

HHS Protect User Satisfaction Survey

Form Approved

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Note, this survey is comprised of eight smaller sections. Please complete all sections prior to submission. Thank you in advance for your time and participation!

Demographic and Baseline Questions

1. Please select your affiliation.

- State, Tribal, Local, or Territorial (STLT) User
- Federal Agency Other than CDC
- Academia
- Other

2. In total, approximately how many months have you actively used HHS Protect?

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

Platform Functionality

4. Which HHS Protect applications do you find most valuable? Select all that apply.



- Forms

5. Which HHS Protect applications do you use least often? Select all that apply.



- Forms

- Preparation
- Data Lineage
- Data Health
- Recipes
- Contour
- Object Explorer
- Quiver
- Workshop
- Code Workbook
- Code Repositories
- Notepad
- Reports

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6. Please indicate your satisfaction with HHS Protect’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 HHS Protect’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
- Other

Usability

8. Please indicate your satisfaction with the following items as they relate to HHS Protect'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 HHS Protect's suite of tools

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied
- N/A

HHS Protect'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. Did you onboard to the platform before or after February 2022?

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

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

Responsiveness of HHS Protect 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

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

Training

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

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

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied
- N/A

In-platform one-pagers (state user trainings, job aids, etc.)

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied
- N/A

Self-guided eLearnings on CDC TRAIN

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied
- N/A

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

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

- Yes
- No
- N/A

In-platform one-pagers (state user trainings, job aids, etc.)

- Yes
- No
- N/A

Self-guided eLearnings on CDC TRAIN

- 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 HHS Protect.

User Support

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

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

- Email
 In-platform Issues application
 I have not contacted the Support Team

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

Impact

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

Accomplishing my daily tasks

- Positive Impact
 No Impact
 Negative Impact
 N/A

Pace of completing my tasks

- Positive Impact
 No Impact
 Negative Impact
 N/A

Productivity level

- Positive Impact
 No Impact
 Negative Impact
 N/A

Confidence about the accuracy of information

- Positive Impact
 No Impact
 Negative Impact
 N/A

Confidence about the security of my data

- Positive Impact
 No Impact
 Negative Impact
 N/A

Identifying and resolving errors in my data

- Positive Impact
 No Impact
 Negative Impact
 N/A

20. Has HHS Protect provided value to you and/or your team in any of the following areas? Please select all that apply. In my experience, HHS Protect 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 HHS Protect)
 Saved me/my team resources (e.g., less resources needed to do tasks that are now done in HHS Protect)
 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
- HHS Protect does not provide value to me/my team
- Other

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

Overall Experience

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

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

- HHS Protect is a true asset to me/my team
- HHS Protect is helpful, but not any more or less helpful than other tools I/my team use for response and surveillance activities
- HHS Protect has offered little value to me/my team

25. How likely are you to recommend HHS Protect to a colleague?

26. What functionality do you wish HHS Protect had?

27. List three things that make HHS Protect most useful to you.

28. List three things that could be improved about HHS Protect.
