

## Epi-Info Screen Shots of BioSense Platform User Satisfaction Survey for Local Users


### Introduction

#### BioSense Platform User Satisfaction Survey for Local Users

Form Approved  
OMB No. 0920-0974  
Expiration Date: 10/31/2019

Welcome to the BioSense Platform User Satisfaction Survey for Local Users. Your feedback is critical in helping the NSSP team improve the functionality of the platform and tools developed to meet the users' needs. The public reporting of this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information unless it displays a currently valid OMB control number. Comments regarding the burden estimate or any other aspect of this collection of information must be sent to CDC/ATSDR Reports Clearance Officer, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333 ATTN: PRA (0920-0974).

2cd8

 Please save this pass code in reference to your survey response.

**Begin Survey**

Survey Starting Date: Wednesday, May 03, 2017 12:00 AM

Survey Closing Date: Wednesday, July 19, 2017 11:59 PM

### 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?

### 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?

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)?

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?

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

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

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

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?

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?

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?

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?

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?

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?

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?

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?

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

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

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

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?

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?

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?

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.)?

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.)?

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

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

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

Select 

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?

Select 

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?

Select 

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?

Select 

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?

Select 

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?

Select 

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.

2) I found this application unnecessarily complex.

3) I thought this application was easy to use.

4) I need the support of a technical person to be able to use this application.

5) I found the various functions in this application were well integrated.

6) I thought there was too much inconsistency in this application.

7) I believe that most people will learn to use this application very quickly.

8) I found this application very cumbersome to use.

9) I felt very confident using this application.

10) I needed to learn a lot of things before I could get going with this application.

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

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

### 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?

2) The Adminer quick start guide was useful.

3) Did you use the ESSENCE quick start guide?

4) The ESSENCE quick start guide was useful.

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

6) The RStudio Pro quick start guide was useful.

### 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)



## BioSense Platform User Satisfaction Survey for Local Users



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