



2024 External DCIPHER User Satisfaction Survey

Form Approved

OMB Control

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

- Bacterial Special Pathogens Branch (BSPB)
- COVID-19 Response
- Division of Viral Hepatitis (DVH)
- E-Cigarette or Vaping Product Use-Associated Lung Injury (EVALI) Response
- Global Health Coordination Unit (GHCU)
- Mpox Response
- National Wastewater Surveillance System (NWSS)
- Rabies
- Respiratory Virus Response (RVR)
- System for Outbreak Response, Coordination, and Surveillance (SOURCE) (e.g., Measles, Mumps, Legionella, Domestic Influenza, or International Novel Influenza)
- Viral Special Pathogens Branch (VSPB)
- Federal Agency (other than CDC)
- 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 This includes time spent on past response efforts that are no longer active.

Select an option... ▼

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

Select an option... ▼

4. Which DCIPHER applications do you find most valuable? Select all that apply. (If you are unsure of the names of the applications you frequently use, reference the below descriptions or identify the application name within the URL for your resource [ex: dcipher.cdc.gov/workspace])

- Automate
- Code Repositories

5. Which DCIPHER applications do find most challenging to use? Select all that apply. (If you are unsure of the names of the applications you frequently use, reference the below descriptions or identify the application name within the URL for your resource [ex: dcipher.cdc.gov/workspace])

- Automate
- Code Repositories

- Code Workbook
- Code Workspaces
- Contour
- Data Health
- Data Lineage
- Forms
- Fusion
- Notepad
- Object Explorer
- Pipeline Builder
- Preparation
- Quiver
- Recipes
- Workshop

- Code Workbook
- Code Workspaces
- Contour
- Data Health
- Data Lineage
- Forms
- Fusion
- Notepad
- Object Explorer
- Pipeline Builder
- Preparation
- Quiver
- Recipes
- Workshop

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

8. How could we expand or improve DCIPHER's functionality to better support you?

Usability

9. 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

Ability to use your data across DCIPHER's suite of tools

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

Automation of alerts, build schedules, etc.

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

DCIPHER's visual design

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

Ability to securely collaborate with others

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

Onboarding

10. Did you onboard to DCIPHER after February 2023? (Questions will adjust based on your response.)

- Yes
- No

11. How would you rate the DCIPHER onboarding process (separate from the Secure Access Management Services [SAMS] process)? This includes activities such as filling out the Rules of Behavior form, gaining access to the DCIPHER platform, reviewing training resources and platform access job aids, etc.

Select an option...

12. Please indicate your satisfaction with the following aspects of your onboarding experience (separate from the Secure Access Management Services [SAMS] process).

Responsiveness of DCIPHER onboarding team

- 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

13. Please indicate your satisfaction with the SAMS identity proofing and validation process.

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

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

Training and Communications

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

16. Please indicate your satisfaction with the following DCIPHER training and communications 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 and public resources (Academy, learn.palantir.com, etc.)

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

In-platform DCIPHER Team Training Materials & Documentation (STLT User Job Aids, one pagers, etc.)

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

Program Specific DCIPHER Office Hours

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

Quarterly "The Hub" Newsletter

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

17. Please indicate if the following training and communications 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 and public resources (Academy, learn.palantir.com, etc.)

- Yes
- No
- N/A

In-platform DCIPHER Team Training Materials & Documentation (STLT User Job Aids, one pagers, etc.)

- Yes
- No
- N/A

Program Specific DCIPHER Office Hours

- Yes
- No
- N/A

Quarterly "The Hub" Newsletter

- Yes
- No
- N/A

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

User Support

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

- Email (dcipher@cdc.gov)
- In-platform Issues application
- Direct outreach to a specific DCIPHER Support Team or Palantir team member
- I have not contacted the DCIPHER Support Team

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

Select an option...

21. Please indicate your satisfaction with the following attributes of the DCIPHER Support Team.

Communication

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

Accuracy

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

Professionalism

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

Thoroughness

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

Ability to resolve your issues/questions

- Very Satisfied
- Satisfied

- Neutral
- Unsatisfied
- Very Unsatisfied

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

Select an option... ▼

Impact

23. 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."

<p>Accomplishing my daily tasks</p> <ul style="list-style-type: none"> <input type="radio"/> Positive Impact <input type="radio"/> No Impact <input type="radio"/> Negative Impact <input type="radio"/> N/A 	<p>Pace of completing my tasks</p> <ul style="list-style-type: none"> <input type="radio"/> Positive Impact <input type="radio"/> No Impact <input type="radio"/> Negative Impact <input type="radio"/> N/A 	<p>Productivity level</p> <ul style="list-style-type: none"> <input type="radio"/> Positive Impact <input type="radio"/> No Impact <input type="radio"/> Negative Impact <input type="radio"/> N/A
<p>Confidence about the accuracy of information</p> <ul style="list-style-type: none"> <input type="radio"/> Positive Impact <input type="radio"/> No Impact <input type="radio"/> Negative Impact <input type="radio"/> N/A 	<p>Confidence about the security of my data</p> <ul style="list-style-type: none"> <input type="radio"/> Positive Impact <input type="radio"/> No Impact <input type="radio"/> Negative Impact <input type="radio"/> N/A 	<p>Identifying and resolving errors in my data</p> <ul style="list-style-type: none"> <input type="radio"/> Positive Impact <input type="radio"/> No Impact <input type="radio"/> Negative Impact <input type="radio"/> N/A
<p>Improving public health outcomes (i.e., identifying or resolving outbreaks faster, using more timely data to drive public health interventions, etc.)</p> <ul style="list-style-type: none"> <input type="radio"/> Positive Impact <input type="radio"/> No Impact <input type="radio"/> Negative Impact <input type="radio"/> N/A 		

24. 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
- Improved public health outcomes (i.e., identifying or resolving outbreaks faster, using more timely data to drive public health interventions, etc.)
- DCIPHER does not provide value to me/my team
- Other

25. 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:

Select an option... ▼

26. If you have experienced time savings with DCIPHER (as indicated in the previous question), please provide details on what specific activities you were able to save time on.

Overall Experience

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

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

28. 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

29. How likely are you to recommend that your STLT use DCIPHER in the future?

30. What makes DCIPHER most useful to you?

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