



HANC Collaborator Survey: Spring 2010

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Introduction

The Office of HIV/AIDS Network Coordination (HANC) conducted an online survey of its 600 collaborators in April 2010. We had over 200 respondents. This survey is part of an annual evaluation process at HANC to assess the efficacy of our efforts to facilitate cross-network and trans-institute coordination and communication to achieve a more efficient research enterprise. The following is an executive summary of this survey and the detailed results.

Executive Summary

HANC collaborators are members of HANC-facilitated work groups and other people who have access to the HANC portal. HANC collaborators include individuals within the network leadership, core/operations centers, laboratories and statistical and data management centers. Additionally, some site investigators and other staff are members of some of the HANC work groups. Members of DAIDS and other institutes that sponsor some of the network research activities are also HANC collaborators, including the OAR, NICHD, NIMH, NCI, NIAAA and NIDA.

About a third of HANC collaborators responded to this year’s survey designed to gather data concerning HANC’s cross-network coordination and collaboration activities and the performance of the HANC staff and portal to facilitate those activities. A broad spectrum of members of HANC work groups and other collaborators responded to the survey. Respondents identified their primary network affiliation as the ACTG 26%, IMPAACT 22%, HPTN 17%, HVTN 15%, MTN 12% and INSIGHT 7% (Figure 1). A wide range of primary role was identified by the respondents

(Figure 2) and 55% were members of a HANC-facilitated work group (Figure3). Some members of all of the HANC work groups responded to the survey (Figure 4).

The HANC survey collected information concerning cross-network communication and social networking. The purpose of these questions was to learn more about how people learned of HANC, how they interact with the counterparts at other networks, how often they contact them, HANC’s role in facilitating those interactions and how people would like to obtain information from HANC. Prior to becoming involved in a HANC work group, 37% of respondents contacted their counterparts at other networks one or more times per month compared to 45% after joining a HANC work group, and 36% never contacted a counterpart prior to joining a HANC work group versus 24% after joining a HANC work group (Figure 5,6). About 42% of work group members learned about a HANC by a direct invitation to join a work group, 27% through conversation with colleagues, and 25% at a network meeting (Figure 7).

Reasons that counterparts at other networks were contacted included a balanced range of responses including sharing tools, discussing best practices, request assistance and collaboration (Figure 8). While only 19% of respondents knew all their counterparts at all the networks, an additional 42% know their counterparts at some of the other networks (Figure 9).

Cross-network information was acquired through a variety of sources including conversations with colleagues, HANC work groups, the HANC portal and network communications (Figure 10). However, 58% of the respondents indicated they did not know enough about HANC activities taking place outside of their work group (Figure 11). People indicated that they preferred to learn about HANC activities from a wide variety of sources (Figure 12). The majority of people, 82%, indicated that general information about cross-network activities would be of use to them (Figure 13) and 81% indicated that information about another network’s experience with a project would be useful information (Figure 14). HANC will continue to determine which work groups would like to receive information about ongoing HANC activities in other work groups and how they would like to receive that information. HANC has also increased its presence at network meetings and has presented at most of the 2010 annual network meetings.

The HANC survey also gauged the performance of HANC staff in facilitating the work of the HANC work groups as well as preferred methods for meeting and sharing of information. The following are the percentage ratings by area of performance of HANC, not including those who did not respond to the question or responded not applicable (Figure 15):

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
HANC has facilitated cross-network communication	1%	1%	12%	42%	25%
HANC has facilitated cross-network harmonization of policies and procedures	1%	3%	23%	32%	19%
HANC has facilitated cross-network sharing of information/materials	1%	0%	17%	38%	25%

HANC has facilitated network communication with DAIDS representatives	1%	3%	23%	28%	20%
HANC has facilitated trans-NIH institutes/centers communication	2%	4%	33%	20%	12%
HANC has been responsive to requests to assist with cross-network and/or NIH cross-institute or center collaboration, communication or coordination efforts	1%	0%	21%	31%	18%

The highest performance ratings were for HANC’s efforts to facilitate cross-network communication and sharing of information and materials; 67% agree or strongly agree (versus 56% last year), and 63% (versus 50% last year) agree or strongly agree, respectively. Rating HANC’s efforts to facilitate network’s communication with DAIDS and responsiveness to requests to assist with coordination or collaboration 48% agree or strongly agree (versus 39% last year), and 49% (versus 39% last year) agree or strongly agree, respectively. Cross-network harmonization of policies and facilitation of trans-institute/centers communication were rated 51% (versus 36.3% last year) agree or strongly agree, and 32% (versus 24.5% last year) agree or strongly agree, respectively. Across the board the ratings increased in this year’s survey compared to last year. HANC will continue to explore ways to improve trans-institute/centers collaboration, communication and harmonization as this remains the domain that has the lowest ratings.

We evaluated HANC’s performance ratings based on whether a person was affiliated with one or multiple networks and by HANC work group and no significant differences were noted (Figures 16). HANC performance by work group is shown in Figure 17 and is consistent across the work groups. Members of HANC work groups consistently gave higher performance ratings than non-work groups collaborators (Figure 18).

The HANC survey asked people to rate HANC’s performance related to their facilitation of the HANC work group calls (Figure 19). All domains queried received ratings between 4 and 5, on a 5 point scale, for all the work groups. Members of HANC work groups rated HANC’s facilitation of work group calls between 4.48 and 4.70 in the various domains (Figure 20: 1= Strongly disagree 2= Disagree, 3= Neutral, 4= Agree, and 5= Strongly Agree).

People were asked if they would prefer more frequent webinars for the work group calls (Figure 21). While only 12% said yes, 51% were not sure and only 21% said no. HANC has been using webinars more frequently in the past year to share documents while on calls and will continue to utilize them based on working group responses. Significantly, 38% of people indicated that they would be able to more efficiently achieve their work group objectives if there were more opportunities for face-face meetings, 33% were not sure and only 13% said no (Figure 22). HANC will continue to explore this possibility in more detail with the HANC work groups. In 2010 HANC

was able to increase the number of face-face meetings it supported. Given similar responses to this question in the survey again this year, we will continue this strategy and identify funding to support more frequent face-face meetings to achieve work group objectives when appropriate.

HANC asked people questions about their usage and features of the HANC public website and user portal. Only 6% of people visited the HANC website weekly or more often (Figure 23) and 9% of portal users visited the HANC portal weekly or more often (Figure 24). However, 59% of respondents felt that the HANC portal was a useful collaborative tool (Figure 25). The most useful features of the HANC portal included the announcements, call notices and minutes, document sharing and the calendars (Figure 26).

Lastly, people who know more about HANC activities outside of the workgroups and who understand HANC's role and mission rated HANC efforts on facilitating communication, collaboration and harmonization higher (Figure 27 and 28: all differences are significant at $p < .01$ level). This is reassuring and also provides support for HANC's efforts over the past year to continue to provide information about all of HANC's ongoing projects to our collaborators utilizing multiple approaches, including the HANC newsletter, the "Daily Dose" postings on the portal, presentations at network meetings, use of new media including Facebook, Twitter and blogs, etc.

In summary, about a third of HANC's collaborators responded to this detailed survey to provide HANC with informative feedback. Respondents represented the diverse collaborators that work with HANC. Participation in a HANC work group resulted in more frequent contact with counterparts in other networks for a variety of reasons. Collaborators again indicated that they would like to learn more about HANC's coordination efforts in areas outside of the work group that they participate in and they preferred a variety of communications methods to learn about HANC's other activities. Assessments of HANC's effort to facilitate communication, collaboration and harmonization of policies improved from last year's survey. However, we will continue to emphasize improvement in facilitation of trans-institute/center collaboration, coordination and communication as that still ranks the lowest. HANC collaborators stated that they could better achieve their work group objectives if there were more opportunities for face-face meetings. HANC will continue to secure support for face-face meetings where appropriate. HANC staff received very good ratings for their performance in their facilitation of work group calls and projects and there were improvements over the past year. While the usage of HANC's portal and website was generally infrequent, people continue to assess it as a useful collaborative tool and find a variety of portal features to be useful.

Respondents to the HANC Collaborators Survey

Figure 1: Primary Network Affiliation

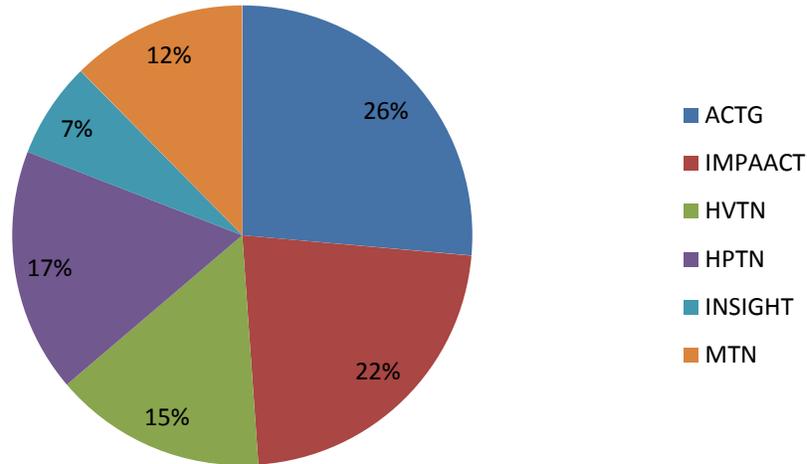


Figure 2: Role of Respondents

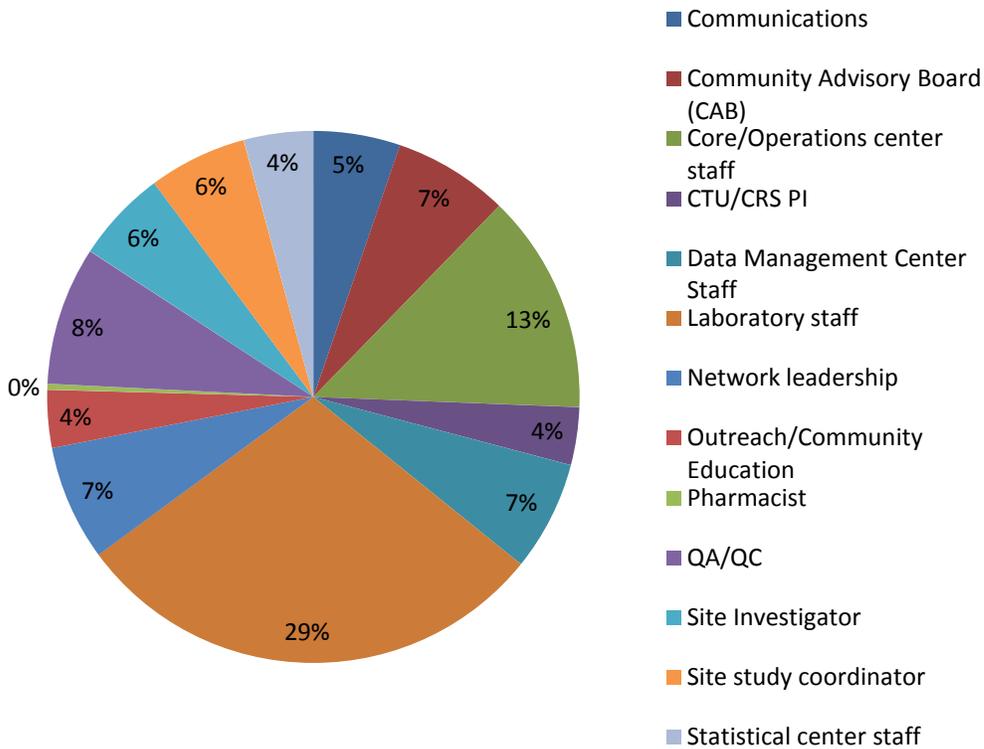


Figure 3: Are you a member of a working group or committee coordinated by a HANC staff member?

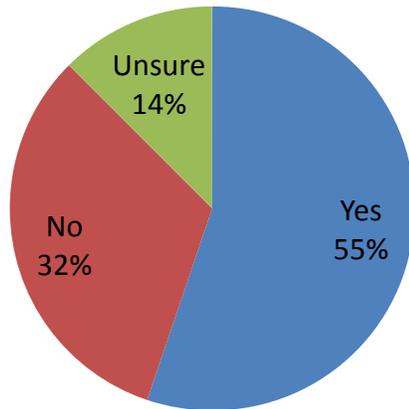
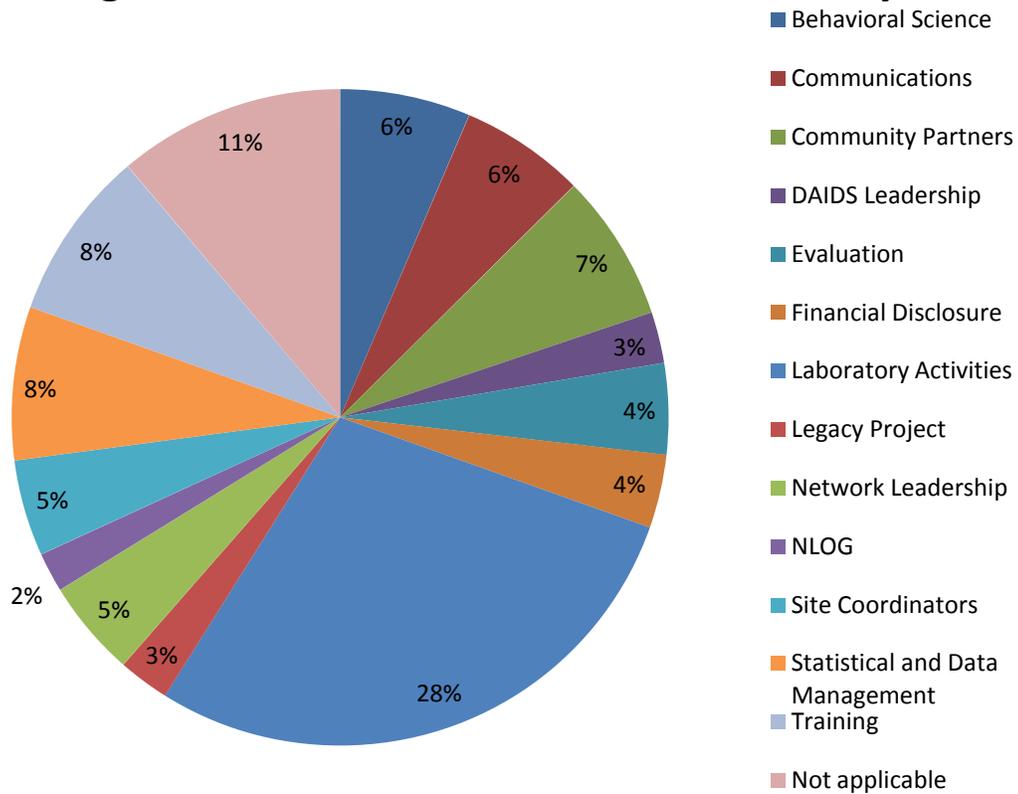


Figure 4: Area of HANC-Facilitated Activity



Social Networking/Connections and Communications

Figure 5: How frequently did you contact your counterparts or work with them prior to becoming involved in a HANC-facilitated cross-network activity?

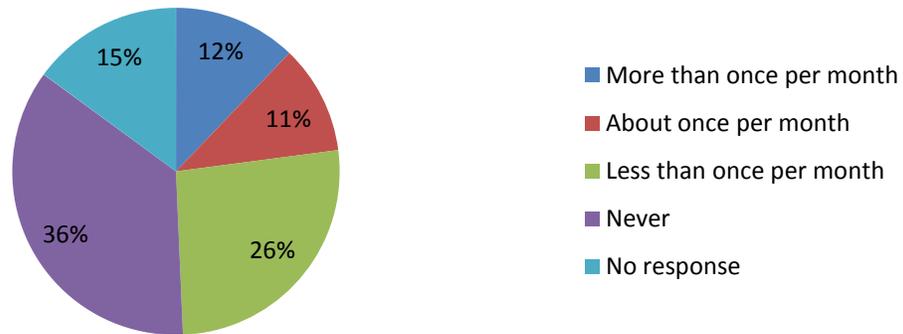


Figure 6: How frequently do you contact or work with your counterparts at the other networks/organizations?

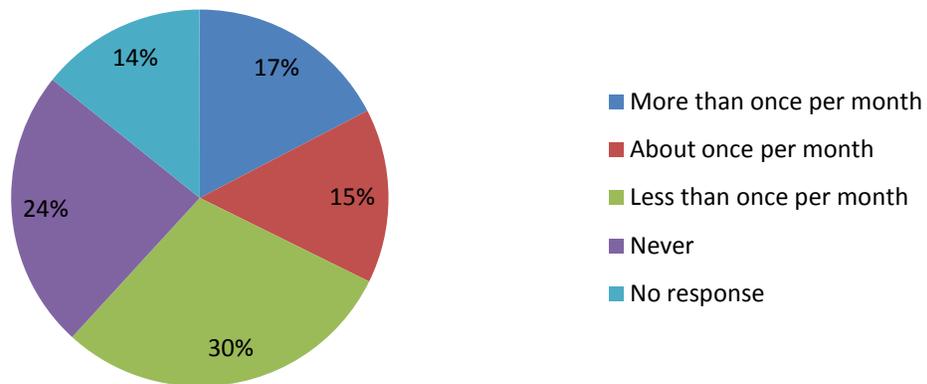


Figure 7: How Collaborators Learned About HANC

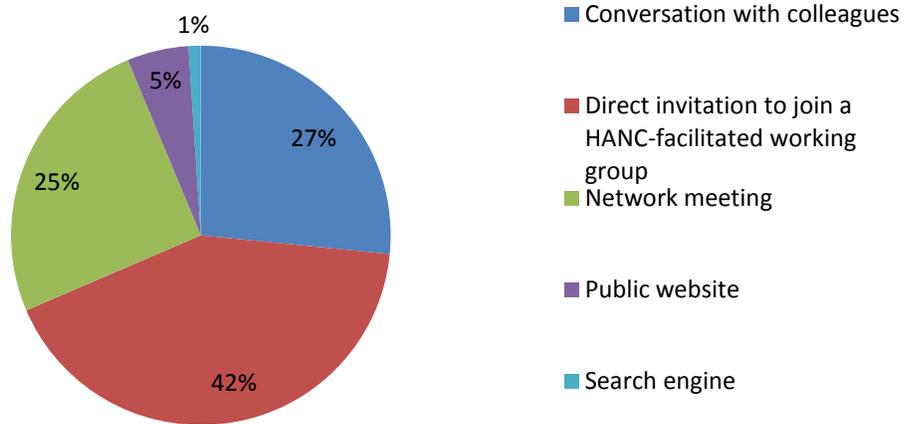


Figure 8: Reasons for Contacting Counterparts

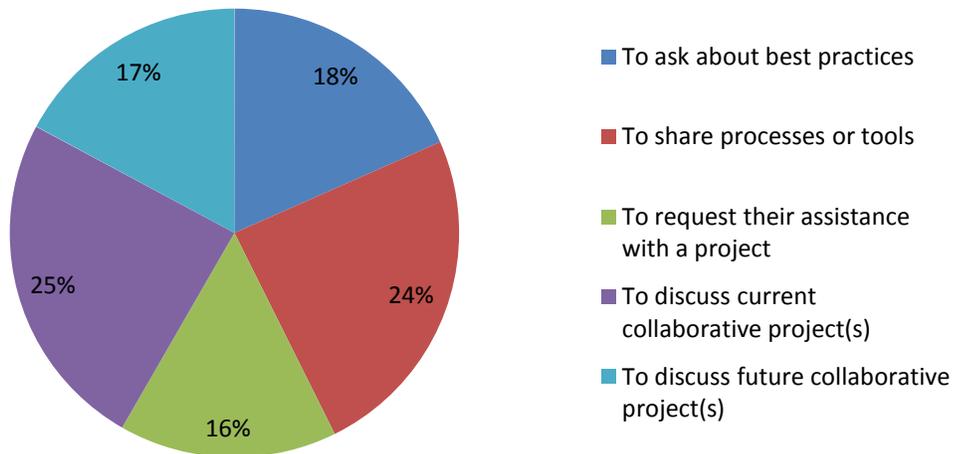
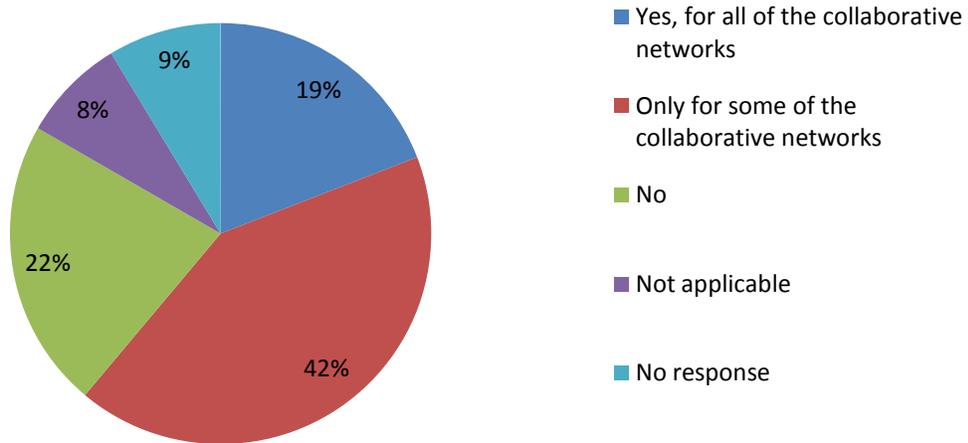


Figure 9: Do you know who your counterparts are in each of the other networks/organizations?



Sources of Cross-Network Information

Figure 10: Current sources of Cross-Network Information, all responses

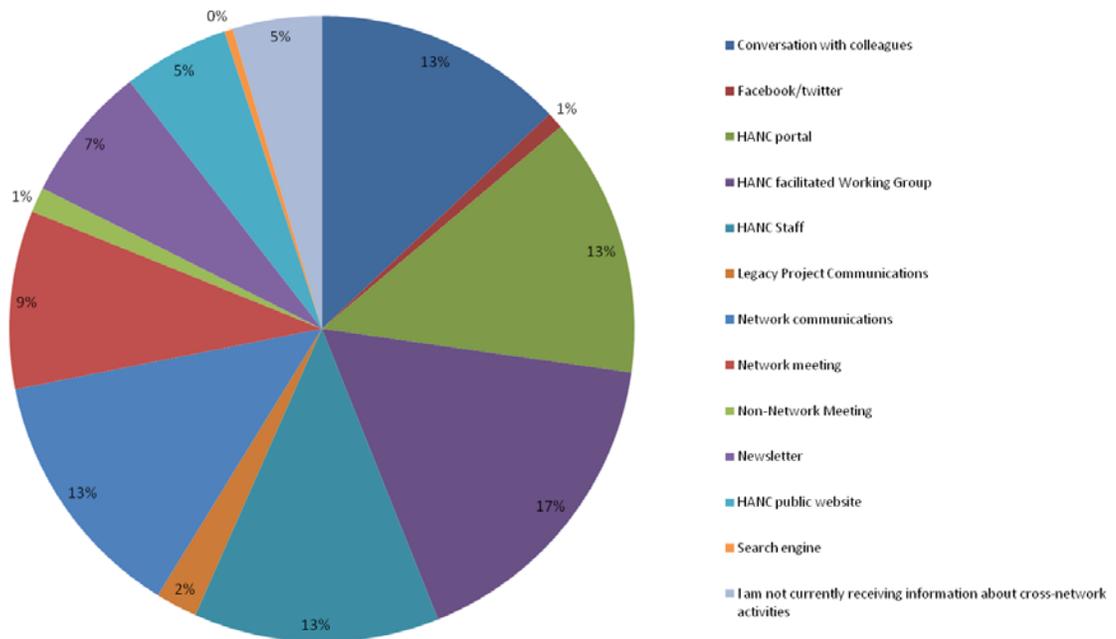


Figure 11: Do you feel like you know enough about HANC activities taking place outside of your working group projects?

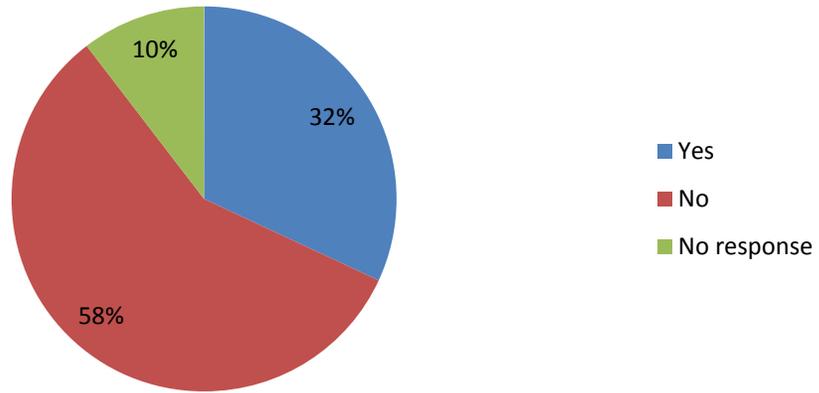


Figure 12: Current sources of Cross-Network Information, all responses

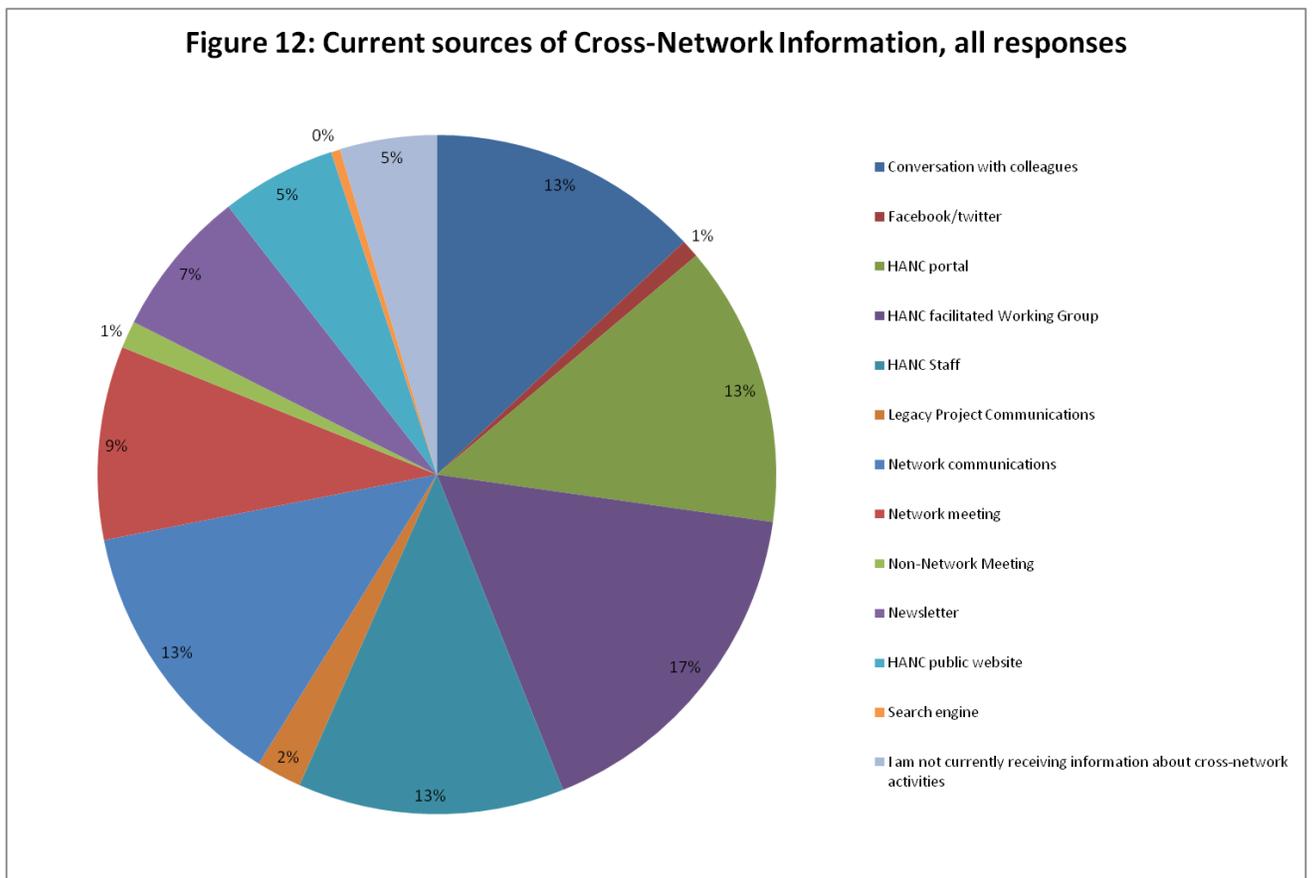


Figure 13: Do you feel that general information about cross-network activities is useful to you?

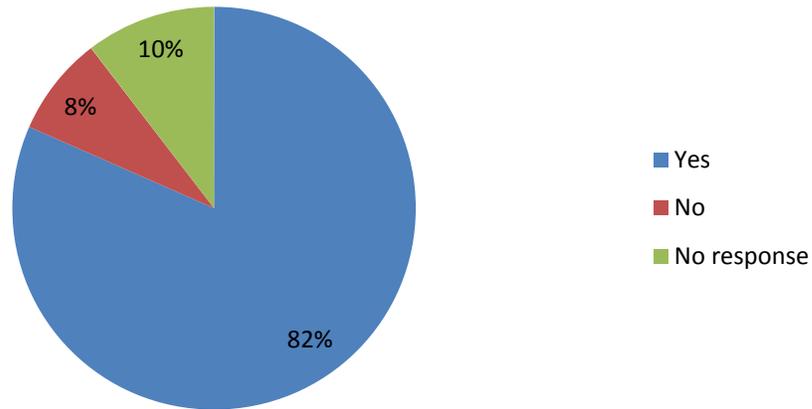
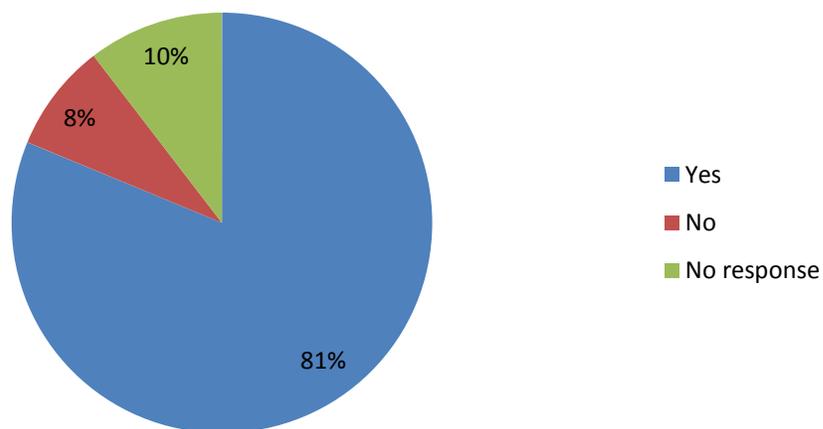


Figure 14: Do you feel that information about another network's experience with a project is useful to you?



HANC's Facilitation of Work Group Activities

Figure 15: HANC Performance Ratings by Percentage

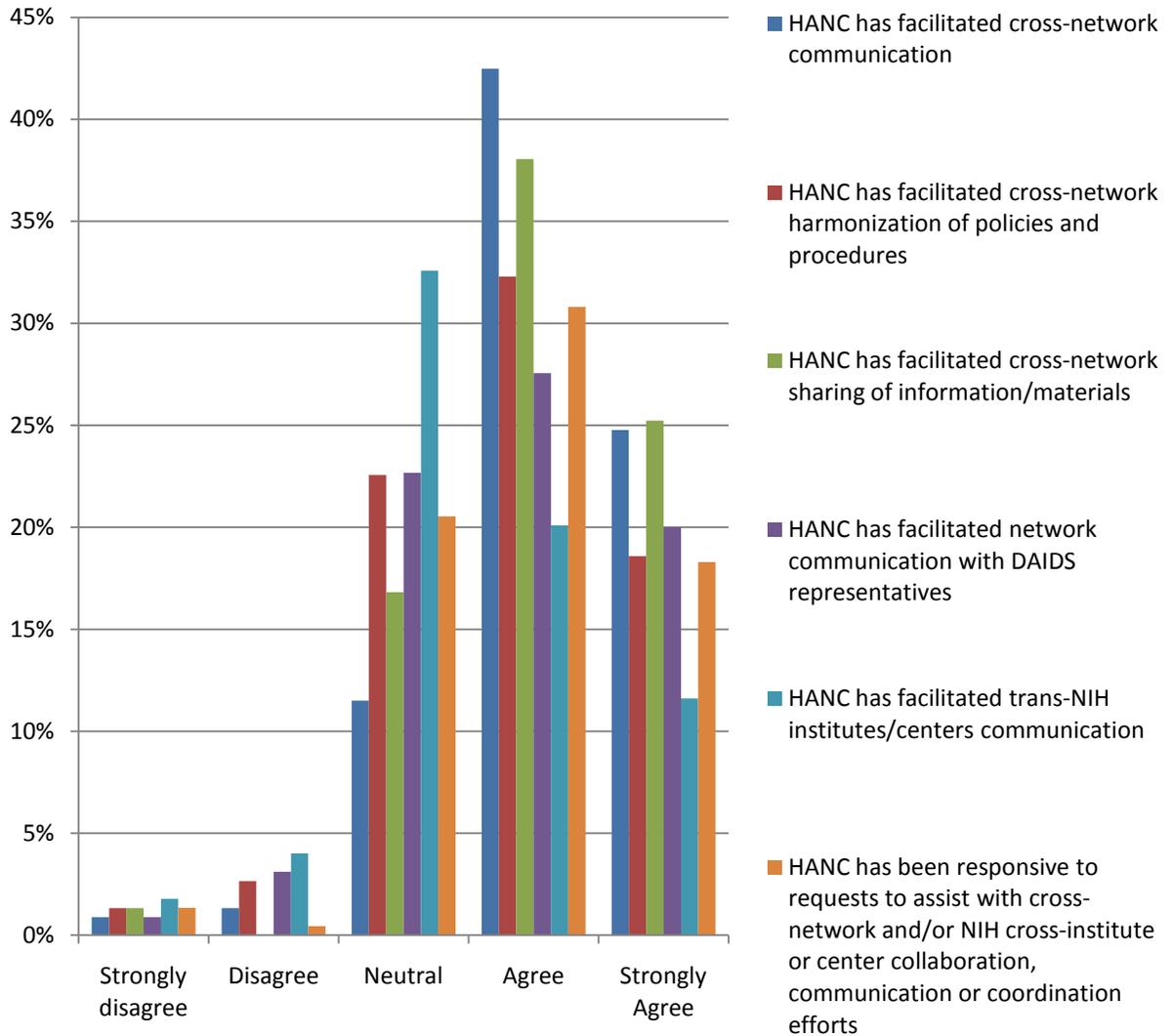


Figure 16: HANC Performance by Network Affiliation

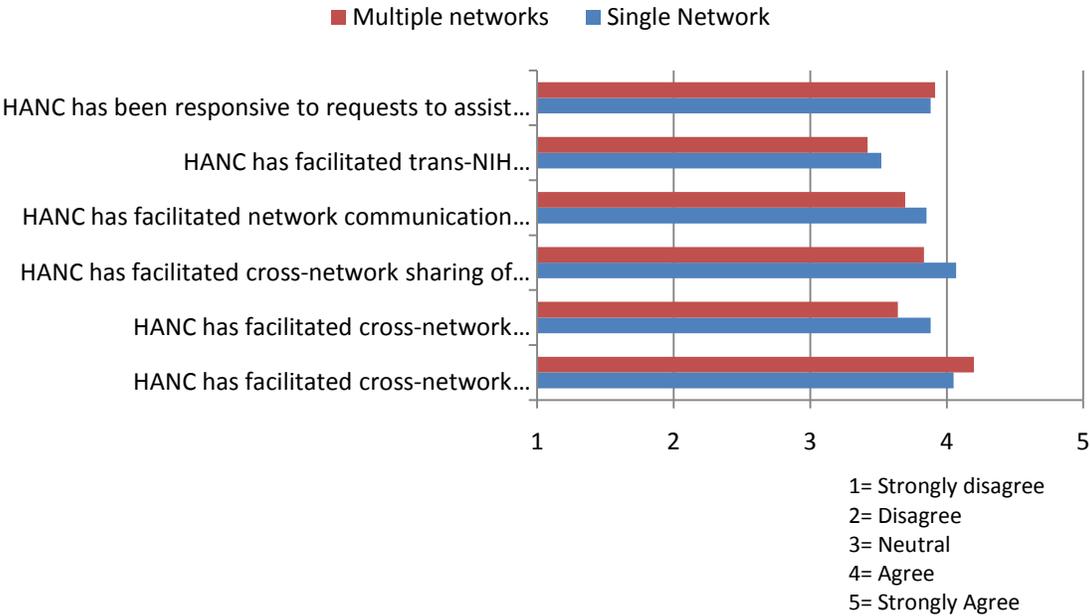


Figure 17: HANC Performance by Workgroup

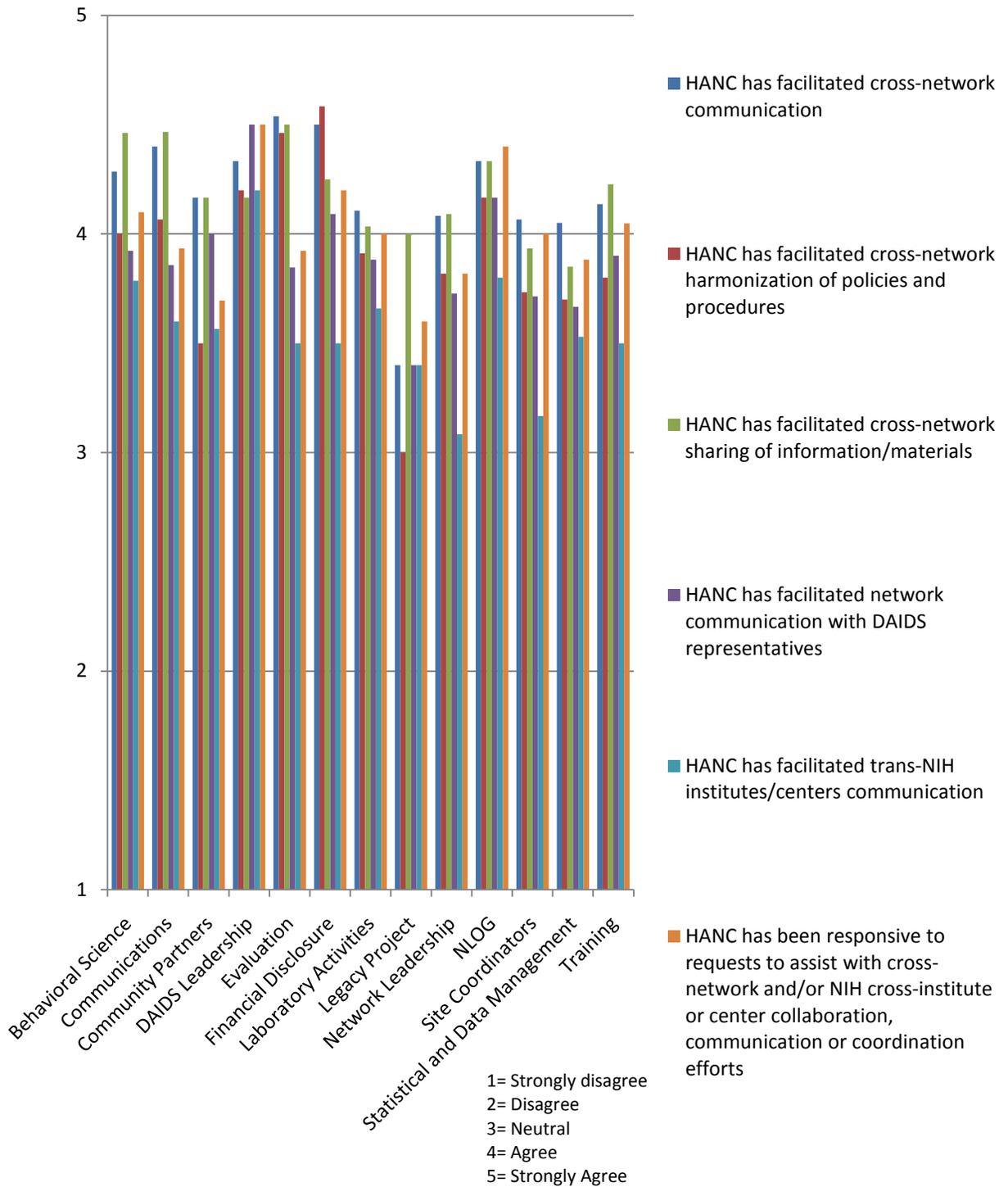


Figure 18: HANC Performance by Workgroup Membership

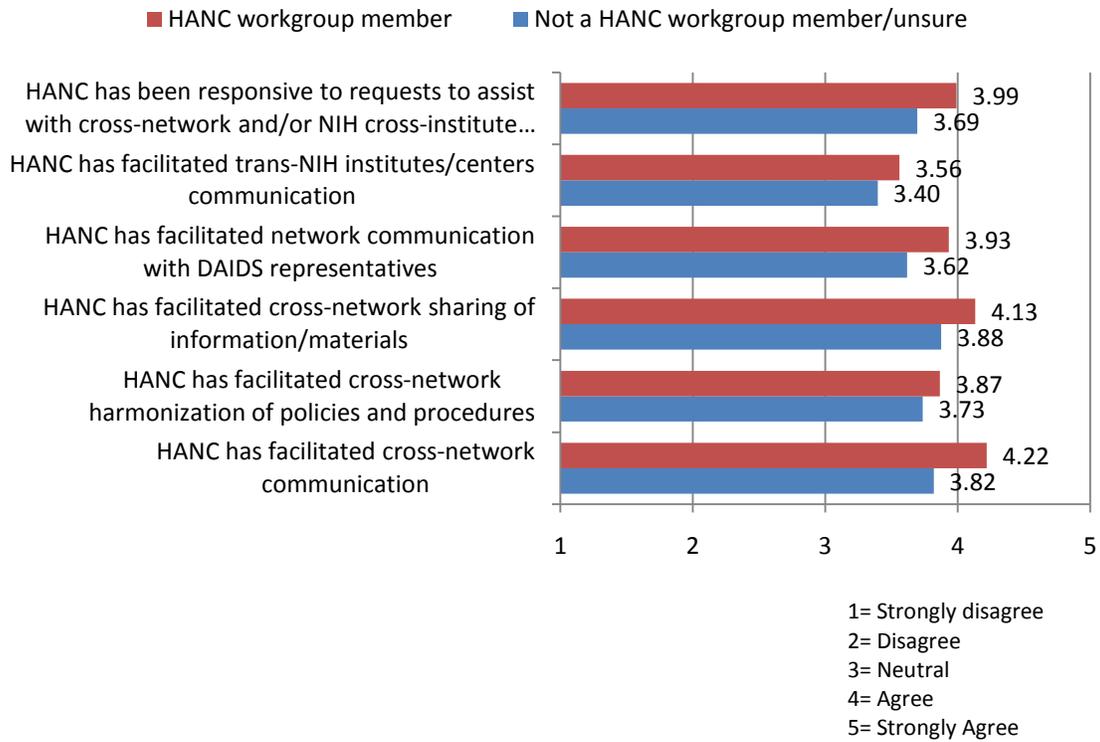


Figure 19: HANC Performance on Calls by Workgroup

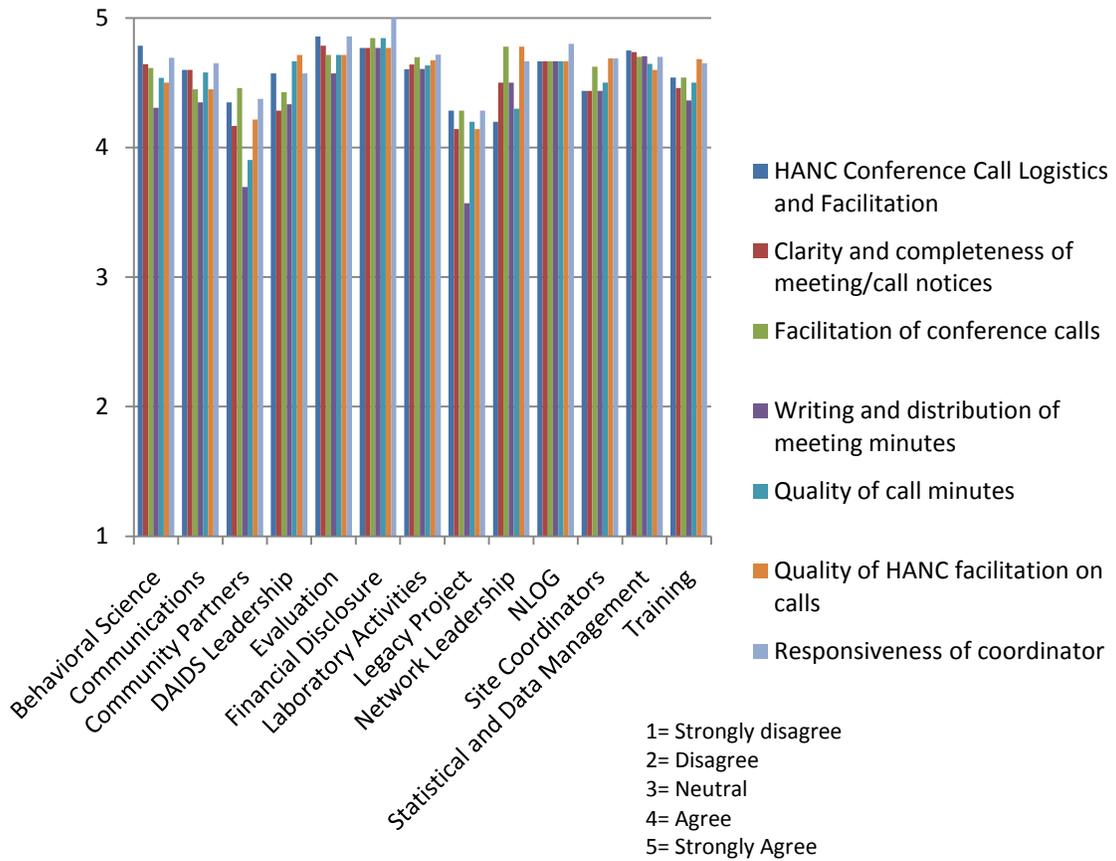


Figure 20: HANC Call Logistics and Facilitation by Workgroup Membership

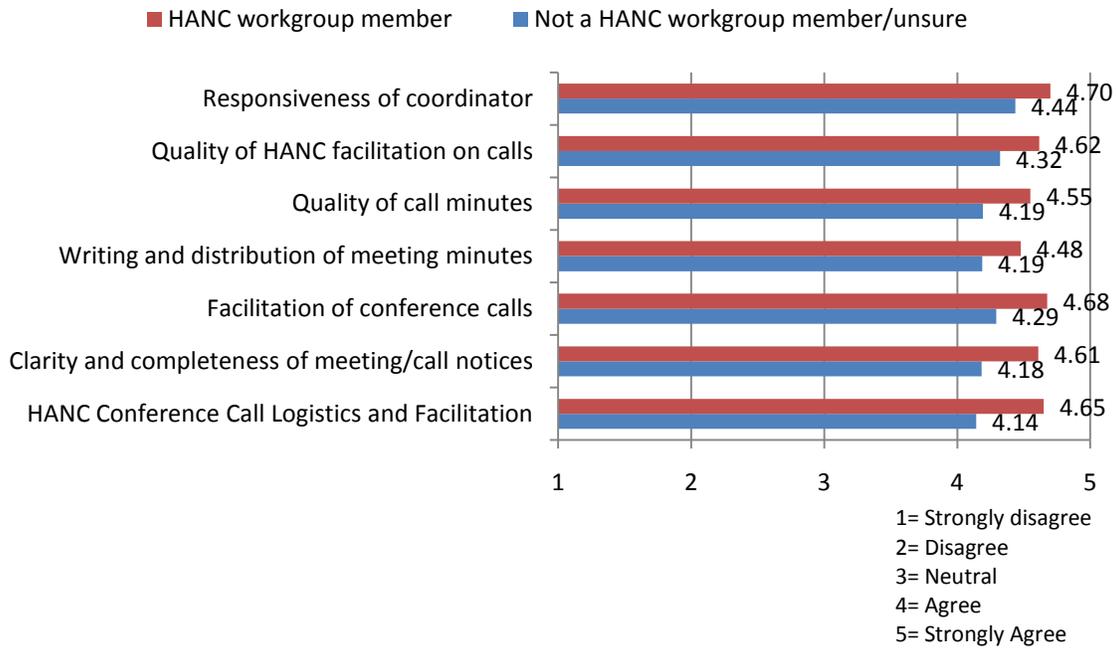


Figure 21: Would you be able to achieve your working group objectives more efficiently if you had more frequent webinars?

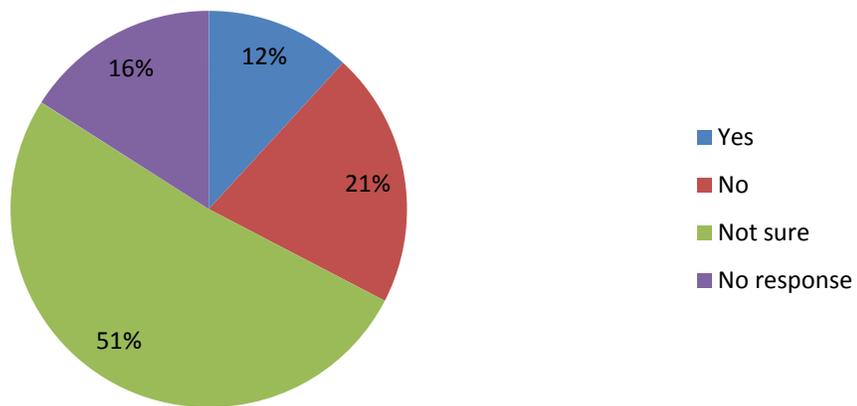
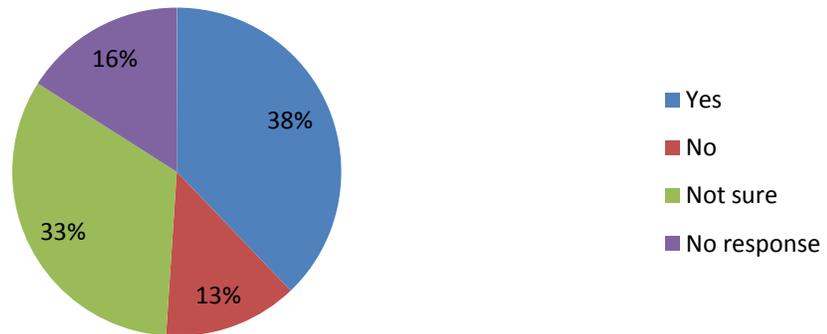


Figure 22: Would you be able to achieve your working group objectives more efficiently if you had opportunity for face-to-face meetings?



HANC Website and Portal Usage

Figure 23: Frequency of Use of HANC Public Website

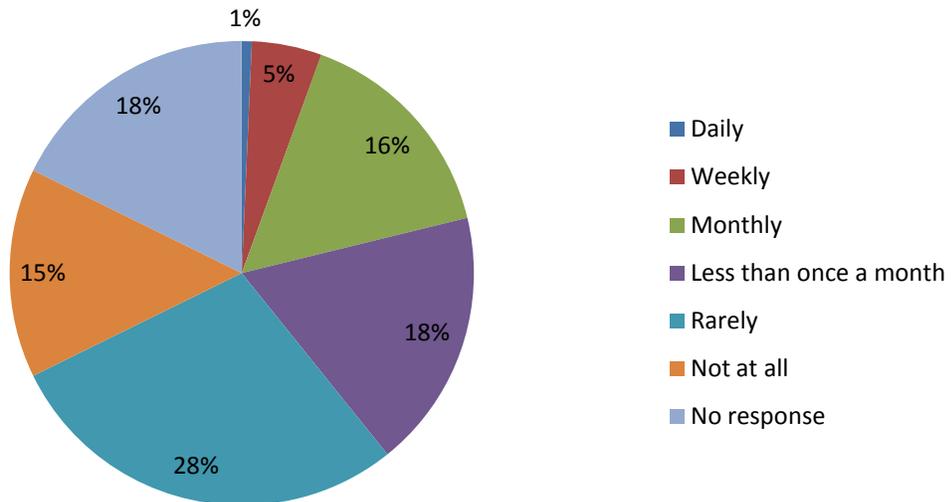


Figure 24: Frequency of Use of HANC Portal

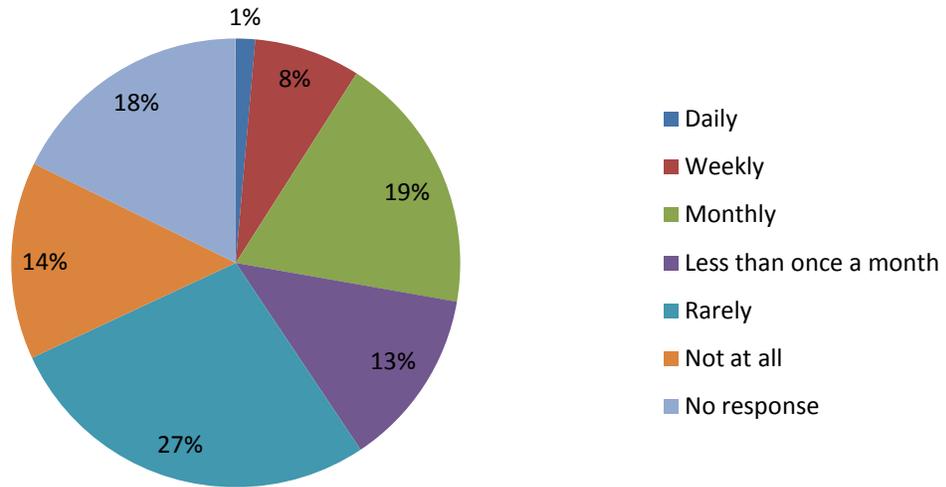


Figure 25: In general, do you think the HANC portal is a useful collaborative tool?

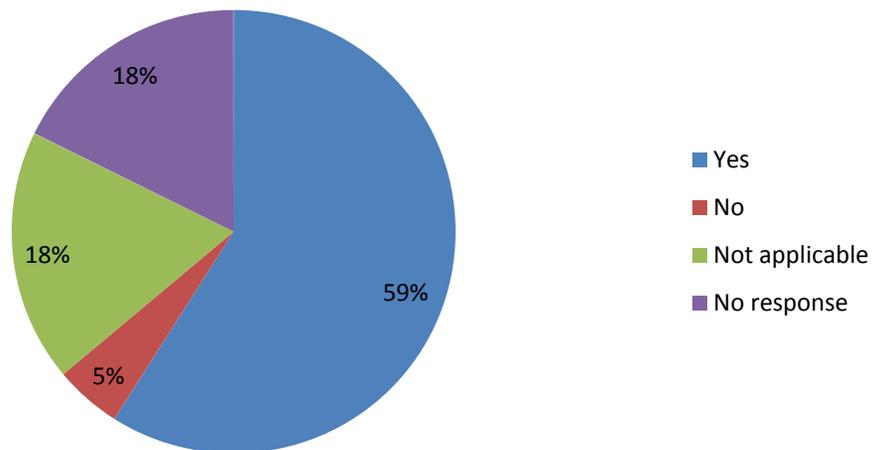


Figure 26: Which portal features do you find useful?

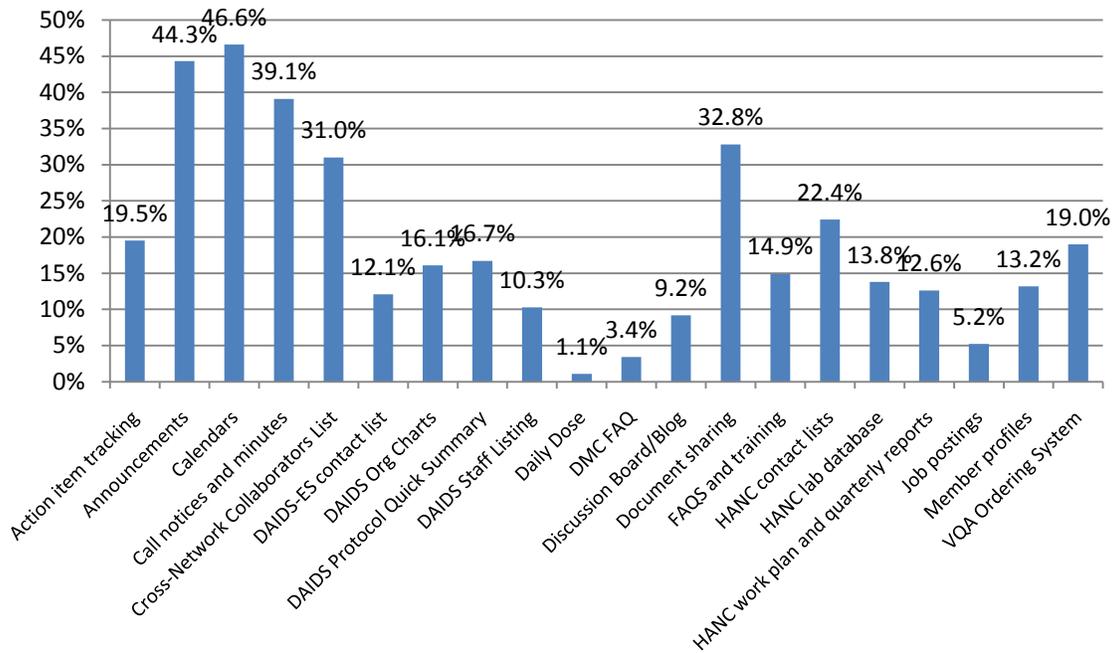


Figure 27: Differential Responses By: Do you know enough about HANC activities outside of the workgroups?

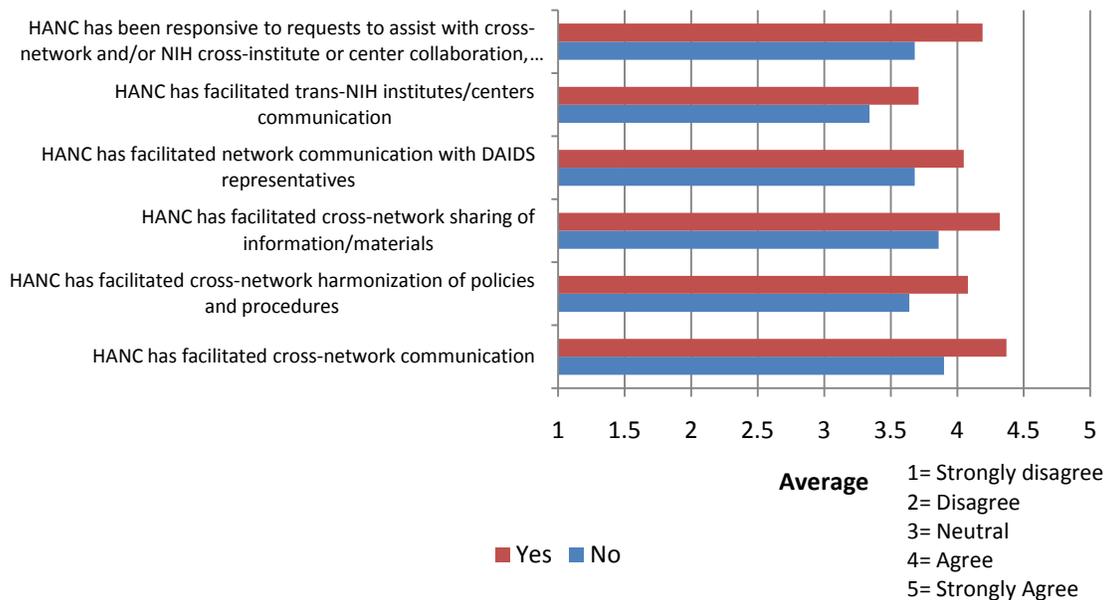
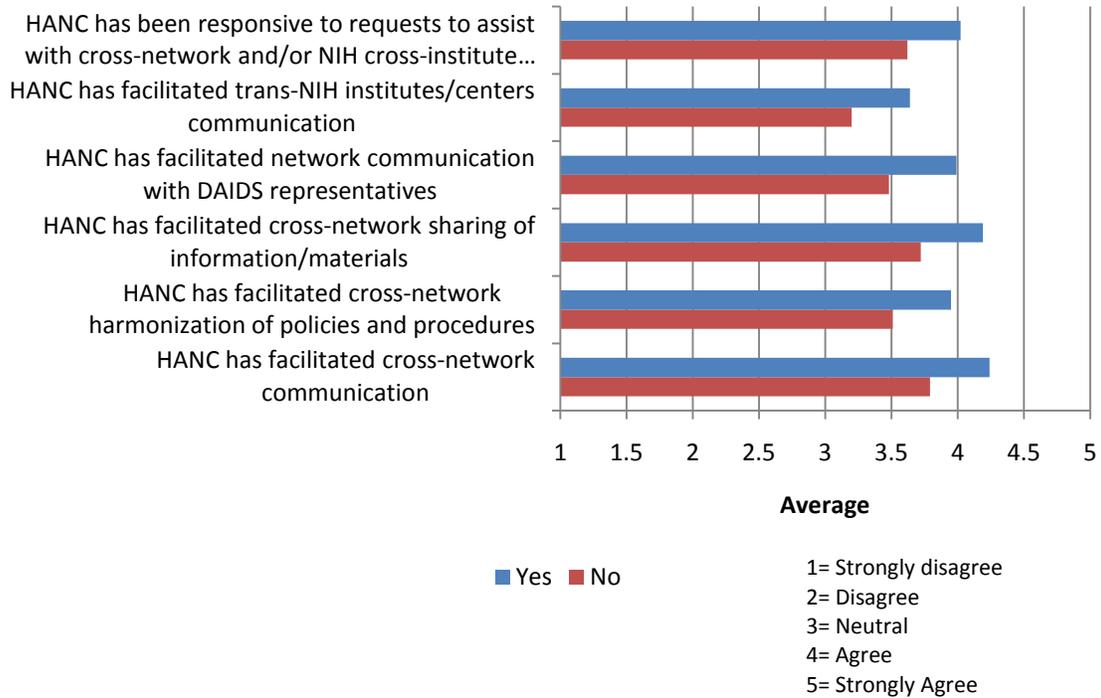


Figure 28: Differential Responses By: Do you understand HANC's mission and role?



Acknowledgments

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