

# BioSense Platform User Satisfaction Survey for Local Users

## Section 1: General Information Local User

The questions in this survey should be answered by a local user who has used the BioSense Platform in the past 30 days to conduct syndromic surveillance activities.

This section contains questions regarding a local user's experience with using the BioSense Platform.

- 1) How would you describe your expertise level with using the BioSense Platform to conduct syndromic surveillance activities?
  - a. Advanced
  - b. Intermediate
  - c. Novice
  - d. Unsure of level

## Section 2: Local User perspective of the utility and functionality of the Adminer and RStudio Applications

This section contains questions regarding information on the conduct of different activities using the NSSP BioSense Platform's Adminer and RStudio anytime in the past 30 days.

Please indicate if you were or were not able to successfully conduct the activity. Successfully conducting the activity is defined as obtaining the result intended.

Note any problems or errors that caused you to either take longer to complete or not be able to complete the activity at all.

- 1) What application do you use to view the staging or production versions of your data tables in the BioSense Platform?
  - a. Adminer
  - b. Rstudio
  - c. Both
  - d. None (If none is selected, move to question 2, then move to Section 3)

- 2) Please provide a reason why Adminer or Rstudio has not been used? (optional)

- 3) In the past 30 days, have you successfully verified your site's facilities in the Master Facility Table (MFT)?

- Yes
- No

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3a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 4.

4) In the past 30 days, have you successfully viewed your sites' facility records that could not be uploaded to the MFT?

- Yes
- No

4a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 5.

5) In the past 30 days, have you successfully viewed your site's original message sent to the BioSense Platform?

- Yes
- No

5a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 6.

6) In the past 30 days, have you successfully viewed your site's processed data?

- Yes
- No

6a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 7.

7) In the past 30 days, have you successfully verified your site's processed messages that didn't meet the minimum criteria for processing?

- Yes
- No

7a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 8.

8) In the past 30 days, have you successfully viewed your site's exceptions reasons table for processed data?

- Yes
- No

8a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 9.

9) In the past 30 days, have you successfully shared Rstudio project with other users for collaboration?

- Yes
- No

9a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to section 3.

### **Section 3: Local User perspective of the utility and functionality of the ESSENCE Application**

*This section contains questions regarding information on the conduct of different activities using the NSSP BioSense Platform's ESSENCE anytime in the past 30 days.*

*Please indicate if you were or were not able to successfully conduct the activity. Successfully conducting the activity is defined as obtaining the result intended.*

*Note any problems or errors that caused you to either take longer to complete or not be able to complete the activity at all.*

1) In the past 30 days, have you successfully created data quality reports for completeness, timeliness, or validity on a parameter related to the data to which you have been granted access?

- Yes
- No

1a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 2.

2) In the past 30 days, have you successfully assessed visit counts (statewide, county-wide and/or by hospital) for a particular syndrome(s) or sub-syndrome(s) for the data granted access to by a site administrator?

- Yes
- No

2a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 3.

3) In the past 30 days, have you successfully viewed alerts by region/syndrome, county/syndrome, hospital/syndrome, spatial alerts, and time of arrival alerts for the data granted access to by a site administrator?

- Yes
- No

3a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 4.

4) In the past 30 days, have you successfully investigated alerts by region/syndrome, county/syndrome, hospital/syndrome, spatial alerts, and time of arrival alerts for the data granted access to by a site administrator?

- Yes
- No

4a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 5.

5) In the past 30 days, have you successfully created alerts?

- Yes
- No

5a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 6.

6) In the past 30 days, have you successfully saved alerts to the dashboard?

- Yes
- No

6a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 7.

7) In the past 30 days, have you successfully shared alerts with another user?

- Yes
- No

7a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 8.

8) In the past 30 days, have you successfully created queries and time series to assess trend of syndrome(s) or sub-syndrome(s) of interest for the data granted access to by a site administrator?

- Yes
- No

8a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 9.

9) In the past 30 days, have you successfully assessed trends across different strata (age group, hospitals, region, etc.)?

- Yes
- No

9a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 10.

10) In the past 30 days, have you successfully investigated the data details when assessing trends by different variables (age, sex, zip code, etc.)?

- Yes
- No

10a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 11.

11) In the past 30 days, have you successfully assessed the distribution by geographic location and other parameters?

- Yes
- No

11a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 12.

12) In the past 30 days, have you successfully assessed counts or trends for chief complaints, discharge diagnoses and/or discharge dispositions?

- Yes
- No

12a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 13.

13) In the past 30 days, have you successfully saved queries to the dashboard?

- Yes
- No

13a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 14.

14) In the past 30 days, have you successfully downloaded data of interest?

- Yes
- No

14a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 15.

15) In the past 30 days, have you successfully shared queries with another user?

- Yes
- No

15a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to question 16.

16) In the past 30 days, have you successfully created reports?

- Yes
- No

16a) Please indicate any problems or errors you encountered when conducting this activity. If none, go to section 4.

#### **Section 4: Local User perspective of the ease of use and satisfaction of ESSENCE**

*This section contains questions related to your use of ESSENCE to conduct syndromic surveillance activities. Of note, the questions are based on System Usability Scale (SUS) Brooke J., 1986*

<https://www.usability.gov/how-to-and-tools/methods/system-usability-scale.html>

- 1) I would like to use this application frequently.
  - a. Strongly Disagree
  - b. Disagree
  - c. Neutral
  - d. Agree
  - e. Strongly agree
- 2) I found this application unnecessarily complex.
  - a. Strongly Disagree
  - b. Disagree
  - c. Neutral
  - d. Agree
  - e. Strongly agree
- 3) I thought this application was easy to use.

- a. Strongly Disagree
  - b. Disagree
  - c. Neutral
  - d. Agree
  - e. Strongly agree
- 4) I need the support of a technical person to be able to use this application.
- a. Strongly Disagree
  - b. Disagree
  - c. Neutral
  - d. Agree
  - e. Strongly agree
- 5) I found the various functions in this application were well integrated.
- a. Strongly Disagree
  - b. Disagree
  - c. Neutral
  - d. Agree
  - e. Strongly agree
- 6) I thought there was too much inconsistency in this application.
- a. Strongly Disagree
  - b. Disagree
  - c. Neutral
  - d. Agree
  - e. Strongly agree
- 7) I believe that most people will learn to use this application very quickly.
- a. Strongly Disagree
  - b. Disagree
  - c. Neutral
  - d. Agree
  - e. Strongly agree
- 8) I found this application very cumbersome to use.
- a. Strongly Disagree
  - b. Disagree
  - c. Neutral
  - d. Agree
  - e. Strongly agree
- 9) I felt very confident using this application.
- a. Strongly Disagree
  - b. Disagree
  - c. Neutral
  - d. Agree
  - e. Strongly agree
- 10) I needed to learn a lot of things before I could get going with this application.



- a. Strongly Disagree
- b. Disagree
- c. Neutral
- d. Agree
- e. Strongly agree

11) I find the BioSense Platform and the applications useful.

- a. Strongly Disagree
- b. Disagree
- c. Neutral
- d. Agree
- e. Strongly agree

12) The BioSense Platform and the applications meet my syndromic surveillance and analytical needs.

- a. Strongly Disagree
- b. Disagree
- c. Neutral
- d. Agree
- e. Strongly agree

#### **Section 5: Local User perspective of the usefulness of the quick start guides**

*This section contains questions related to use of the quick start guides.*

1) Did you use the Adminer quick start guide?

- a. Yes (go to question 2)
- b. No (go to question 3)

2) The Adminer quick start guide was useful.

- a. Strongly disagree
- b. Disagree
- c. Neutral
- d. Agree
- e. Strongly agree

3) Did you use the ESSENCE quick start guide?

- a. Yes (go to question 4)
- b. No (go to question 5)

4) The ESSENCE quick start guide was useful.

- a. Strongly disagree
- b. Disagree
- c. Neutral
- d. Agree
- e. Strongly agree

5) Did you use the RStudio Pro quick start guide?

- a. Yes (go to question 6)
- b. No (go to Section 6)

- 6) The RStudio Pro quick start guide was useful.
- a. Strongly disagree
  - b. Disagree
  - c. Neutral
  - d. Agree
  - e. Strongly agree

**Section 6: Local User perspective of the improvements that can be made to the BioSense Platform**

- 1) Please indicate any suggestions you have about how the BioSense Platform and its applications (ESSENCE, Adminer, and RStudio) can be improved. (optional)

**Thank you for your feedback. Your responses are greatly appreciated.**