

OFFICE OF ENTERPRISE DATA AND ANALYTICS (OEDA)

RESEARCH DATA DEVELOPMENT GROUP (RDDG)

CCW VRDC STAKEHOLDER ENGAGEMENT SURVEY

VRDC Survey Questions

Below are the questions we will send electronically, see below for VRDC survey questions.

Introduction

The Centers for Medicare & Medicaid Services (CMS) is interested in learning more about your experience using the [Chronic Conditions Warehouse \(CCW\) Virtual Research Data Center \(VRDC\)](#). Your feedback is a crucial part of the planning process so we can better serve you. Please keep in mind that your feedback will only be used internally among our team for improving the CCW VRDC, so we invite you to be as open and transparent as possible. **If you do not use the CCW VRDC, please do not complete this survey.** This survey may take up to 15 minutes to complete. We thank you in advance for your time!

1. **Which of the following best describes you as a CCW VRDC user? [Please select all roles that apply]**
 - ☐ Researcher (Non-Innovator)
 - ☐ Innovator
 - ☐ Federal Employee (Non-CMS)
 - ☐ Federal Contractor (Non-CMS)
 - ☐ State Employee
 - ☐ State Contractor
 - ☐ Qualified Entity (QE)
 - ☐ CMS OEDA Staff
 - ☐ CMS CMMI Staff
 - ☐ CMS Staff (Non-OEDA or CMMI)
 - ☐ CMS CMMI Contractor
 - ☐ CMS Contractor (Non-CMMI)
 - ☐ Other (please specify): _____
2. **How long have you been using the CCW VRDC?**
 - ☐ Less than 6 months
 - ☐ 6-12 months
 - ☐ 1-3 years
 - ☒ 3-6 years
 - ☐ 6-10 years
3. **What type of access do you have? [Please select all that apply]**
 - ☐ SAS
 - ☐ Databricks
 - ☐ Analytic Container
 - ☐ Download Only
 - ☒ Snowflake
 - ☐ Other (please specify): _____
4. **Please indicate the CWW VRDC programming languages you use within Databricks. [Please select all that apply]**
 - ☐ R
 - ☐ Python

OFFICE OF ENTERPRISE DATA AND ANALYTICS (OEDA)
RESEARCH DATA DEVELOPMENT GROUP (RDDG)
CCW VRDC STAKEHOLDER ENGAGEMENT SURVEY

- ☐ SQL
- 5. **Please indicate what products you use within the CCW VRDC Analytic Container. [Please select all that apply]**
 - ☐ Python
 - ☐ STATA IDE
 - ☐ STATA within a Jupyter Notebook
 - ☐ R Studio
 - ☐ R within a Jupyter Notebook
- 6. **Please indicate the SAS products you use within the CCW VRDC. [Please select all that apply]**
 - ☐ SAS Enterprise Guide
 - ☐ SAS Studio
 - ☐ SAS Enterprise Miner
- 7. **Do you use other CMS tools, applications, or systems, to analyze data? Please elaborate in the text box below.**
 - ☐ Yes (please specify): _____
 - ☐ No
- 8. **How satisfied are you with the CCW VRDC analytic tools you access?**
 - ☐ Extremely satisfied
 - ☐ Somewhat satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Somewhat dissatisfied
 - ☐ Extremely Unsatisfied
- 9. **Are there other analytical software or tools you would like to see in the CCW VRDC?**
 - ☐ Yes (please specify): _____
 - ☐ No
- 10. **How satisfied are you with the CCW VRDC documentation (user guides, technical documentation, etc.)?**
 - ☐ Extremely satisfied
 - ☐ Somewhat satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Somewhat dissatisfied
 - ☐ Extremely Unsatisfied
- 11. **How satisfied are you with the CCW VRDC training courses and materials?**
 - ☐ Extremely satisfied
 - ☐ Somewhat satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Somewhat dissatisfied
 - ☐ Extremely Unsatisfied
- 12. **How easily can you navigate the CCW VRDC to access data?**
 - ☐ Extremely easy
 - ☐ Somewhat easy
 - ☐ Neither easy nor difficult
 - ☐ Somewhat difficult
 - ☐ Extremely difficult
- 13. **How satisfied are you with the CCW Helpdesk Support?**

OFFICE OF ENTERPRISE DATA AND ANALYTICS (OEDA)

RESEARCH DATA DEVELOPMENT GROUP (RDDG)

CCW VRDC STAKEHOLDER ENGAGEMENT SURVEY

- ☐ Extremely satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Extremely Unsatisfied
- 14. What would you like to see added to the CCW VRDC (e.g., capabilities, features)?**
 - ☐ Open-ended text response
- 15. What are the biggest challenges when using the CCW VRDC?**
 - ☐ Open-ended text response
- 16. How satisfied are you with ResDAC's support when initiating or renewing CCW VRDC access?**
 - ☐ Extremely satisfied
 - ☐ Somewhat satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Somewhat dissatisfied
 - ☐ Extremely Unsatisfied
- 17. Do you have any comments or suggestions for ResDAC processing your data request package?**
 - ☐ Open-ended text response
- 18. Overall, how satisfied are you with the CCW VRDC's ability to support your research/analytic needs?**
 - ☐ Extremely satisfied
 - ☐ Somewhat satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Somewhat dissatisfied
 - ☐ Extremely Unsatisfied
- 19. Do you have any additional notes, or final comments?**
 - ☐ Open-ended text response

Instrument screen shot below.

VRDC User Feedback Survey

Centers for Medicare & Medicaid Services (CMS) is interested in learning more about your experience using the **Chronic Conditions Warehouse (CCW) Virtual Research Data Center (VRDC)**. Your feedback is a crucial part of the planning process so we can better serve you. Please keep in mind that your feedback will only be used internally among our team for improving the CCW VRDC, so we invite you to be as open and transparent as possible. **If you do not use the CCW VRDC, please do not complete this survey.** This survey may take up to 15 minutes to complete. We thank you in advance for your time!

Which of the following best describes you as a CCW VRDC user? [Please select all roles that apply]

- ☐ Researcher (Non-Innovator)
- ☐ Innovator
- ☐ Federal Employee (Non-CMS)
- ☐ Federal Contractor (Non-CMS)
- ☐ State Employee
- ☐ State Contractor
- ☐ Qualified Entity (QE)
- ☐ CMS OEDA Staff
- ☐ CMS CMMI Staff
- ☐ CMS Staff (Non-OEDA or CMMI)
- ☐ CMS CMMI Contractor
- ☐ CMS Contractor (Non-CMMI)
- ☐ Other (please specify):

OFFICE OF ENTERPRISE DATA AND ANALYTICS (OEDA)
RESEARCH DATA DEVELOPMENT GROUP (RDDG)
CCW VRDC STAKEHOLDER ENGAGEMENT SURVEY

Announcement "Survey is Released"

Sender: CCW Mailbox

Subject: We Value Your Input! Please Take Our CCW VRDC Survey by MM/DD/YYYY!

Body: Hi VRDC User,

The Chronic Conditions Warehouse (CCW) Virtual Research Data Center (VRDC) team would like to get your feedback about your CCW VRDC user experience. We would like to know more about your thoughts on what is going well, what could be improved, and what future enhancements you would like to see. This information will help us design and prioritize upcoming enhancements to the environment.

This is a voluntary and confidential survey. The survey should take about 10 – 15 minutes to complete. To participate, please click the link below.

https://surveys.CMS.gov/jfe/form/SV_0pr0IMyJRQoeA5M

If you have any questions or comments, contact the CCW Help Desk at ccwhelp@ccwdata.org or 1-866-766-1915. Hours of operation are Monday through Friday, 8:00 am–5:00 pm ET (excluding most federal holidays).

Thank you,

CCW Help Desk

ccwhelp@ccwdata.org

1-866-766-1915 | Toll Free

1-515-440-3159 | Fax

www.ccwdata.org

Announcement "Take Survey Reminder"

Sender: CCW Mailbox – will reply all previous email to send the reminder (2-4 weeks after original email)

Subject: Reminder to Take the CCW VRDC Survey by MM/DD/YYYY

OFFICE OF ENTERPRISE DATA AND ANALYTICS (OEDA)
RESEARCH DATA DEVELOPMENT GROUP (RDDG)
CCW VRDC STAKEHOLDER ENGAGEMENT SURVEY

Body: Hi VRDC User,

There's still time to share your thoughts on ways to improve the CCW VRDC! Please take this voluntary and confidential CCW VRDC Survey to help us design and prioritize upcoming enhancements for the VRDC. The survey should take only 10 – 15 minutes to complete and is only available until **COB MM/DD/YYYY**. To participate, please click the link below.

https://surveys.CMS.gov/jfe/form/SV_0pr0IMyJRQoeA5M

If you have any questions or comments, contact the CCW Help Desk at ccwhelp@ccwdata.org or 1-866-766-1915. Hours of operation are Monday through Friday, 8:00 am–5:00 pm ET (excluding most federal holidays).

Thank you,

CCW Help Desk
ccwhelp@ccwdata.org
1-866-766-1915 | Toll Free
1-515-440-3159 | Fax
www.ccwdata.org