

NSSP BioSense Platform User Assessment

This information collection is for registered users of the National Syndromic Surveillance Program’s BioSense Platform. The questions ask about user experiences with the BioSense Platform, associated applications (Access & Management Center [AMC], ESSENCE, Adminer, SAS Studio, and RStudio), the platform-related quick start guides, and the NSSP Support Desk.

Section 1 – General information about the respondent

- 1) Which of the following best describes the work you do?
 - a. Epidemiology, surveillance, data analytics, or other similar types of work
 - b. Public health program and operations support, coordination, or management
 - c. Public health informatics, hardware/software, or other related work
 - d. Other (If other, please go to question #1a, else go to question #2)

1a) Please describe the work you do (optional – For those who chose “Other” when responding to question 1) _____

- 2) How would you describe your level of expertise with using the BioSense Platform and its applications to view and analyze data?
 - a. Advanced
 - b. Intermediate
 - c. Novice
 - d. Unsure of the level

3) Please indicate your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a) I find the BioSense Platform useful:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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- b) I find the BioSense Platform easy to use: 0 0 0 0 0

Section 2 – Utility and functionality of the BioSense Platform’s AMC application

- 4) Do you have a site administrator account on the BioSense Platform’s AMC (this account enables you to create user accounts for others, create user groups, and create data access rules)?
- Yes (If Yes, please go to question 5)
 - No (If No, please skip questions 5 to 9 and go to question 10)
 - Do not know (If Do not know, please skip questions 5 to 9 and go to question 10)
- 5) In the past 6 months, have you used the AMC to create or modify a **user account**?
- Yes – I have done this activity and did not encounter difficulty
 - Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #5a, else go to question #6)
 - No – I have not done this activity
 - Do not know
- 5a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____
- 6) In the past 6 months, have you used the AMC to create or modify a **user group**?
- Yes – I have done this activity and did not encounter difficulty
 - Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #6a, else go to question #7)
 - No – I have not done this activity
 - Do not know.
- 6a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____
- 7) In the past 6 months, have you used the AMC to create or modify a **data access rule**?
- Yes – I have done this activity and did not encounter difficulty
 - Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #7a, else go to question #8)
 - No – I have not done this activity
 - Do not know

- 7a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____
- 8) In the past 6 months, have you used the AMC to view or update your site's Master Facility Table?
- Yes – I have done this activity and did not encounter difficulty
 - Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #8a, else go to question #9)
 - No – I have not done this activity
 - Do not know
- 8a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____
- 9) In the past 6 months, have you used the AMC Reports Tab to view the data your site users can access?
- Yes – I have done this activity and did not encounter difficulty
 - Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #9a, else go to question #10)
 - No – I have not done this activity
 - Do not know
- 9a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____
- 10) In the past 6 months, have you used the AMC to create or change your password?
- Yes – I have done this activity and did not encounter difficulty
 - Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #10a, else go to question #11)
 - No – I have not done this activity
 - Do not know
- 10a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____
- 11) Please indicate your level of agreement with the following statements:
- | | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|---------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| a) I find the AMC application useful: | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

b) I find the AMC application easy to use: 0 0 0 0 0

- 12) Please provide any suggestions you have on how the AMC application can be improved (optional).

Section 3 – Utility and functionality of the NSSP BioSense Platform’s ESSENCE application

- 13) On average, how often do you use the NSSP BioSense Platform’s ESSENCE application?
- Daily
 - Once a week or more - but less than daily
 - Once a month or more - but less than once a week
 - Less than once a month
 - I don’t use the NSSP BioSense Platform’s ESSENCE application (if you choose this response, skip the remaining questions in this section and go to question #28)
- 14) In the past 30 days, have you used the **Query Portal** in ESSENCE to generate/explore a time series query for a syndrome, sub-syndrome, or any query defined using CC and/or DD?
- Yes – I have done this activity and did not encounter difficulty
 - Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #14a, else go to question #15)
 - No – I have not done this activity
 - Do not know
- 14a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____
- 15) In the past 30 days, have you used the **Query Portal** in ESSENCE to run other types of queries (i.e. other than those mentioned in question 14 above)?
- Yes – I have done this activity and did not encounter difficulty
 - Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #15a, else go to question #16)
 - No – I have not done this activity
 - Do not know

- 15a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____
- 16) In the past 30 days, have you used the **Data Quality Tab** in ESSENCE to generate data quality metrics such as percent completeness, percent mapped to known values, or percent received within 24 hours?
- Yes – I have done this activity and did not encounter difficulty
 - Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #16a, else go to question #17)
 - No – I have not done this activity
 - Do not know
- 16a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____
- 17) In the past 30 days, have you used the **Alerts List Tab** in ESSENCE to view or explore alerts *potentially* indicating public health events?
- Yes – I have done this activity and did not encounter difficulty
 - Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #17a, else go to question #18)
 - No – I have not done this activity
 - Do not know
- 17a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____
- 18) In the past 30 days, have you used the **myESSENCE Tab** in ESSENCE?
- Yes – I have done this activity and did not encounter difficulty
 - Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer, go to question #18a, else go to question #19)
 - No – I have not done this activity
 - Do not know
- 18a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____
- 19) In the past 30 days, have you used the **data details function** in ESSENCE to review a line listing of query results?
- Yes – I have done this activity and did not encounter difficulty
 - Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #19a, else go to question #20)

- No – I have not done this activity
 - Do not know
- 19a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____
- 20) In the past 30 days, have you used the **Query Manager Tab** in ESSENCE to view or modify saved queries?
- Yes – I have done this activity and did not encounter difficulty
 - Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #20a, else go to question #21)
 - No – I have not done this activity
 - Do not know
- 20a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____
- 21) In the past 30 days, have you used the **myESSENCE or Query Manager Tab** in ESSENCE to share your data with other users?
- Yes – I have done this activity and did not encounter difficulty
 - Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #21a, else go to question #22)
 - No – I have not done this activity
 - Do not know.
- 21a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____
- 22) In the past 30 days, have you used the **Map Portal Tab** in ESSENCE to view or examine data?
- Yes – I have done this activity and did not encounter difficulty
 - Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #22a, else go to question #23)
 - No – I have not done this activity
 - Do not know
- 22a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____
- 23) In the past 30 days, have you used the **Reports Tab** in ESSENCE to generate reports?
- Yes – I have done this activity and did not encounter difficulty

- Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #23a, else go to question #24)
- No – I have not done this activity
- Do not know

23a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____

24) Please indicate your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a) I find ESSENCE useful:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) I find ESSENCE easy to use:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25) Please identify the top three activities you commonly perform with ESSENCE (or other applications on the BioSense Platform)
(e.g., routinely monitor syndromes/sub-syndromes, analyze opioid crisis-related data, support response to local public health issues)

26) In addition to emergency department (ED) data, what other data do you commonly use (or would most like to use) in your syndromic surveillance activities?
Please identify up to three types or sources of data:

27) Please provide any suggestions you have on how the ESSENCE can be improved (optional):

Section 4 – Utility and functionality of the NSSP BioSense Platform’s Adminer, RStudio, and SAS Studio applications

- 28) Do you have access to the Master Facility Table (MFT) data or pre-ESSENCE data (e.g., the data in Raw Messages Table, Exceptions Table, Processed Messages Table) for your site in the BioSense Platform?
- Yes (If Yes, please go to question number 29)
 - No (If No, please skip the remaining questions in this section and go to question number 36)

- Do not know (If Do not know, please skip the remaining questions in this section and go to question number 36)
- 29) Do you use (or have you used) any of the following applications to view, verify, or analyze the Master Facility Table (MFT) data or pre-ESSENCE data for your site (e.g., the data in Raw Messages Table, Exceptions Table, Processed Messages Table)? (Please check all that that apply.)
- Adminer
 - RStudio
 - SAS Studio
 - No, I have not used these applications for MFT or pre-ESSENCE data (If No, please skip the remaining questions in this section and go to question n#36)
 - Do not know (If Do not know, please skip the remaining questions in this section and go to question #36)
- 30) In the past 30 days, have you viewed or verified your site's facilities in the Master Facility Table (MFT) in the BioSense Platform?
- Yes – I have done this activity and did not encounter difficulty
 - Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #30a, else go to question #31)
 - No – I have not done this activity
 - Do not know
- 30a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____
- 31) In the past 30 days, have you used Adminer to view or analyze pre-ESSENCE data for your site (e.g., the data in Raw Messages Table, Exceptions Table, Processed Messages Table) in the BioSense Platform?
- Yes – I have done this activity and did not encounter difficulty
 - Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #31a, else go to question #32)
 - No – I have not done this activity
 - Do not know
- 31a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____
- 32) In the past 30 days, have you used RStudio to view or analyze pre-ESSENCE data for your site (e.g., the data in Raw Messages Table, Exceptions Table, Processed Messages Table) in the BioSense Platform?

- Yes – I have done this activity and did not encounter difficulty
- Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #32a, else go to question #33)
- No – I have not done this activity
- Do not know

32a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____

33) Did you know SAS Studio is now available to users on the BioSense Platform?

- Yes.
- No.

34) In the past 30 days, have you used SAS Studio to view or analyze pre-ESSENCE data for your site (e.g., the data in Raw Messages Table, Exceptions Table, Processed Messages Table) in the BioSense Platform?

- Yes – I have done this activity and did not encounter difficulty
- Yes – I have done this activity (or tried to do this activity) but encountered difficulty (If you select this answer go to question #34a, else go to question #35)
- No – I have not done this activity
- Do not know

34a) Please briefly describe the difficulty (optional - if you indicated encountering difficulty with the activity) _____

35) Please provide any suggestions you have on how the Adminer, RStudio, and/or SAS Studio applications can be improved (optional):

Section 5 – Utility and functionality of the quick start guides and the NSSP Support Desk and training preferences

36) On a scale of 1 to 5 (with 1 being *only a little useful* and 5 being *extremely useful*), please indicate how useful you have found the following quick start guides for helping you to begin using (or as a quick reference about the features and functions of) the BioSense Platform applications.

	Not at all useful				Extremely useful
The AMC Quick Start Guide	1	2	3	4	5

The ESSENCE Quick Start Guide	1	2	3	4	5
The Adminer Quick Start Guide	1	2	3	4	5
The SAS Studio Quick Start Guide	1	2	3	4	5
The RStudio Quick Start Guide	1	2	3	4	5
The Master Facility Table Quick Start Guide	1	2	3	4	5

37) In the past 30 days, have you used the NSSP Service Desk for any BioSense Platform-related support needs?

- Yes (If Yes, go to question number 38)
- No (If No, go to question number 39)
- Do not know (If Do not know, go to question number 39)

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

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The NSSP Service Desk has been helpful in addressing my BioSense Platform-related support needs	0	0	0	0	0

39) Please provide any suggestions you have on how the NSSP Service Desk can be improved. (Optional)

40) Please provide comments or suggestions you have about information materials (e.g., quick start guides) or trainings you would like on how to use the BioSense Platform and its applications (e.g., AMC, ESSENCE, Adminer, SAS Studio, and RStudio). (Optional)

Thank you for participating in this assessment.