DCIPHER External User Satisfaction Survey

Form Approved

OMB Control

No.: 0920-1071 Expiration date: 05/31/2024

Public reporting burden 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. An agency may not conduct or sponsor, and a person is not required to respond to a 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 0920-1071

Note, this survey is comprised of eight smaller sections. Please complete all sections prior to submission. When you submit this form, the owner will see your name and email address. Thank you in advance for your time and participation!

Demographic and Baseline Questions

1. Please select all instances in which you've used the DCIPHER platform.

☐ COVID-19 Response
☐ Mpox Response
☐ National Wastewater Surveillance System
☐ System for Outbreak Response Coordination and Surveillance
☐ Other

2. In total, approximately how many months have you actively used DCIPHER? This includes time spent on past response efforts that are no longer active.

3. During the period of time when you were actively using DCIPHER, approximately how many hours did you spend in the platform each week?

Platform Functionality

4. Which DCIPHER applications do you find most valuable? Select all that apply. ⓘ

☐ Forms
☐ Preparation
☐ Data Lineage
☐ Data Health
☐ Recipes
☐ Contour
☐ Object Explorer

5. Which DCIPHER applications do you use least often? Select all that apply. ⓘ

☐ Forms
☐ Preparation
☐ Data Lineage
☐ Data Health
☐ Recipes
☐ Contour
☐ Object Explorer

☐ Quiver   ☐ Quiver
☐ Workshop   ☐ Workshop
☐ Code Workbook   ☐ Code Workbook
☐ Code Repositories   ☐ Code Repositories
☐ Notepad   ☐ Notepad
☐ Reports   ☐ Reports

6. Please indicate your satisfaction with DCIPHER's ability to support each phase of the data management lifecycle. If you do not have experience with one or more phases, select "N/A."

Data Collection and Ingestion

○ Very Satisfied
○ Satisfied
○ Neutral
○ Unsatisfied
○ Very Unsatisfied
○ N/A

Data Integration, Management, and Transformation

○ Very Satisfied
○ Satisfied
○ Neutral
○ Unsatisfied
○ Very Unsatisfied
○ N/A

Data Analysis and Reporting

○ Very Satisfied
○ Satisfied
○ Neutral
○ Unsatisfied
○ Very Unsatisfied
○ N/A

Data Security, Collaboration, and Sharing

○ Very Satisfied
○ Satisfied
○ Neutral
○ Unsatisfied
○ Very Unsatisfied
○ N/A

7. Which of the following items do you feel are DCIPHER's greatest functional strengths? Select all that apply.

☐ Security
☐ Data management
☐ Data sharing and collaboration
☐ Data transparency and tracking
☐ Data pipeline visualization
☐ Data ingestion
☐ Re-use of pipeline components, code, and/or data connections
☐ Accessibility for users with varying coding experience
☐ Interoperability with other systems
☐ Accessibility to CDC partners
☐ Other

Usability

8. Please indicate your satisfaction with the following items as they relate to DCIPHER's usability. If you do not have experience with one or more items, select "N/A."

Platform organization/structure

○ Very Satisfied
○ Satisfied
○ Neutral
○ Unsatisfied
○ Very Unsatisfied
○ N/A

Ease of platform navigation

○ Very Satisfied
○ Satisfied
○ Neutral
○ Unsatisfied
○ Very Unsatisfied
○ N/A

Ability to locate the tools/information you need

○ Very Satisfied
○ Satisfied
○ Neutral
○ Unsatisfied
○ Very Unsatisfied
○ N/A

Ability to locate data

○ Very Satisfied
○ Satisfied
○ Neutral
○ Unsatisfied
○ Very Unsatisfied
○ N/A

Integration across DCIPHER's suite of tools

○ Very Satisfied
○ Satisfied
○ Neutral
○ Unsatisfied
○ Very Unsatisfied
○ N/A

DCIPHER's visual design

○ Very Satisfied
○ Satisfied
○ Neutral
○ Unsatisfied
○ Very Unsatisfied
○ N/A

Ability to share information with others

○ Very Satisfied
○ Satisfied
○ Neutral
○ Unsatisfied
○ Very Unsatisfied
○ N/A

Onboarding

9. How would you rate the DCIPHER onboarding process? This includes activities such as filling out the Rules of Behavior form, gaining access to the DCIPHER platform, reviewing training resources, etc.

10. Please indicate your satisfaction with the following aspects of your onboarding experience.

Responsiveness of DCIPHER onboarding team

○ Very Satisfied
○ Satisfied
○ Neutral
○ Unsatisfied
○ Very Unsatisfied

Helpfulness of onboarding communications (e.g., e-mails)

○ Very Satisfied
○ Satisfied
○ Neutral
○ Unsatisfied
○ Very Unsatisfied

Transparency of the onboarding process

○ Very Satisfied

○ Satisfied

○ Neutral

○ Unsatisfied

○ Very Unsatisfied

Effectiveness of resources provided (e.g., instructions and/or job aids for accessing the system, etc.)

○ Very Satisfied

○ Satisfied

○ Neutral

○ Unsatisfied

○ Very Unsatisfied

11. Please provide any feedback or suggestions for improvement regarding onboarding.

Training

12. When was the last DCIPHER training you accessed and/or completed? This includes the interactive eLearnings on CDC TRAIN, Palantir in-platform resources and documentation, etc.

13. Please indicate your satisfaction with the following DCIPHER training resources. If you have not used a resource, select "N/A."

DCIPHER interactive eLearnings on CDC TRAIN

○ Very Satisfied

○ Satisfied

○ Neutral

○ Unsatisfied

○ Very Unsatisfied

○ N/A

Palantir In-platform resources (Academy, documentation, etc.)

○ Very Satisfied

○ Satisfied

○ Neutral

○ Unsatisfied

○ Very Unsatisfied

○ N/A

14. Please indicate if the following training resources have improved your ability to use the DCIPHER platform. If you have not used a resource, select "N/A."

DCIPHER interactive eLearnings on CDC TRAIN

○ Yes   ○ No   ○ N/A

Palantir In-platform resources (Academy, documentation, etc.)

○ Yes   ○ No   ○ N/A

15. Please provide any feedback regarding the existing training resources, including recommendations for additional resources you feel would improve your ability to use DCIPHER.

User Support

16. How do you prefer to contact the DCIPHER Support Team? Select all that apply.

○ Email (dcipher@cdc.gov)

17. How would you rate the responsiveness of the DCIPHER Support Team?

○ In-platform Issues application

○ I have not contacted the DCIPHER Support
   Team

**18. How informed do you feel regarding
important functionality changes and updates to
the platform?**

Impact

**19. Please indicate the impact DCIPHER has had on the following activities. If you do not have
experience with one or more activities, select "N/A."**

Accomplishing my daily tasks	Pace of completing my tasks	Productivity level
○ Positive Impact	○ Positive Impact	○ Positive Impact
○ No Impact	○ No Impact	○ No Impact
○ Negative Impact	○ Negative Impact	○ Negative Impact
○ N/A	○ N/A	○ N/A

Confidence about the accuracy of information	Confidence about the security of my data	Identifying and resolving errors in my data
○ Positive Impact	○ Positive Impact	○ Positive Impact
○ No Impact	○ No Impact	○ No Impact
○ Negative Impact	○ Negative Impact	○ Negative Impact
○ N/A	○ N/A	○ N/A

**20. Has DCIPHER provided value to you and/or your team in any of the following areas? Please select all
that apply. In my experience, DCIPHER has:**

☐ Enabled seamless data integration

☐ Provided a secure method of collaboration

☐ Saved me/my team time (e.g., less time needed to do tasks that are made easier in DCIPHER)

☐ Saved me/my team resources (e.g., less resources needed to do tasks that are now done in DCIPHER)

☐ Allowed me/my team to manage large amounts of data

☐ Served as a single source of truth

☐ Allowed me/my team to scale rapidly

☐ Provided easy-to-use tools for data collation

☐ Provided easy-to-use tools for data preparation

☐ Provided easy-to-use tools for data analysis

☐ Provided easy-to-use tools for reporting

☐ DCIPHER does not provide value to me/my team

☐ Other

**22. Please indicate how much, if any, time savings you have experienced by using DCIPHER compared to
other systems/methodologies to complete similar tasks. DCIPHER has saved:**

Overall Experience

23. How satisfied are you with the DCIPHER platform as a whole?

24. Select the statement that is most true for you.

◯ DCIPHER is a true asset to me/my team

◯ DCIPHER is helpful, but not any more or less helpful than other tools I/my team use for response and surveillance activities

◯ DCIPHER has offered little value to me/my team

25. How likely are you to recommend that your jurisdiction use DCIPHER in the future?

26. What functionality do you wish DCIPHER had?

27. List three things that make DCIPHER most useful to you.

28. List three things that could be improved about DCIPHER.