

(FS)² Cohort 2 Exit Survey Responses June, 2016

Total Responses: 36/51 (70.6%)

Compared to my original expectations, the Framingham State Food Study:

Exceeded my expectations (19, 52.8%),
 Met my expectations (13, 36.1%),
 Fell short of my expectations (4, 11.1%),
 I didn't have any expectations as I did not know what to expect (0, 0.0%)

Comparison to Cohort 1 Exit Survey Responses, May, 2015. (Responded 22/25 (88%))

Exceeded my expectations (36.36%),
 Met my expectations (40.91%),
 Fell short of my expectations (9.01%),
 I didn't have any expectations as I did not know what to expect (9.01%)

Which of the following best describes the reality of being a participant in (FS)2?

I expected it to be more difficult than it was. (13, 36.1%),
 I expected it to be easier than it was. (10, 27.8%),
 The level of difficulty was what I expected. (13, 36.1%)

Comparison to Cohort 1 Exit Survey Responses, May, 2015 (Responded 22/25 (88%))

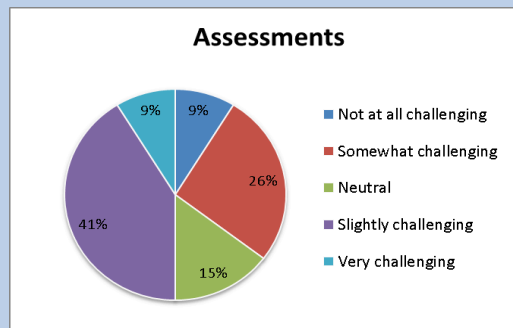
I expected it to be more difficult than it was. (27.27%),
 I expected it to be easier than it was. (36.36%),
 The level of difficulty was what I expected. (31.82%)

Please rate how challenging the following research design components have been for you.

Assessments

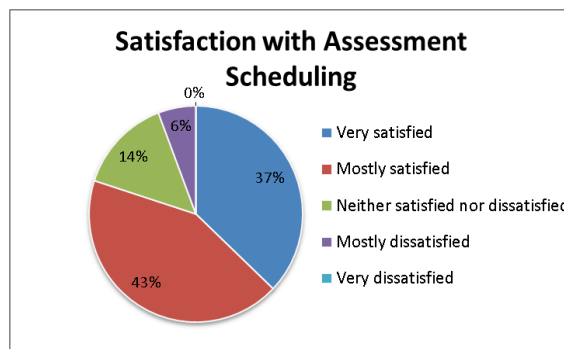
Not at all challenging (3, 8.8%)
 Somewhat challenging (9, 26.5%)
 Neutral (5, 14.7%)
 Slightly challenging (14, 41.2%)
 Very challenging (3, 8.8%)

50% slightly to very challenging



How would you rate your satisfaction with the assessment scheduling process?

Very satisfied (13, 37.1%)
 Mostly satisfied (15, 42.9%)
 Neither satisfied nor dissatisfied (5, 14.3%)
 Mostly dissatisfied (2, 5.7%)
 Very dissatisfied (0, 0.0%)

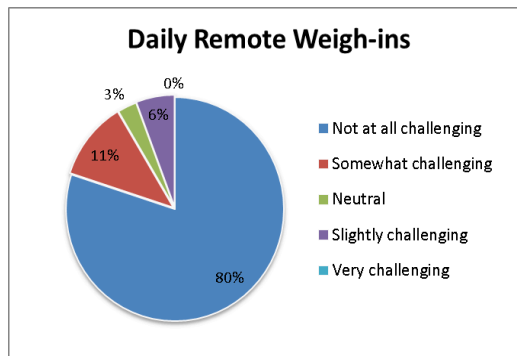


Please provide any feedback you have regarding the assessment scheduling process.

- Everyone was nice and it was a comfortable environment. Sometimes it seemed a little crowded but that was a small thing. It was a good experience each time.
- Having all components of the assessment available for scheduling on a Saturday would minimize time off taken from work. Maybe having an opportunity to schedule most of the assessment in one day if possible in evening scheduling. Afternoon scheduling was difficult for parking.
- It was just very hard to make all of the appointment However the staff was very patient and understanding and made it a lot easier
- more information about why type of fasting (drink, food) in the reminder email.
- There were no evening or weekend hours. Opening up to the community and then having no accommodation for after work hours was a huge misstep.
- Some of the tests took very long, maybe more availability on the weekends would help with busy schedules. The assessment time commitment was the most challenging part of the study
- After the first assessment they became tedious
- For working participants - it was difficult scheduling. More off hours and weekends would have been helpful.
- Let people know they can schedule several procedures same day- I didn't know that at first. A couple of evening options would be good
- I thought scheduling all things in one sitting worked well.
- As with anything that happens during the week, schedules can be challenging. If some of the assessments, in addition to the blood draw, could be done on the weekend it would be helpful. Obviously presenting challenges on the research end. **PARKING!!** I'm sure this is a resounding item on the feedback. If I didn't have the blue plate, parking would be a significant challenge. If it is at all possible to allocate 1-2 spaces at the house, and possibly the commuter lot, for study parking it would be very helpful. Good luck with making that happen!!
- I always felt as though the assessment scheduling was very accommodating to my schedule.
- No it was fine
- Usually able to schedule them so that the fasting times weren't much beyond necessary.
- It was not difficult to schedule. After the first one I was on site daily anyway.

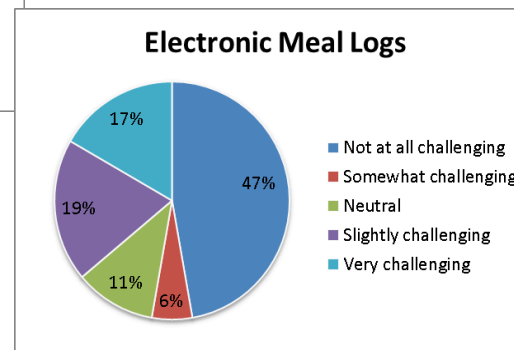
Daily remote weigh-ins

Not at all challenging (28, 80.0%)
 Somewhat challenging (4, 11.4%)
 Neutral (1, 2.9%)
 Slightly challenging (2, 5.7%)
 Very challenging (0, 0.0%)



Electronic meal logs

Not at all challenging (17, 47.2%)
 Somewhat challenging (2, 5.6%)
 Neutral (4, 11.1%)
 Slightly challenging (7, 19.4%)
 Very challenging (6, 16.7%)



36% slightly/very challenging

Comments & Suggestions

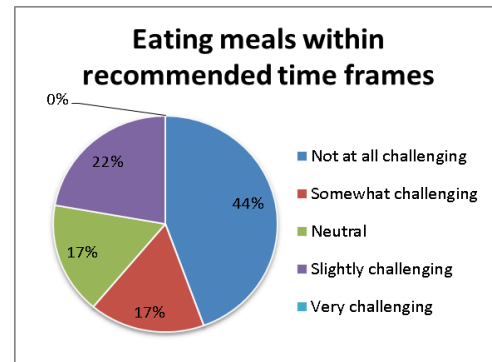
Electronic Meal Logs

- The process was easy, but I was never sure if the comments I left in the log were read.
- I wish there was like an app and as soon as I finished a meal, or at like 10:30 for breakfast, 2:30 for lunch, or 7:30 for dinner, a notification would pop up and remind me on my phone no matter where I am.
- Ok ... I ate everything - can't beat free food
- keep current practice

- After doing them every day they just got really old and repetitive. And they made it very hard for me to remember to do it
- For repeated entrances should have either quick fill options or some other similar functions.
- Very difficult to change the percentage.
- I found this to be a little bit unnecessary because I ate everything that was given.
- No suggestions, very easy to do
- If you set me a specific reminder if I forgot and which meal - that would have been helpful.
- add a 'none of the above' option to the drop box because it defaults to 'everything' add a 'comment' box at end - so we can note any issues on any given day- having to dig through the website to find email addresses takes too much time and a simple comment box would make life really easy to give you quick feedback don't close the Sunday log so early
- This was the worst part of the entire (FS)2 program. The website is slow and unusable. It was very frustrating to use, and beyond what is reasonable. The survey took 3-4x longer than it should have because the website was very unresponsive. I'm not sure if it was the server that was slow, or the software on the backend, but the page took very long to load, the AJAX data that actually loaded the information on the page then took at least 10, and sometimes up to 30 seconds to load. Each click was slow and intolerable. This is the #1 thing that should be fixed before the next wave starts.
- It was slightly challenging when you had to put a percentage in for multiple ingredients. However - I avoided this challenge by just eating what was given to me. Problem solved.
- On the daily meal log it would be helpful to list what foods you ate off of the study for that day. Sometimes if I ate something on Tuesday, I forgot what it was I ate and how much when I had to log it in on Wednesday.
- Being able to fill these out after the fact is helpful, along with the reminder on Sunday.
- They are fine
- Maybe only fill out if you do not finish all of the food
- Sometimes it takes so long to log in

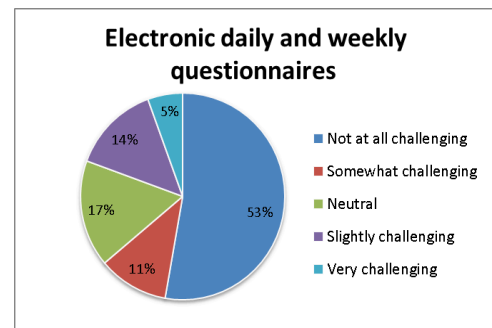
Eating my meals within the time frames recommended

- Not at all challenging (16, 44.4%)
- Somewhat challenging (6, 16.7%)
- Neutral (6, 16.7%)
- Slightly challenging (8, 22.2%)
- Very challenging (0, 0.0%)



Electronic daily and weekly questionnaires

- Not at all challenging (19, 52.8%)
- Somewhat challenging (4, 11.1%)
- Neutral (6, 16.7%)
- Slightly challenging (5, 13.9%)
- Very challenging (2, 5.6%)



Comments & Suggestions

Electronic daily and weekly questionnaires

- Recommend that the participants set aside each day to fill out the survey. I found that once I got into a routine of filling out the surveys in the morning it became a habit.

- I honestly don't really know how to make them better, I think it is a task that if I had tried harder to incorporate into my daily life, rather than in the beginning putting it off and creating the bad habits, it would have worked out better.
- Given what you were given to accomplish - I thought the entire team and process was 1st rate ... You said I'd lose 10-12% and that what we accomplished. I think you could of asked potential participants how much they wanted to lose - if they came back with 20% you would of known up front there was a MIS match (the first week a couple of the one I know dropped out me too Ed that as their goal
- keep current practice but ad weekly questions to daily form such as feeling ill
- After doing them every day they just got really old and repetitive. And they made it very hard for me to remember to do it
- The time limitations that It was the form active was challenging from time to time to fulfill. After completion the form was not accessible for corrections and additions. The fact that the form had no information on it to indicate the day that was referring to. Sometimes, I had to fill out twice in a day.
- There was nothing about mood or feelings associated with any questionnaires so there was a big disconnect in the experience we were having and the data you were collecting.
- No suggestions, we recorded reminders each day and questions only took a minute to complete. Couldn't get much easier
- Only send me a reminder when I have not complete it. I often felt like I might be completing it several times
- add a 'comment' box at end - so we can note any issues on any given day- having to dig through the website to find email addresses takes too much time and a simple comment box would make life really easy to give you quick feedback add a 'none of the above' option to the drop box because it defaults to 'everything' don't close the Sunday list so early One thing that really annoyed me about this was having to list diet soda under both 'caffeinated beverages', as well as 'artificially sweetened beverages'.
- Took 2 seconds - very easy.
- no problem at all. The email shows up and you fill it out. Although there are times when this just slips due to email overload, it is a very manageable feedback system
- The questionnaires are fine was quick and easy became habit

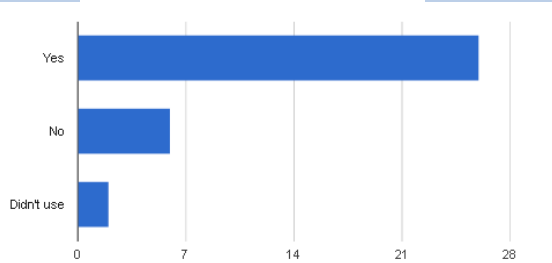
Did you find the following forms of support helpful?

(FS)2K in-person check-ins

Yes (26, 76.5%)

No (6, 17.6%)

Didn't use (2, 5.9%)



Feedback on (FS)2K in-person check-ins

- It was nice to talk in person to someone
- Personalized the process
- There was no one on one check ins.
- If this was the weekly weigh in - it seemed redundant.
- If you mean the RDs being around the (FS)2K and chatting then yes. It was great knowing someone was around. I know I talked to Megan quite a bit. She was always super friendly a supportive!
- I liked being checked on.. It kept me on track

Comment on why (FS)2K in-person check-ins were not used.

- I am not sure what is about, which form you are referring too?
- I ignored that it did exist.

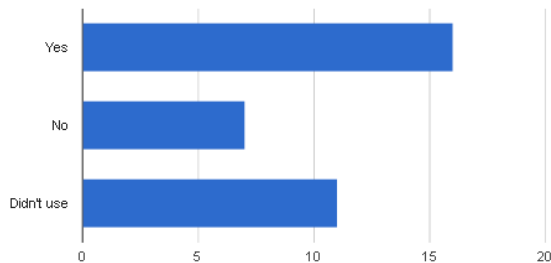
Did you find the following forms of support helpful?

(FS)2 Group workshops

Yes (16, 47.1%)

No (7, 20.6%)

Didn't use (11, 32.4%)



Feedback on (FS)2 Group workshops

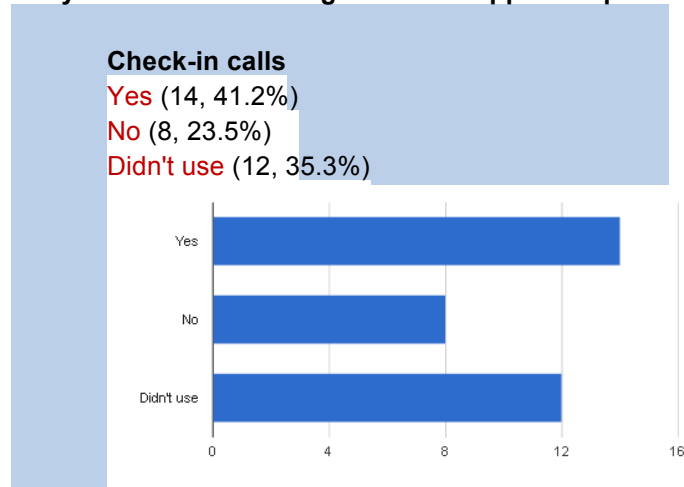
- I was unable to attend many of the sessions, but always took away helpful information when I was able to spend the time.
- Nice getting together as a group - exceeded my expectations
- I was in couple of them due to limited availability.

- very informative. Megan is a great teacher and made great presentations. I have learned a lot and it allows me to change my food habits.
- Most of this information I already knew and was not in depth enough to be helpful.
- I was unable to make any of the workshops due to my work schedule
- While intentions were good - they were too basic. Needed to deal with the emotional/psychological aspects of food and support systems.
- I'd suggest an icebreaker exercise at the beginning of each group workshop. Even something as simple as name, favorite/least favorite food to date in the program. I think something along these lines may speed up the energy and participation in the workshop.
- I was unable to participate because the time schedule that they did offer FS)2 Group workshops

Comment on why (FS)2 Group workshops were not used.

- I had a very busy schedule, and overall I was uninterested in making it work. I felt like around the FS2 Kitchen a lot of people were primarily talking about being on the study and I kind of wanted to distance myself from some negativity in the beginning.
- Work schedule made it difficult to attend some workshops. Other times the scheduling just made for a very long day with work and meeting.
- Just didn't have any more time
- timing is an issue- would be better to have someone available during mealtimes and try different days, different times to reach out to as many as possible would have liked to learn about what we were eating while in the program rather than afterward
- I think only made it to one or two of these. They were usually scheduled when I was off campus.
- Timing did not work well with my schedule
- The timing was not convenient for my work schedule

Did you find the following forms of support helpful?



Feedback on Check-in Calls

- It felt stressful.
- Ok
- It is good to have someone who cares about the small details of the personal program.
- I didn't have many check in calls except if I complained about something medically. I once had an investigator call and make accusations about my progress when they had no clue about the impact the study was having on my personal health. I asked if the doctor could follow up instead because at least she knew what was going on with me. It was very unprofessional for an investigator to call a participant when they had no clue about medical issues going on.
- These were just awkward. Getting called at work with essentially a 'how's it going?' caught me off guard.
- I think this is referring to the calls over Winter break. Most of the issues for me over Winter break were due to shipping problems. It was nice having a break from classes and assessments, but it was nice to hear from the FS2 team.
- They always did call me back after I left messages

Comment on why Check-in Calls were not used.

- I am not sure what you are referring to!
- I don't know what these are?
- Did really think much about them. I was on campus each day interacting with staff.
- I don't know what these are

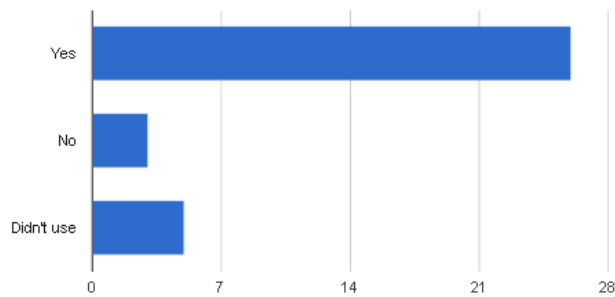
Did you find the following forms of support helpful?

(FS)2 Portal posts/announcements

Yes (26, 76.5%)

No (3, 8.8%)

Didn't use (5, 14.7%)



Feedback on (FS)2 Portal posts

- didn't always check the portal
- Could have had more been more info. there to help continue good habits after
- Generally helpful but most of the time late in communication or information had to be corrected later on.
- Easy to see and access
- Reminders set up via email were helpful
- These were always easy to access.

Comment on why (FS)2 Portal posts were not used.

- I got the same messages in my email
- Due to my limited availability i was able to visit the presentation material after the fact.
- I used the portal for meal/weight tracking. I used email reminders, a printed schedule and the portal resource center for other information. I didn't use notifications that came up in the portal.

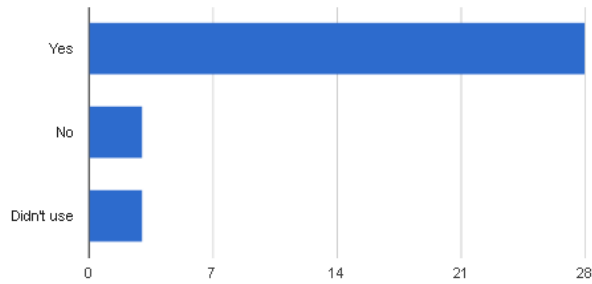
Did you find the following forms of support helpful?

(FS)2 Portal Resource Center

Yes (28, 82.4%)

No (3, 8.8%)

Didn't use (3, 8.8%)



Feedback on the (FS)2 Portal Resource Center

- it was nice to have online copies of things always available
- great resource of information, specifically Megan's presentations.
- No idea what this is.
- Easy it access when questions came up
- I didn't use this until the very end to review what information that could be helpful to me post the program
- I referenced this often to get info I needed.
- I especially like that menus

Comment on why the (FS)2 Portal Resource Center was not used.

- Didn't feel the need to use them

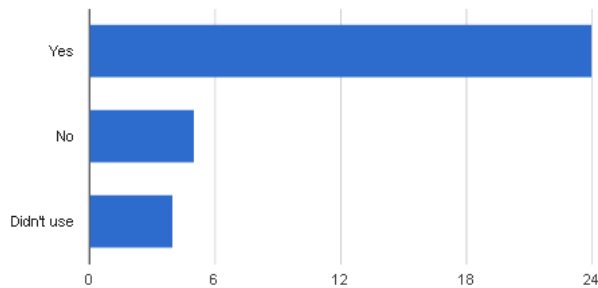
Did you find the following forms of support helpful?

(FS)2K Events (Halloween trick-or-treat, Valentine's Day give away, etc.)

Yes (24, 72.7%)

No (5, 15.2%)

Didn't use (4, 12.1%)



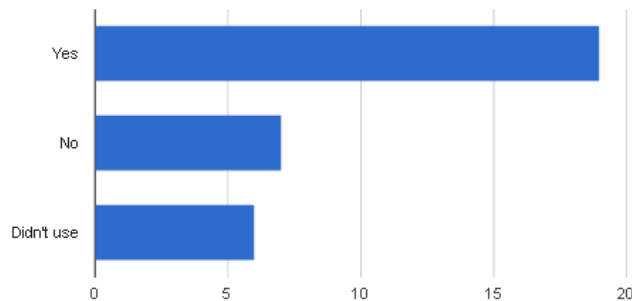
Did you find the following forms of support helpful?

(FS)2K Bulletin Board posts

Yes (19, 59.4%)

No (7, 21.9%)

Didn't use (6, 18.8%)



Feedback on (FS)2K Bulletin Board posts

- They were just kind of there.
- Accessing info when needed!
- Never seen one.
- Generally helpful although sometimes needed to be corrected.
- Combined weight loss pounds - was painful when you personally were struggling to lose...
- I constantly read the bulletin board for the information provided.
- It was nice having a central location for current information. Having it in front of the kitchen was a little awkward because that area is so small and can get congested easily. Having a larger board off to the side somewhere might be a good idea.

Comment on why (FS)2K Bulletin Board posts were not used.

- Most often I missed the announcements. I prefer the digital notice.

Please provide any additional feedback on forms of support (i.e., what we should start, stop, or continue to do).

- The poster you put up saying that conversation at the FS2 area should be positive only was EXTREMELY RUDE. It made participants feel like the team was spying on their conversations. It is important for people's thoughts and feelings to be expressed and they should not feel repressed. People should be respected about how they are feeling through this process that is very frustrating and socially limiting.
- The end of the program nutritional counseling specifics - would have been great to have that sooner. More support on the emotional side of eating and stress eating.
- teach us during breakfast/lunch mealtimes the very basics of nutrition at staggered times so everyone can be reached Still don't know anything about nutrition after 9 months of eating food that wasn't really explained- except in technical ways- simplify!!! and teach us the most basic - if you do it at the beginning- people will be able to better understand what is on their plate.
- The last couple months were rougher than I expected. It was the longest stretch without some sort of an interruption. Maybe add a contest or give-away in April. There were probably workshops that would have been helpful to break up the last couple months but I wasn't able to attend.
- Everything was great
- Great to have the FS staff in the kitchen on hand to answers questions. Would have wanted more notice of the changeover from weightloss to maintenance (at 2 weeks to go post a message that weight loss phase ends in 2 weeks

Meal schedule change policy and process (7 days' notice via the (FS)2 Portal)

- I found the staff to be very accommodating with my change requests.
- I didn't find it difficult on the food study side, it was more personal where I needed to plan in advance which wasn't always easy. Once I figured out my schedule, Lauren was amazingly accommodating.
- Did t. Other me at all
- suggest changing to 48 hours
- Sometimes certain events or emergencies cannot always fall within the 7 day change policy. Maybe look into changing this to a 48 hour policy change?
- No problem with this unless you had a very sudden change of plans, then it's just complicated for everybody
- Sometimes where unforeseeable emergencies that require schedule changes!
- not sufficiently flexible. This was an absolute nightmare. Life doesn't function in this way and there is no way to plan so far in advance like this. It is completely unrealistic. I did not have many meal changes but when I did it was very easy and Lauren would call me to confirm. The fs2 team was very responsive
- Team was very accommodating.
- didn't always know 7 days ahead but the staff was very accommodating. having food shipped when away worked well- but person needs a fridge accessible
- Lauren was very flexible and submitting requests was very straightforward. Sometimes unexpected things came up and I needed more urgent requests, but it was hard to get a hold of someone.
- No issues - made sense to me with the magnitude of what needed to be coordinated.
- I had no issues with this at all. As a matter of fact, Lauren was ALWAYS willing to make needed adjustments.
- The system is fine
- Despite sudden changes in my schedule inside the 7 day window, the kitchen was always able to process my requests. Thank you!
- Have a form on site that you can quickly fill out and hand to Lauren
- Should be only 3 days' notice

Please share any additional insights and/or constructive comments about your experiences in the second cohort of the Framingham State Food Study.

- too restrictive on taste preferences
- I wish to share my appreciation to the staff. Everyone was always approachable and helpful.
- Overall the participants need to put in a lot of work, and it is up to the participant to be successful or not.
- I was surprised hydration wasn't discussed or certain level recommended Doctor who does the fat biopsy was interesting Staff in the house and at the kitchen were excellent ... Somebody is great at HR!! Thank you for letting me be a part of your study - have a nice summer!
- Suggest sensitivity training for some members when approaching participants about eating additional food outside study...from discussions with other participants this encouraged some to not be truthful in reporting.
- Although this was made clear this was a food study this was also a lifestyle change and commitment to the participants for 9 months. It would have been nice to have more time spent with the participants what to expect when transitioning off the study. Providing study menus, etc?
- Very grateful - learned a lot
- More one-on-one meeting with Lisa or Megan. More satisfaction surveys after the first phase and in the mid maintenance phase more flexibility and more smiles at the kitchen. More communication about the different waves. More information about the goal of the food study. A lot of people were confused and generated conspiracy theories.
- I generally felt that the people running the study (admin/investigators/food service leadership) didn't care about the people in the study. They were quick to blame instead of using empathy and understanding. The 'head' people in the kitchen never smiled or introduced themselves.. Overall, there was a lack of introduction and the study workers knew everyone's name but we didn't get introduced. This is a basic professional behavior to introduce yourself. They wouldn't greet you when you walked up to the FS2 area as well. Often I would have to ask if anyone was available to slide my card. They never remembered that we took our snack, breakfast and lunch every day-this went on for the full 9 months. The people doing the assessments were VERY professional and kind. Generally we had a lot of fun with the assessment group and they did a great job. They showed a lot more empathy for the experience but we did not meet them every day. They were 100X more open to feedback and improvements. The people in the house were the best part of the study and maybe they should take on a larger role since they do such a great job. The students in both areas overall did a great job and were the best part of the study. Meghan Sandman was very nice and tried to connect with people at least.

- It was quite challenging but I enjoyed every bit of it and I lost a lot of weight as well.
- The one thing I wish was part of the study, if we were allowed a cheat meal or day once per week. The change would help with temptation and cravings. Also some of the food in the low carb diet repeated too often, i wish there were a way to customize meals a little bit so if food repeated too often at least it would be something that was very enjoyable
- If the recipes were better I would have enjoyed the study.
- This was a great program- couldn't have lost weight without it- feel a year younger for every pound lost- wish everyone could do this. It was a bit more time consuming than I thought it would be- but well worth it! Everyone on the program was very friendly and I appreciate being provided this opportunity. Just wish I had learned more about some simple meal and snack choices when the hunger hits. Find myself reverting to bad habits due to lack of any nutrition knowledge. There were many times I would have communicated in the daily food survey- but there was no place to put my comments- so a comment box at the end of each survey might provide you with interesting information.
- Parking, as previously identified. Sauces-As we progressed into the test phase, I found the sauces on the low carb diet getting very repetitive. If there is a way to adjust the frequency of some of the sauces it would improve the meals. Just my \$.02. If you ever need someone to speak on behalf of the benefits of the program, please feel free to contact me.
- The food was more tasty in the first half of the program than the last part
- Good to hear stories of the past study participants. I am available if you want to have a past participant give their story.
- I feel I had enough info about the program before I started.
- I felt this is where it seemed to get very boring. The variety of food, especially the fish was stagnant. Take home of fish just doesn't do well. Nothing seemed fresh. There was nothing to look forward to. In the weight loss part your goal was being satisfied by your weight loss.
- Most of the food was excellent! Would love for recipes to be made available. All of the FS2 and BCH researchers, everyone at the FS2 House, the FSU employees and the Sodexo and student staff were wonderful. Had a great experience during my participation and would happily do it all over again.
- Daily menu posted at the kitchen. When we check in I would love to see what we are getting. I know we have them on line.

Did you participate in the Metabolic Fuels ancillary study?

Yes (14, 43.8%)

No (18, 56.3%)

Please provide any feedback you have regarding the experience as a participant in this [Metabolic Fuels] study.

- none
- I have no problems whatsoever, the staff for the very kind patient and understanding and made my time there close to effortless
- Everything was very well explained and there were no surprises. From the conversations I had with fellow participants, some had painful procedures and others did not. My two were very painful but recovery was quick
- It was a little more intense than I expected. It was definitely more of a medical procedure than any of the assessments and was a little intimidating. I had a rough recovery from the second procedure. I don't regret doing it, but I'm glad I don't have to do it again. Everyone involved was very friendly and warm. I had to go back to see Dr. Apovian due to my complication and she was very apologetic and kind. I felt much better after seeing her knowing that what happened wasn't anything super serious and should resolve itself, which it did after a bit.
- Those were all fine. In fact I found that part very intriguing. The knowledge that this study hopefully obtains is exciting to me.
- They made so easy for me to participate. I had to change my appointment few times because my busy schedule, but I had no problem in rescheduling it.
- My particular experience was definitely not ideal, found the procedure to be extremely painful and the Doctor that performed the procedure had zero "bedside manner", and did not listen to my very vocal complaints of pain and requests to stop. It was truly my only negative encounter during the entire study.

A meeting of the research staff was held in August, 2016, to review the survey and comments. The following action items have been identified:

1. Assessments are challenging. The FS² House will continue to be open on at least one weekend day during each assessment wave. The team is considering additional weekend days. The staff will also continue to be open during some Federal/State holidays (e.g. Columbus Day, Veterans Day). Evening hours will be added to help in scheduling. Participants will be encouraged to schedule several procedures on the same day.
2. A separate email will be sent to remind participants about all fasting requirements.
3. A master schedule indicating assessment dates as well as the weight loss/maintenance phases will be added to the portal.
4. The deadline for the electronic meal log submission will be moved to Monday at midnight (rather than Sunday at midnight) so that participants can log weekend meals during the work/school week.
5. Check-in calls over winter break: participants will receive an email in advance alerting them to expect a telephone check-in call sometime in the upcoming week.
6. RD counseling support will continue throughout the study, both via individual and group support sessions. Additional support during the transition time of weight loss to maintenance will be added. The monthly group meeting will include a panel of past participants who will discuss their feelings and strategies about this transition phase. Weight loss maintenance strategies will be added at the end of the study.
7. Bulletin board posts: combined weight loss pounds will continue to be posted on the kiosk bulletin board.
8. To help with the lengthy weight maintenance phase and reduce monotony, a special meal will be added in April.
9. Meal schedule change policy and process (7 days' notice via portal): due to logistics, there is nothing that can be done to shorten this required time period.
10. A copy of the Study Payment Calendar will be added to the portal.
11. Customer service training will be provided to all NRAs in August/early September