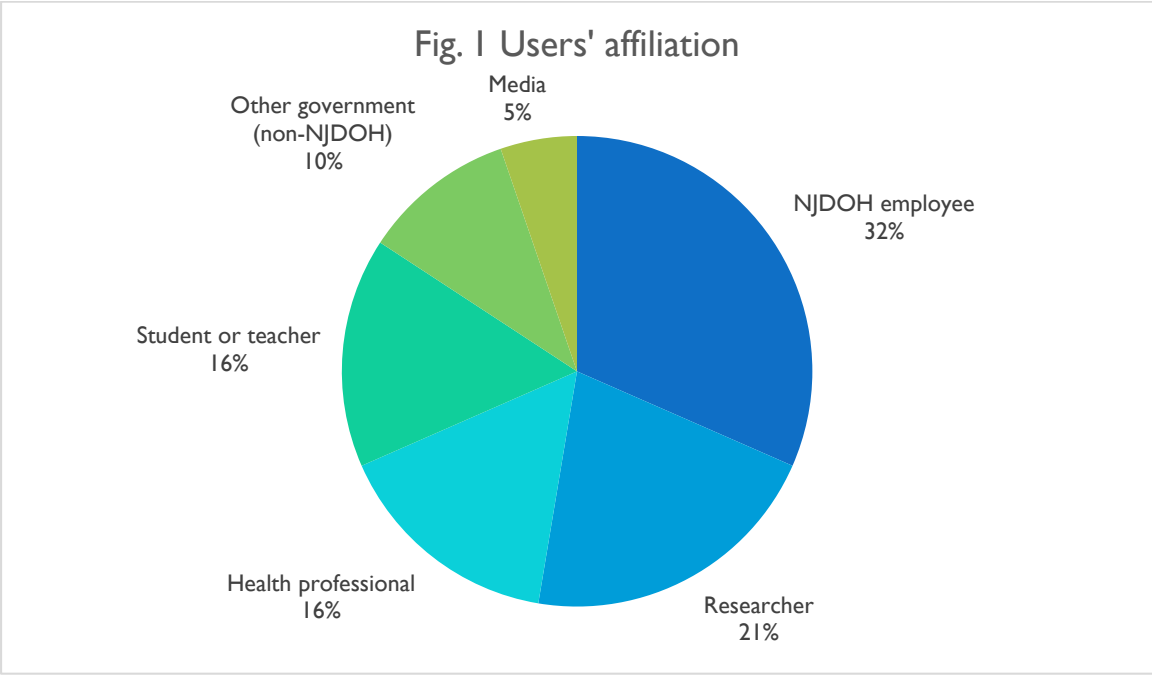# 2016 NJSHAD User Satisfaction Survey Results

NJSHAD User Satisfaction Survey Results

From April through December, 2016, NJSHAD users were given the opportunity to participate in a user satisfaction survey through a link on all of the NJSHAD system's pages.

There were 20 participants (out of over 16,000 unique visitors) ranging from first-time users to long-time users. What follows are the results of the survey.
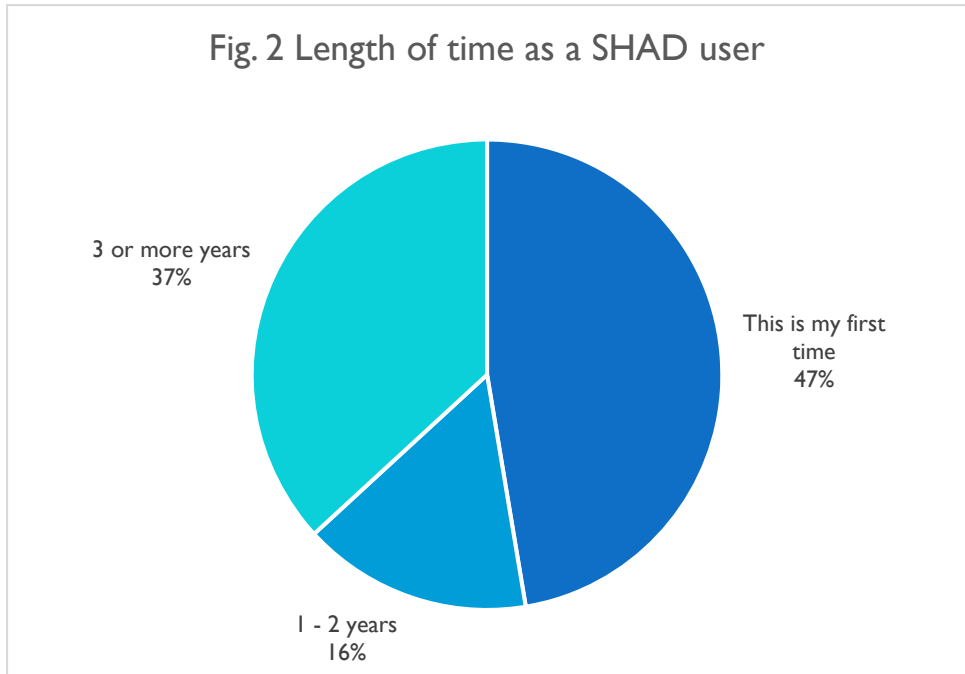
About Our Users

Fig. 1 Users' affiliation

Respondents were asked which of several choices best describes their affiliation.

Other responses offered but not chosen were *Citizen* and *Other (please specify)*.

One respondent's answers have been removed from the analysis because NJSHAD was reached in error while trying to order a copy of a birth certificate.

Fig. 2 Length of time as a SHAD user

3 or more years
37%

This is my first time
47%

1 - 2 years
16%

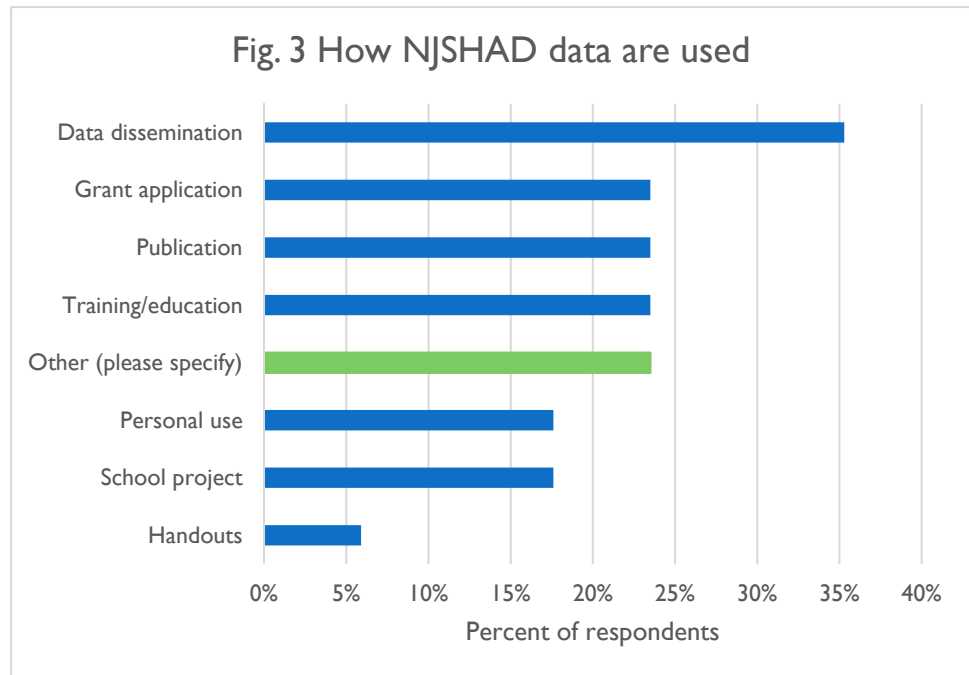Respondents were asked how long they'd been NJSHAD users.

Other responses offered but not chosen were:

- *Less than six months*
- *Six months to a year*
- *I haven't used it yet*

Respondents were asked how they use the data in NJSHAD and could select as many responses as applied.
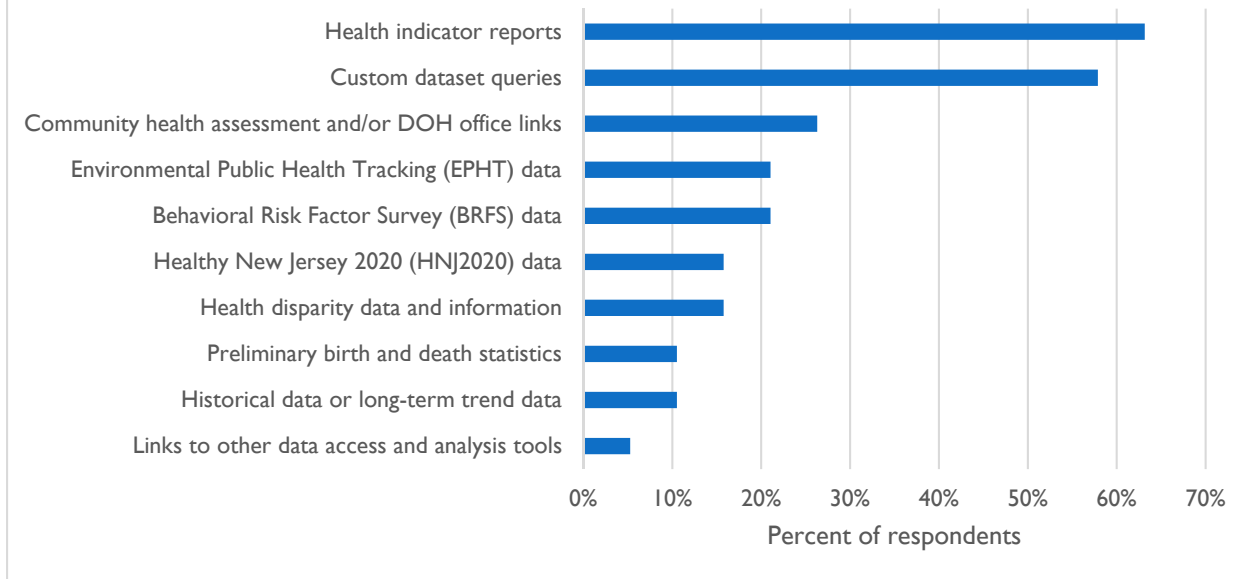
Needs assessment was also listed but not chosen.

The *Other (please specify)* responses were:

Fig. 3 How NJSHAD data are used

Data dissemination
Grant application
Publication
Training/education
Other (please specify)
Personal use
School project
Handouts

Percent of respondents

- Continuing education credit
- Presentations
- Monthly report to Township Board of Health
- Public school enrollment projections
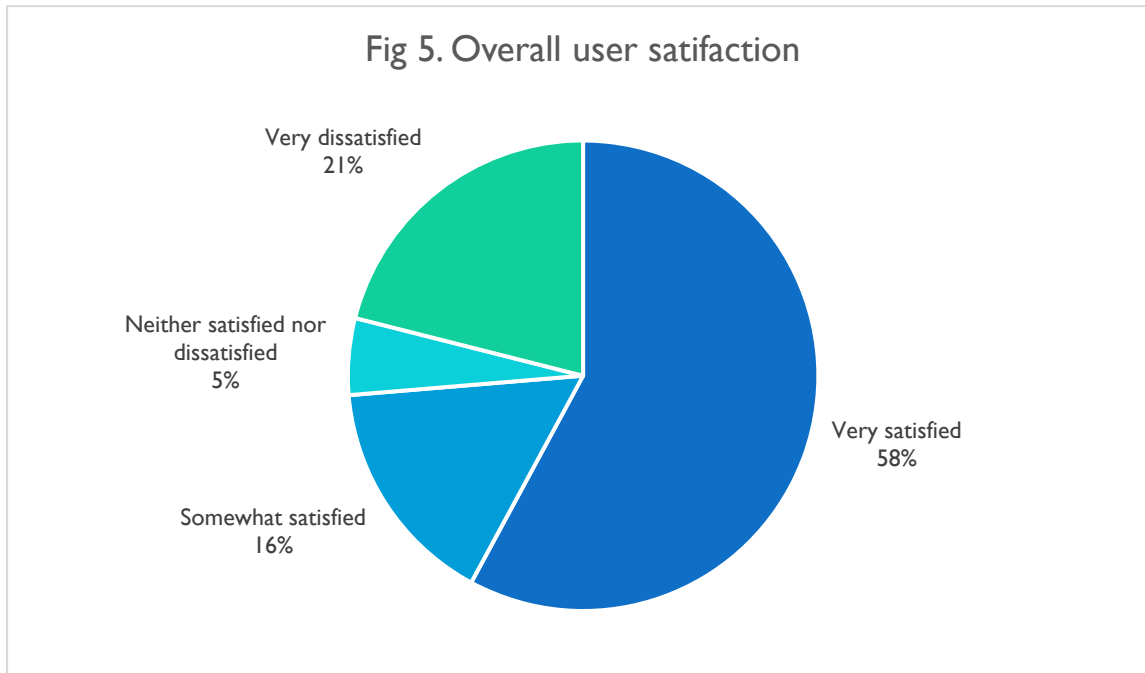
Fig 4. Parts of NJSHAD used

Category	Percent of respondents
Health indicator reports	~63%
Custom dataset queries	~58%
Community health assessment and/or DOH office links	~27%
Environmental Public Health Tracking (EPHT) data	~21%
Behavioral Risk Factor Survey (BRFS) data	~21%
Healthy New Jersey 2020 (HNJ2020) data	~16%
Health disparity data and information	~16%
Preliminary birth and death statistics	~11%
Historical data or long-term trend data	~11%
Links to other data access and analysis tools	~5%

We asked respondents which of the many parts of the NJSHAD system they used. Again, respondents could choose as many as applied.

Marriage data and *General public health statistics info* were also listed but not chosen, although web usage statistics show that those items are being used, just not by our survey respondents.

One respondent added "Births for municipalities" as a response. Since that is only available in the *Custom dataset queries*, that response has been counted as such in Figure 4.

Opinions About NJSHAD

Fig 5. Overall user satifaction

Very dissatisfied
21%

Neither satisfied nor
dissatisfied
5%

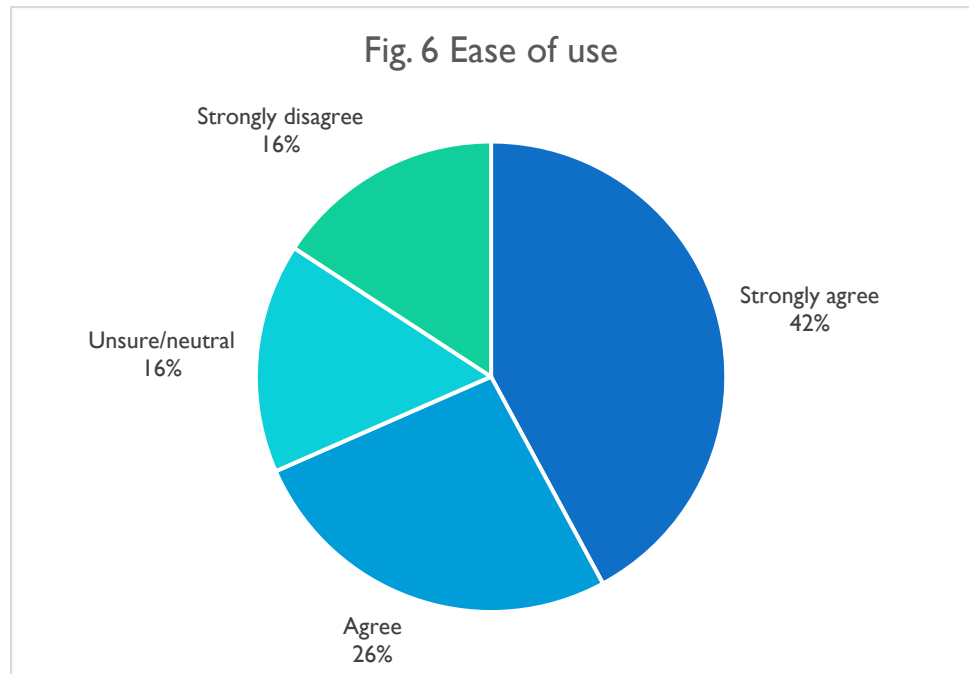Very satisfied
58%

Somewhat satisfied
16%

The first survey question asked was "Overall, how satisfied or dissatisfied are you with NJSHAD?"

Somewhat dissatisfied was also offered as a response but no one chose it.

Three of out four survey respondents are satisfied with NJSHAD.

Figure 6 shows the level of agreement with the statement "NJSHAD is easy to use."

Disagree was an option but no one selected it.

Fig. 6 Ease of use

Strongly disagree 16%

Strongly agree 42%

Unsure/neutral 16%

Agree 26%

Two out of three survey respondents feel that NJSHAD is easy to use.

Open-ended responses to the question "Do you have suggestions to improve the usability of NJSHAD?" were:
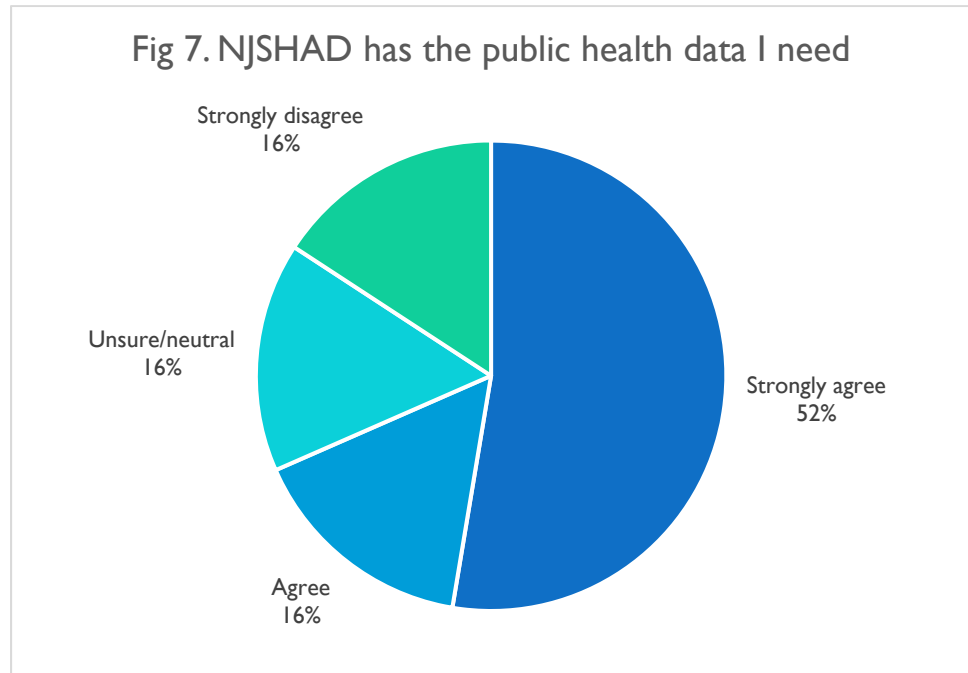
- Better graphics would be nice
- Data by municipality needed
- Better categories, more interactive interface
- Map county output from queries, better graphics for indicators

Our responses to some of the open-ended comments above:

- The new version of NJSHAD has better graphics all around and maps as output in the query system!
- In the query system, we provide as much municipality-level data as possible without potentially identifying individuals and disseminating unreliable rates based on small numbers. Municipality-level data are not included in health indicator reports for a variety of reasons.

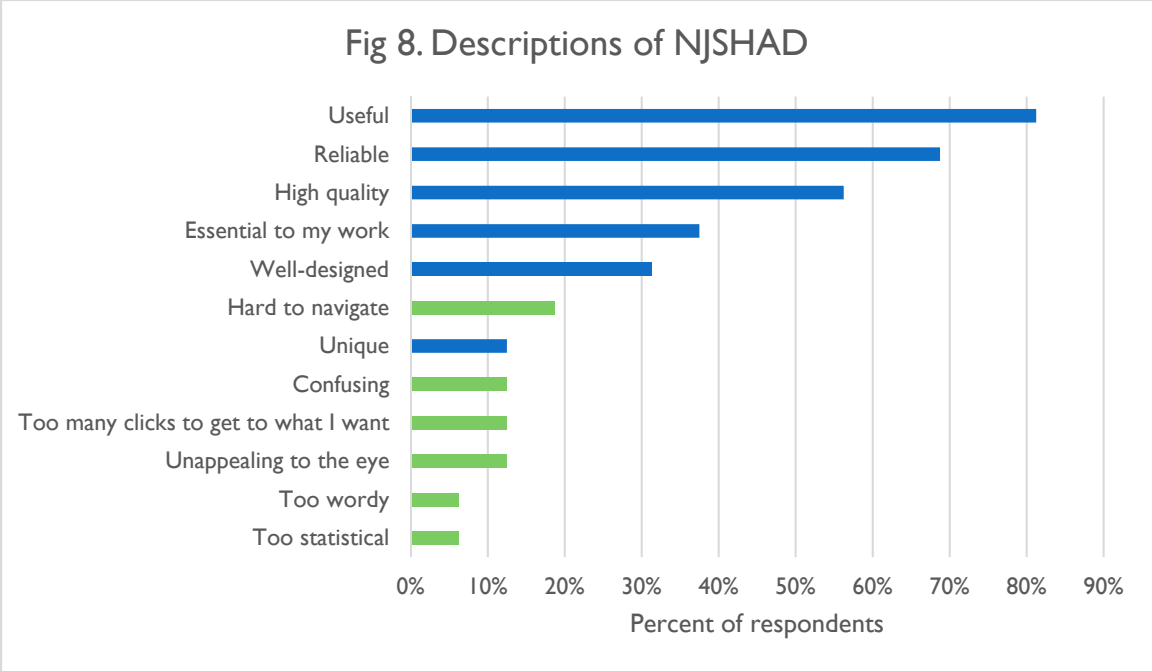We also asked what data users would like added. Responses included:

- Pneumonia by itself without the caveats listed
- Heart disease by zip code
- Deaths from carbon monoxide
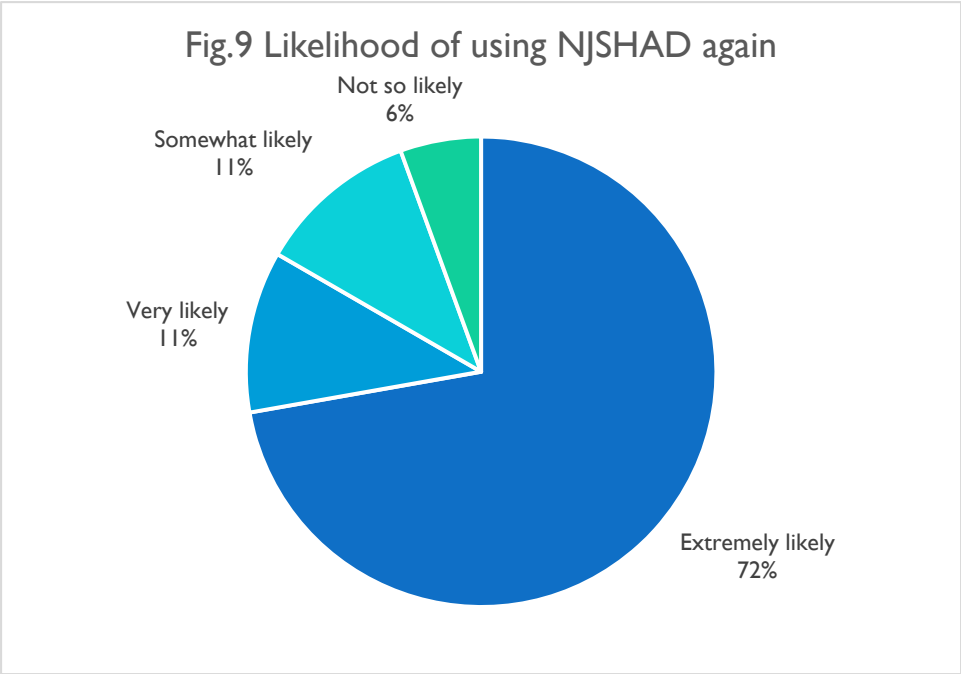- Food allergy
- More BRFSS data

Fig 7. NJSHAD has the public health data I need

- Strongly disagree 16%
- Unsure/neutral 16%
- Strongly agree 52%
- Agree 16%

- Newark wasn't available in the BRFS Query Criteria for the Angina or Coronary Heart Disease Measure
- Numbers of births by municipality needs to be updated every month

Our responses to some of the open-ended comments above:

- Pneumonia deaths alone are available in the query under NCHS 113 Selected Causes of Death.
- Data are not offered by zip code because of the risk of identifying individuals. If that much detail is needed, the request must go through the Institutional Review Board (IRB).
- Carbon monoxide deaths: https://www26.state.nj.us/doh-shad/indicator/view/CODeathStateRate.html
- Food allergy: We have no NJ-specific prevalence estimates. Prevalence estimates can only be calculated using national rates applied to NJ population estimates. Hospitalizations for FA can be obtained through the Hospital Discharge Data Query. For codes, see https://www.aapc.com/memberarea/forums/39992-food-allergy-dx-coding-clarification.html
- In the new version of NJSHAD, the query contains 52 NJBRFS measures (and more can be added over time) for all 21 counties plus Newark and Jersey City.
- Monthly updates of preliminary data are not feasible with the way the system is designed. Current birth counts are available by request from the Center for Health Statistics and a note and link have been added to the query introduction page indicting this.

Fig 8. Descriptions of NJSHAD

Respondents could select more than one descriptor. In Figure 8, blue represents positive and green represents negative descriptions.

Fig.9 Likelihood of using NJSHAD again

Respondents were asked how likely they are to use NJSHAD again.

Although it was offered, no one chose *Not at all likely*.

Comments, Questions, and Concerns

Finally, respondents were given the opportunity to add any comments, questions, or concerns. Those included:

- "Bravo. This is well designed and fun to use."
- "Where can I get monthly updates on numbers of births to residents in this municipality. Also, if there are issues with low birth weight we need to know locally."
- "Birth statistics are very important in the projection of enrollments for public school districts. I very much appreciate Darrin Goldman efforts to provide me with the most the information I need, much quicker that I could ever expect."
- "Stratifying data or looking at particular variables is challenging. The categories are rarely available in the most frequently displayed format for relevant research, and needing to query a separate dataset for each variable of interest is ridiculously inefficient. Being able to download complete datasets and analyze through separate programs would be significantly less challenging."
- "I have been using SHAD for years. I am amazed at how it just keeps getting better and better."

Responses to questions above:

- Monthly updates on numbers of births to residents in a given municipality are available by request from the Center for Health Statistics. A note and link indicating this has been added to the query intro page.
- Low birth weight is available at the municipality level in the Birth Query: https://www26.state.nj.us/doh-shad/query/builder/birth/BirthWtLowCnty/BirthWt.html
- If you are a researcher and need data beyond what is offered in the NJSHAD query system, visit NJDOH's IRB site for more information. A link is given on the bottom of https://www26.state.nj.us/doh-shad/query/Introduction.html.

Conclusions and Outcomes

Our regular users are very satisfied with NJSHAD and are able to easily and quickly get what they need from the system. New users, however, have some trouble navigating the system and sometimes miss what they're looking for. Better graphics and overall design are desired by all users.

As previously stated, the new version of NJSHAD does indeed have a very much improved chart and table display package, including the ability to sort columns, hide/show columns, filter results, and collapse/expand rows. Additionally, the query system now has maps as output in addition to the various graph types that were always available.

Two new sections have been added to NJSHAD to help users get to the data they need:

- **Health Topics** give background information and links to NJSHAD indicator reports and dataset queries related to each of 22 public health topics. This is a better starting point for users who don't know yet if they want indicator reports or custom queries.
- **Community Profiles** take data points from multiple indicator reports and show them together for a selected community. Comparable statewide and U.S. values are shown alongside the community data values. Community selections include all 21 counties and the 4 largest racial/ethnic groups in New Jersey.

Other new ease-of-use items include:

- **What's New in NJSHAD** slider on the home page
- The ways data are available in NJSHAD is listed on the home page.
- **Quick Links** to frequently requested data are on the home page.
- Specific types of users are listed on the home page to quickly link them to the information they usually are seeking.
- Search box results are now limited to NJSHAD content.
- **About** pages, **FAQs**, and **Help** indexes are easier to read.
- Explanatory notes have been added throughout the system based on this survey and other feedback.
- Overall design tries to show as much information as possible in the initial page view (what you see without having to scroll down).

Thank you to those who participated in the 2016 user survey. Additional feedback is always welcome through the NJSHAD Contact page.