

# Every clinical trial starts with a question.

At Teckro we asked:



- Q How can we help study teams better identify and resolve obstacles facing research staff?
- Q How can we help sponsors to solicit feedback that can improve future study design?
- Q How can we give a voice to research staff to share their viewpoint back to sponsors?

## Teckro Survey

### Drive study improvements

**The more demanding the protocol design, the more challenging it can be for research staff to find and retain the right participants and correctly administer procedures.**

Research staff can provide valuable insight into the protocol design and operational feasibility. Considering that 40% of protocol amendments happen before the first patient visit<sup>(1)</sup>, there is a clear case for study teams to capture feedback from research staff.

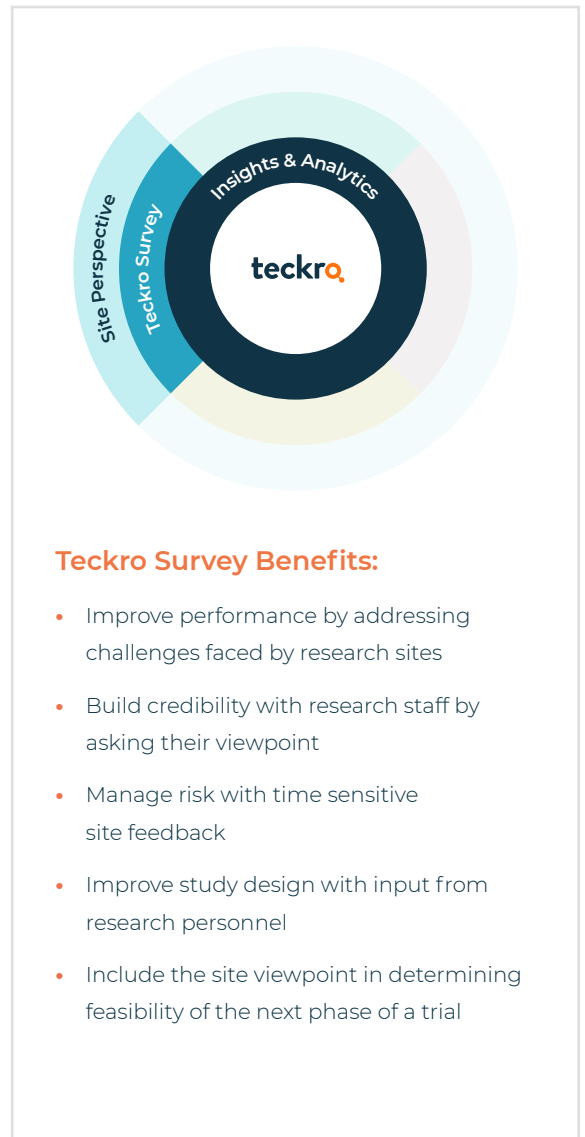
**Teckro Survey allows study teams to capture feedback to address current obstacles or inform future trial design.**

As a web-based tool, study teams can quickly design and send short surveys to designated research personnel. Granular filters allow study managers to create targeted surveys for particular roles or certain sites to gather relevant, timely feedback.

Survey messages are accessed from the same Teckro mobile application that busy research staff use for other study information and updates. Push notifications alert recipients of a new message, increasing the chances that investigators and site coordinators will see and respond to the feedback request.

Study team members have one dashboard for all Teckro messages – whether feedback requests with Teckro Survey or proactive guidance and essential updates with Teckro Engage. This means there is a consolidated view for everyone to track message effectiveness and coordinate the communication flow to research staff.

*(1) Research from Tufts Center for the Study of Drug Development published in Re-Engineering Clinical Trials. Peter Schüler, Brendan M. Buckley. (2015). Academic Press.*



### Teckro Survey is part of the Teckro Digital Engagement Platform.

Teckro cloud software is accessible from iOS and Android smartphones or from a secure web application. With a simple, intuitive user interface, there is virtually no user training required.

The other Teckro applications are:

- **Teckro Search** instant study information anytime, anywhere
- **Teckro Connect** real-time, controlled interactions between research staff and study experts
- **Teckro Engage** proactive study messages with essential guidance or critical updates

Teckro uses industry best practices to preserve data sovereignty by region and is compliant with major industry regulations, including 21 CFR Part 11. As part of your clinical operations ecosystem, Teckro can integrate with other key clinical applications.

## Capture research personnel attention

Busy research staff access Teckro Survey messages through the same secure Teckro mobile or web application that they already use to find study information or get study updates. With push notifications to alert the recipients of a new message, study teams have a better chance of cutting through the noise to capture the attention of busy investigators and study coordinators who can provide valuable feedback.

Considering the global nature of many trials, study managers can either send messages immediately or schedule them to be sent at appropriate times adjusted to where in the world the audience is located. Customizing delivery to local hours of operation increases the likelihood of responses.

## Customize survey for fast feedback

A simple web-based interface guides the study manager through the quick steps of identifying the target audience and designing the questions for feedback.

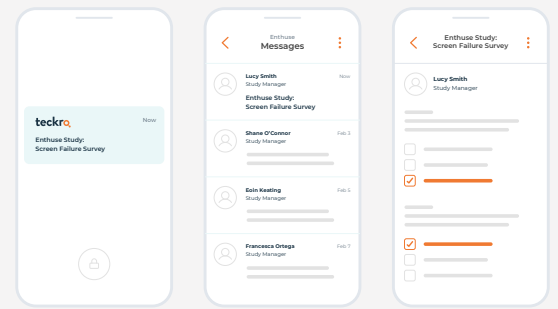
With the option for radio button checkboxes and free form comments, the study team can quickly collect both qualitative and quantitative responses.

Teckro Survey provides a granular selection of audience to narrow to specific individuals, roles, sites or countries. For example, a survey may be sent to a particular site to understand what obstacles they have in screening patients, while another survey may be sent to investigators across research centers to solicit input on the feasibility of eligibility criteria considering the potential participant population they can reach for enrollment.

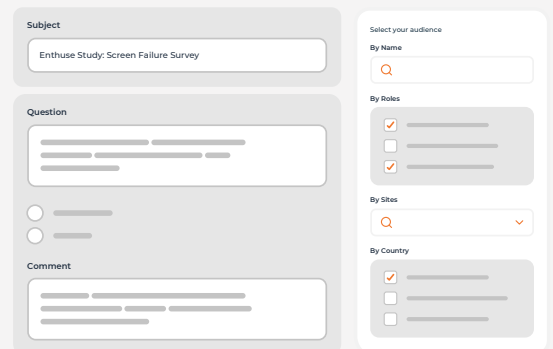
## Track communication and responses in one place

Teckro Survey shares an administrator dashboard with Teckro Engage that includes all messages sent, to whom and when. It also records individual message open rates so everyone on the study team has visibility into what communication is being sent and statistics on message effectiveness. This single view ensures a seamless chain of communication across study team members so that there is an audit trail of messages. If required, messages may be individually or bulk exported for inclusion in the Trial Master File (TMF).

Additional metrics unique to Teckro Survey include the number of responses to the survey. Results can be downloaded for further data analysis.



Teckro Survey messages are accessed through the same secure Teckro mobile application that research staff use to find study information and receive important updates.



Teckro Survey guides an study manager through the simple process to create their questions and filter the audience.



A centralized dashboard gives study teams a single place to see message results from Teckro Survey and Teckro Engage to monitor all communication being sent.

# Have a question about your clinical trial? Teckro the answer

For more information or to request a demo, visit [teckro.com](https://teckro.com)