

# BioSense Platform User Satisfaction Survey for Site Administrators

## Section 1: General Information Site Administrator

The questions in this survey should only be answered by a site administrator.

This section contains questions regarding general information about the site administrator's position and use of 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. Not sure
- 2) Have you used the BioSense Platform and its tools at least once in your jurisdiction since your jurisdiction was transitioned to the new platform?
  - a. Yes
  - b. No

If yes, go to question 3.

If no, go to question 7.

- 3) How often is the BioSense Platform usually used in your jurisdiction?
  - c. Daily
  - d. Weekly
  - e. Monthly
  - f. Quarterly
- 4) Do you currently use another syndromic surveillance data platform in addition to the BioSense Platform?
  - a. Yes
  - b. No

If yes, go to question 5. If no, go to Section 2.

- 5) What is the other local system you use?

- 6) Please indicate why you would use another syndromic surveillance data platform in addition to the BioSense Platform.

The public reporting of this collection of information is estimated to average 15 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. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to – CDC/ATSDR Reports Clearance Officer, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333 ATTN: PRA (0920-0974).

After responding to this question, go to Section 2.

- 7) Please provide a reason for not using the BioSense Platform.

After responding to this question, go to Section 2.

## Section 2: Site Administrator perspective of the utility and functionality of the Access and Management Center (AMC) application

*This section contains questions regarding information on the conduct of different activities using the NSSP BioSense Platform's AMC Application 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 at least one user account for a user in your site?

- 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 "viewed" existing users in your site?

- 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 edited existing users in your site?

- 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 created at least one data access rule for a user within your site?

- Yes
- No

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

5) In the past 30 days, have you successfully created at least one data access rule for a user NOT within your site?

- Yes
- No

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

6) In the past 30 days, have you successfully explored a data access report?

- Yes
- No

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

7) In the past 30 days, have you successfully generated a user report?

- Yes
- No

7a) Please indicate any problems or errors encountered when conducting this activity. If none, go to Section 3.

### Section 3: Site Administrator perspective of the ease of use and satisfaction of the Access and Management Center (AMC) application

*This section contains questions related to your experience using the AMC 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 plan 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 would 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 can 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 4: Site Administrator perspective of the usefulness of the AMC quick start guide**

*This section contains questions related to your experience in using the AMC quick start guide.*

- 1) Did you use the Access and Management Center (AMC) quick start guide?
  - a. Yes (go to question 2)
  - b. No (go to section 5)
- 2) The Access and Management Center quick start guide was useful.
  - a. Strongly disagree
  - b. Disagree
  - c. Neutral
  - d. Agree
  - e. Strongly agree

### **Section 5: Site Administrator perspective of the enhanced data flow**

*This section contains questions related to your perception of the enhanced Nssp data flow.*

- 1) The enhanced Nssp data flow (i.e. the receiving and processing of data) in the BioSense Platform is clear to me.
  - a. Strongly disagree
  - b. Agree
  - c. Neutral
  - d. Agree
  - e. Strongly Agree
- 2) The enhanced data flow has helped me better identify if there are issues with my data (related to completeness, timeliness, etc.) that need to be followed up on.
  - a. Strongly disagree
  - b. Disagree
  - c. Neutral
  - d. Agree
  - e. Strongly Agree
- 3) Please provide any comments or suggestions you have regarding the data flow. (optional)

- 4) Did you use the data flow documentation?
  - a. Yes (go to question 5)
  - b. No (go to Section 6)
- 5) The data flow documentation was useful.
  - a) Strongly disagree
  - b) Disagree
  - c) Neutral
  - d) Agree
  - e) Strongly agree

## Section 6: Site Administrator perspective of the transition process to the BioSense Platform

*This section contains questions related to your perception of the activities conducted during your site's transition process to the new BioSense Platform.*

*These activities include: Master Facility Table (MFT) Clean-Up process; Adminer Orientation and setting up Adminer accounts, Access and Management Center (AMC) and ESSENCE Orientation and setting up Site Administrator accounts; and webinars about the new functionality, updates, and data flow.*

*For each activity below, please select 'Yes' if the activity went well during the transition process or select 'No' if the activity did not work well during the transition process.*

- 1) MFT clean-up process
  - a. Yes
  - b. No
- 2) Adminer Orientation
  - a. Yes
  - b. No
- 3) Setting up Adminer accounts, and using Adminer to review data
  - a. Yes
  - b. No
- 4) AMC and ESSENCE Orientation
  - a. Yes
  - b. No
- 5) Setting up Site Administrator accounts
  - a. Yes
  - b. No
- 6) Creating user accounts for ESSENCE using the AMC
  - a. Yes
  - b. No
- 7) Exploring data using ESSENCE
  - a. Yes
  - b. No
- 8) Please indicate if there is anything in the transition process that you found helpful for your activities during and after transition. If none, go to the next question.

- 9) In your opinion, how well were the activities of the transition process communicated to you?
  - a. Very Well
  - b. Well
  - c. Neutral
  - d. Not well

e. Not well at all

10) Please indicate your level of agreement with the following statement:

“I was aware of the opportunities to participate in activities that informed the BioSense Platform functionality”?

a. Strongly disagree

b. Disagree

c. Neutral

d. Agree

e. Strongly Agree

**Section 7: Site Administrator perspective of the improvements that can be made to the AMC application**

1) Please indicate any suggestions you have about how the AMC application can be improved. (optional)

**Thank you for taking the time to fill out the survey. Your feedback is greatly appreciated.**