfied nor satisfied (3),<br>Satisfied (4), Very satisfied (5); not applicable  | x             |                 | 5-point Likert scale + not applicable  |

| Module name            | Question ID | Question/Statement  | Answer options   | Single choice | Multiple choice | Comments  |
|------------------------|-------------|---|--|---------------|-----------------|---|
|                        | BC2         | Please specify why our biospecimen collection service did not meet your expectations: | Free text  | -             | -               | Only applicable if the answer for BC1 is (1) or (2) |
| Biospecimen processing | BP1         | With our biospecimen processing service you were...                                   | Very dissatisfied (1), Dissatisfied (2), Neither dissatisfied nor satisfied (3), Satisfied (4), Very satisfied (5); not applicable | x             |                 | 5-point Likert scale + not applicable               |
|                        | BP2         | Please specify why our biospecimen processing service did not meet your expectations: | Free text  | -             | -               | Only applicable if the answer for BP1 is (1) or (2) |
| Biospecimen storage    | BS1         | With our biospecimen storage service you were...                                      | Very dissatisfied (1), Dissatisfied (2), Neither dissatisfied nor satisfied (3), Satisfied (4), Very satisfied (5); not applicable | x             |                 | 5-point Likert scale + not applicable               |
|                        | BS2         | Please specify why our biospecimen storage service did not meet your expectations:    | Free text  | -             | -               | Only applicable if the answer for BS1 is (1) or (2) |
| Biospecimen analysis   | BA1         | With our biospecimen analysis service you were...                                     | Very dissatisfied (1), Dissatisfied (2), Neither dissatisfied nor satisfied (3), Satisfied (4), Very satisfied (5); not applicable | x             |                 | 5-point Likert scale + not applicable               |
|                        | BA2         | Please specify why our biospecimen analysis service did not meet your expectations:   | Free text  | -             | -               | Only applicable if the answer for BA1 is (1) or (2) |

| Module name                                   | Question ID | Question/Statement  | Answer options   | Single choice | Multiple choice | Comments  |
|---|-------------|---|--|---------------|-----------------|---|
| Provision of biospecimens and associated data | PBD1        | With the process to access biospecimens and associated data (e.g. legal documents, process flow, biobank support) you were... | Very dissatisfied (1), Dissatisfied (2), Neither dissatisfied nor satisfied (3), Satisfied (4), Very satisfied (5); not applicable | x             |                 | 5-point Likert scale + not applicable   |
|   | PBD2        | Please specify why our process to access biospecimens and associated data did not meet your expectations:                     | Free text  | -             | -               | Only applicable if the answer for PBD1 is (1) or (2)  |
|   | PBD3        | Were the biospecimens and associated data that you requested available?   | a) Yes<br>b) Partly<br>c) No   | x             |                 | If c) No is selected, questions PBD4 to PBD8 are not relevant for the user (i.e. they are not displayed to the user). |
|   | PBD4        | Did you receive the biospecimens in accordance with the agreed delivery conditions (temperature, packaging)?                  | a) Yes<br>b) No<br>c) Not applicable   | x             |                 |   |
|   | PBD5        | Were the biospecimens fit for purpose (i.e., in line with prearranged requirements for an intended use)?                      | a) Yes<br>b) Partly<br>c) No<br>d) Not yet known   | x             |                 |   |
|   | PBD6        | Please specify why the biospecimens were only partly or not fit for purpose:  | Free text  | -             | -               | Only applicable if answer for PBD5 is b) Partly or c) No  |

| Module name   | Question ID | Question/Statement   | Answer options   | Single choice | Multiple choice | Comments   |
|---|-------------|--|--|---------------|-----------------|--|
|   | PBD7        | For your purposes, the associated data you received was suitable in terms of ...   |  |               |                 |  |
|   |             | format   | Strongly disagree (1), Disagree (2), Neither agree nor disagree (3), Agree (4), Strongly agree (5); not applicable                 | x             |                 | 5-point Likert scale + not applicable                  |
|   |             | completeness   | Strongly disagree (1), Disagree (2), Neither agree nor disagree (3), Agree (4), Strongly agree (5); not applicable                 | x             |                 | 5-point Likert scale + not applicable                  |
|   |             | quality  | Strongly disagree (1), Disagree (2), Neither agree nor disagree (3), Agree (4), Strongly agree (5); not applicable                 | x             |                 | 5-point Likert scale + not applicable                  |
|   | PBD8        | What additional preanalytical variable(s) (e.g. time to centrifugation, time to freeze) should be documented for the biospecimens? | Free text  | -             | -               | Optional question                                      |
| Provision of data (e.g. donor-specific clinical data) | PD1         | With the process to access data (e.g. legal documents, process flow, biobank support) you were...                                  | Very dissatisfied (1), Dissatisfied (2), Neither dissatisfied nor satisfied (3), Satisfied (4), Very satisfied (5); not applicable | x             |                 | 5-point Likert scale + not applicable                  |
|   | PD2         | Please specify why our process to access data did not meet your expectations:  | Free text  | -             | -               | Only applicable if the answer for PD1 is (1) or (2)    |
|   | PD3         | Were the data that you requested available?  | a) Yes<br>b) Partly<br>c) No   | x             |                 | If c) No is selected, question PD4 is not relevant for |

| Module name   | Question ID | Question/Statement   | Answer options   | Single choice | Multiple choice | Comments  |
|---|-------------|--|--|---------------|-----------------|---|
|   |             |  |  |               |                 | the user (i.e. is not displayed to the user).       |
|   | PD4         | For your purposes, the data you received was suitable in terms of ...  |  |               |                 |   |
|   |             | format   | Strongly disagree (1), Disagree (2), Neither agree nor disagree (3), Agree (4), Strongly agree (5); not applicable                 | x             |                 | 5-point Likert scale + not applicable               |
|   |             | completeness   | Strongly disagree (1), Disagree (2), Neither agree nor disagree (3), Agree (4), Strongly agree (5); not applicable                 | x             |                 | 5-point Likert scale + not applicable               |
|   |             | quality  | Strongly disagree (1), Disagree (2), Neither agree nor disagree (3), Agree (4), Strongly agree (5); not applicable                 | x             |                 | 5-point Likert scale + not applicable               |
| Biospecimen transport (e.g. between surgery unit and biobank) | BT1         | With our biospecimen transport service you were...   | Very dissatisfied (1), Dissatisfied (2), Neither dissatisfied nor satisfied (3), Satisfied (4), Very satisfied (5); not applicable | x             |                 | 5-point Likert scale + not applicable               |
|   | BT2         | Please specify why our biospecimen transport service did not meet your expectations:                         | Free text  | -             | -               | Only applicable if the answer for BT1 is (1) or (2) |
|   | BT3         | Did you receive the biospecimens in accordance with the agreed delivery conditions (temperature, packaging)? | a) Yes<br>b) No<br>c) Not applicable   | x             |                 |   |
| Project planning and/or consultation (e.g.                    | PPC1        | With our project planning and/or consultation service you were...  | Very dissatisfied (1), Dissatisfied (2), Neither dissatisfied nor satisfied (3),   | x             |                 | 5-point Likert scale + not applicable               |

| Module name   | Question ID | Question/Statement  | Answer options   | Single choice | Multiple choice | Comments   |
|---|-------------|---|--|---------------|-----------------|--|
| selection of samples, analysis or statistical methods)                                    |             |   | Satisfied (4), Very satisfied (5); not applicable  |               |                 |  |
|   | PPC2        | Please specify why our project planning and/or consultation service did not meet your expectations:   | Free text  | -             | -               | Only applicable if the answer for PPC1 is (1) or (2) |
| Support with legal/regulatory issues  | SLRI1       | With the support provided by our team to assist you in the administrative (legal and regulatory) steps necessary to start your project in our biobank you were... | Very dissatisfied (1), Dissatisfied (2), Neither dissatisfied nor satisfied (3), Satisfied (4), Very satisfied (5); not applicable | x             |                 | 5-point Likert scale + not applicable                |
|   | SLRI2       | Did you encounter any difficulties in our administrative procedures?  | a) Yes<br>b) No  | x             |                 |  |
|   | SLRI3       | What difficulties did you encounter?  | Free text  | -             | -               | Only applicable if answer for SLRI2 is a) Yes        |
|   | SLRI4       | Do you have any specific suggestions how we can improve our administrative procedures?  | Free text  | -             | -               | Only applicable if answer for SLRI2 is a) Yes        |
| Support with ethical issues (e.g. ethics approval, study protocol writing and submission) | SEI1        | With our support with ethical issues, you were...   | Very dissatisfied (1), Dissatisfied (2), Neither dissatisfied nor satisfied (3), Satisfied (4), Very satisfied (5); not applicable | x             |                 | 5-point Likert scale + not applicable                |
|   | SEI2        | Please specify why our support with ethical issues did not meet your expectations:  | Free text  | -             | -               | Only applicable if the answer for SEI1 is (1) or (2) |

| Module name  | Question ID | Question/Statement   | Answer options   | Single choice | Multiple choice | Comments   |
|--|-------------|--|--|---------------|-----------------|--|
| Promotion of biospecimen collection(s) in (inter)national networks | PCN1        | With the promotion of your biospecimen collection(s) in (inter)national networks you were...   | Very dissatisfied (1), Dissatisfied (2), Neither dissatisfied nor satisfied (3), Satisfied (4), Very satisfied (5); not applicable | x             |                 | 5-point Likert scale + not applicable                |
|  | PCN2        | Please specify why our promotion of your biospecimen collection(s) in (inter)national networks did not meet your expectations:   | Free text  | -             | -               | Only applicable if the answer for PCN1 is (1) or (2) |
|  | PCN3        | Were you contacted by interested parties (e.g. other research groups) thanks to the promotion of your collection(s) in (inter)national networks (e.g. appearance in the BBMRI-ERIC Directory)? | a) Yes<br>b) No<br>c) Not applicable   | x             |                 |  |
| General service evaluation   | GSE1        | Please indicate your agreement with the following statements:  |  |               |                 |  |
|  |             | Our biobank handled your request professionally.   | Strongly disagree (1), Disagree (2), Neither agree nor disagree (3), Agree (4), Strongly agree (5); not applicable                 | x             |                 | 5-point Likert scale + not applicable                |
|  |             | The biobank workflows fit well into your own operational processes.  | Strongly disagree (1), Disagree (2), Neither agree nor disagree (3), Agree (4), Strongly agree (5); not applicable                 | x             |                 | 5-point Likert scale + not applicable                |
|  | GSE2        | With the price conditions of our biobank, you were...  | Very dissatisfied (1), Dissatisfied (2), Neither dissatisfied nor satisfied (3), Satisfied (4), Very satisfied (5); not applicable | x             |                 | 5-point Likert scale + not applicable                |

| Module name         | Question ID | Question/Statement   | Answer options   | Single choice | Multiple choice | Comments   |
|---------------------|-------------|--|--|---------------|-----------------|--|
|                     | GSE3        | Please specify why our price conditions did not meet your expectations:  | Free text  | -             | -               | Only applicable if the answer for GSE2 is (1) or (2)   |
|                     | GSE4        | With the time between your request and the actual service provision you were...  | Very dissatisfied (1), Dissatisfied (2), Neither dissatisfied nor satisfied (3), Satisfied (4), Very satisfied (5); not applicable | x             |                 | 5-point Likert scale + not applicable  |
|                     | GSE5        | Please specify the time required and why the time frame did not meet your expectations:  | Free text  | -             | -               | Only applicable if the answer for GSE4 is (1) or (2)   |
| User project output | UPO1        | Are publications available based on your project? If so, please indicate how many.   | a) Yes – number of publications (please specify): _____<br>b) No   | x             |                 | Optional question  |
|                     | UPO2        | What type(s) of publications are available based on your project?  | a) Article(s) in scientific journal(s)<br>b) Book contribution(s)<br>c) Habilitation/Dissertation/Master thesis                    |               | x               | Optional question. Only applicable if answer for UPO1 is a) Yes  |
|                     | UPO3        | Please specify published articles in scientific journals via Digital Object Identifier (DOI), PubMed ID (PMID) and/or PubMed link: | Free text  | -             | -               | Optional question. Only applicable if answer for UPO2 includes option a). Answer would support the determination |



| Module name                              | Question ID | Question/Statement   | Answer options   | Single choice | Multiple choice | Comments  |
|--|-------------|--|--|---------------|-----------------|---|
|  |             |  |  |               |                 | of BBMRI-ERIC KPI #11. <b>If question is included, the survey is no longer anonymous.</b> |
|  | UPO4        | Are there any (further) publications planned?                      | a) Yes – number of publications (please specify): _____<br>b) No   | x             |                 | Optional question   |
|  | UPO5        | What type(s) of publications are planned?                          | a) Article(s) in scientific journal(s)<br>b) Book contribution(s)<br>c) Habilitation/Dissertation/Master thesis  |               | x               | Optional question. Only applicable if answer for UPO4 is a) Yes                           |
|  | UPO6        | Were project results disseminated in other ways than publications? | a) Yes<br>b) No  | x             |                 | Optional question   |
|  | UPO7        | In what way(s) were project results disseminated?                  | a) Conference presentation(s) – talk(s)<br>b) Conference presentation(s) – poster(s)<br>c) Newsletter contribution(s)<br>d) Social media post(s)<br>e) Other (please specify): |               | x               | Optional question. Only applicable if answer for UPO6 is a) Yes                           |
| Comments and suggestions for the biobank | CS1         | Would you recommend our biobank to others?                         | a) Yes<br>b) Maybe<br>c) No  | x             |                 |   |
|  | CS2         | For what reason(s) would you recommend, maybe recommend,           | Free text  | -             | -               |   |

| Module name | Question ID | Question/Statement   | Answer options  | Single choice | Multiple choice | Comments   |
|-------------|-------------|--|---|---------------|-----------------|--|
|             |             | or not recommend our biobank to others?  |   |               |                 |  |
|             | CS3         | Will you make use of our biobank services again?   | a) Yes<br>b) Maybe<br>c) No   | x             |                 |  |
|             | CS4         | Is a biobank's accreditation and/or certification and/or BBMRI Quality Label important to you? | a) Yes<br>b) No   | x             |                 |  |
|             | CS5         | What additional biobank service(s) would you be interested in?                                 | a) Project planning and/or consultation<br>b) Support with ethical issues (e.g. ethics approval, study protocol writing and submission)<br>c) Support with legal/regulatory issues<br>d) Biospecimen collection<br>e) Digital sample submission form<br>f) Further clinical data (please specify):<br>g) Aliquoting<br>h) Nucleic acid extraction<br>i) Nucleic acid quantification<br>j) Nucleic acid quality assessment (e.g. DNA Integrity Number, RNA Integrity Number)<br>k) Cell isolation<br>l) Cell sorting (e.g. by FACS)<br>m) Cell culture |               | x               | If services are already offered by the respective biobank, they must be removed from the answer options.<br><br>If services listed in the answer options are totally out of scope (e.g. tissue-related services in a liquid biobank) they could be removed from the answer |

| Module name | Question ID                          | Question/Statement  | Answer options   | Single choice | Multiple choice | Comments   |
|-------------|--------------------------------------|---|--|---------------|-----------------|--|
|             |                                      |   | n) Staining of tissue sections (please specify):<br>o) Biospecimen quality control (e.g. morphological)<br>p) Sequencing<br>q) Metabolomics analysis<br>r) Proteomics analysis<br>s) Genomics analysis<br>t) Histological preparation<br>u) Immunostaining<br>v) Tissue Micro Array<br>w) Tissue section digitization/scanning<br>x) Statistics and methodology<br>y) Promotion of biospecimen collections in (inter)national networks<br>z) Other (please specify): |               |                 | options. Note (if survey is not anonymous): Biobanks could use the information to establish contact between user and other service providers (e.g. local core facilities). |
|             | CS6                                  | Would you like to share any comments and/or suggestions about our biobank's work with us? | Free text  | -             | -               |  |
| Completion  | Thank you for completing our survey! |   |  |               |                 |  |