2024 MSDW User Satisfaction Survey Results

Scientific Computing and Data

February 11, 2025

The 2024 Mount Sinai Data Warehouse (MSDW) User Satisfaction Survey (distributed in January 2025) solicited feedback from 231 MSDW users. Of these, 5 users responded (2% response rate) with no comments from users.
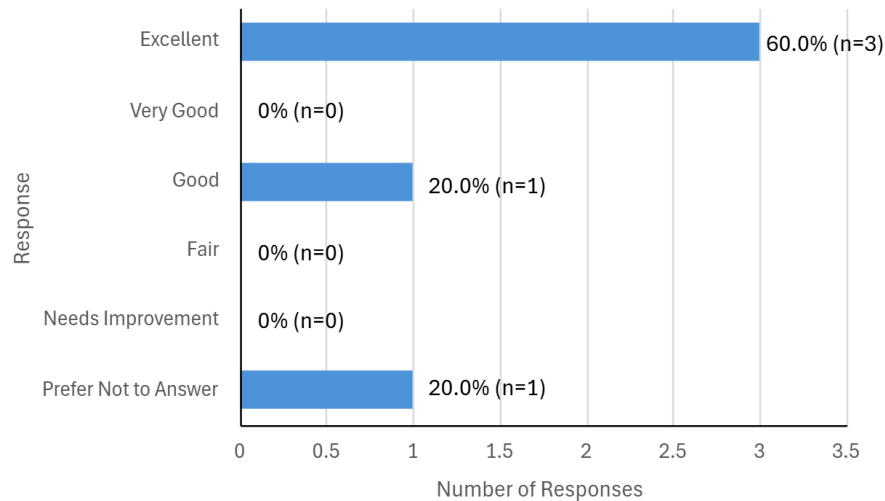
We asked nine questions:

Q1: How would you rate your experience working with the MSDW Clinical Data Informaticists and Data Analysts?
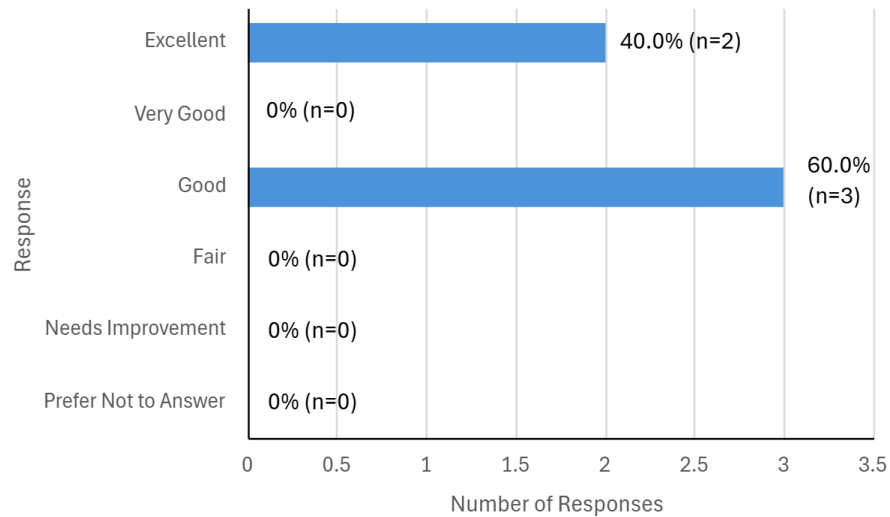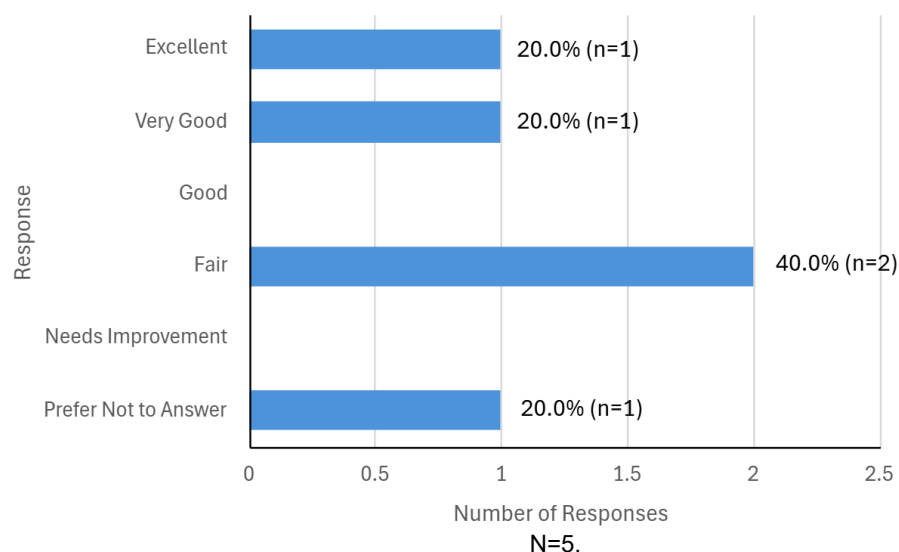

N=5.

**Q2:** How would you rate the quality of the data you received from MSDW?

N=5.

Q3: Please rate your experience with Observational Medical Outcomes Partnership (OMOP) Common Data Model (CDM) and related open-source software tools to enable your biomedical research? Lack of clean documentation
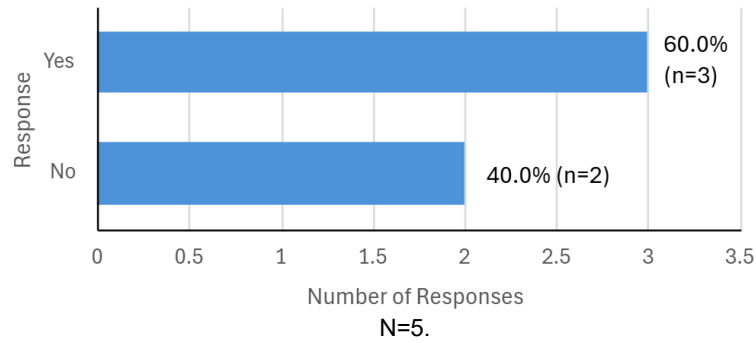

N=5.

Q4: OMOP has standardization. Content standardization is a manual process therefore coverage is uneven. Do we have the right concepts mapped to standards for your areas of interest?
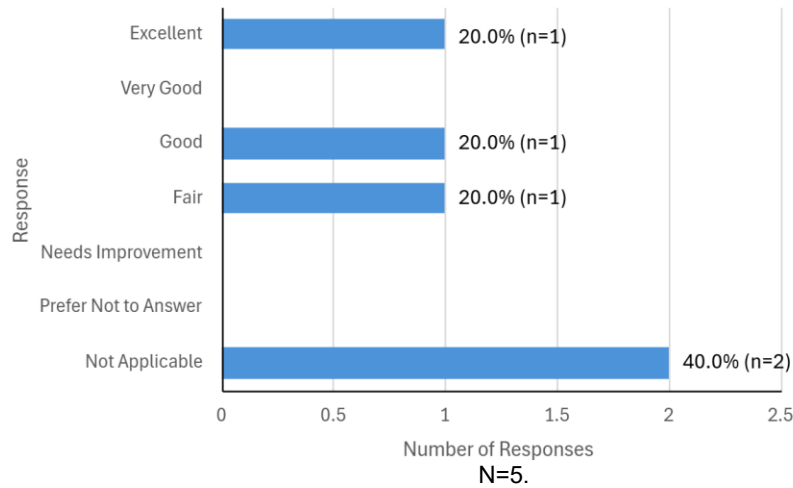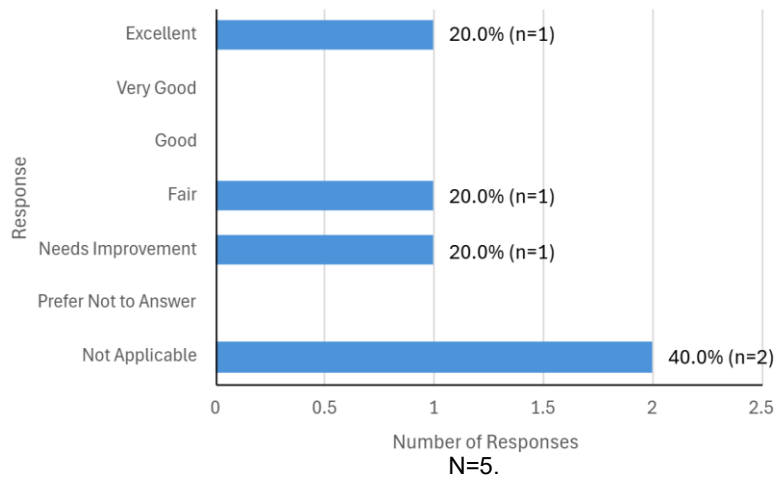

N=5.
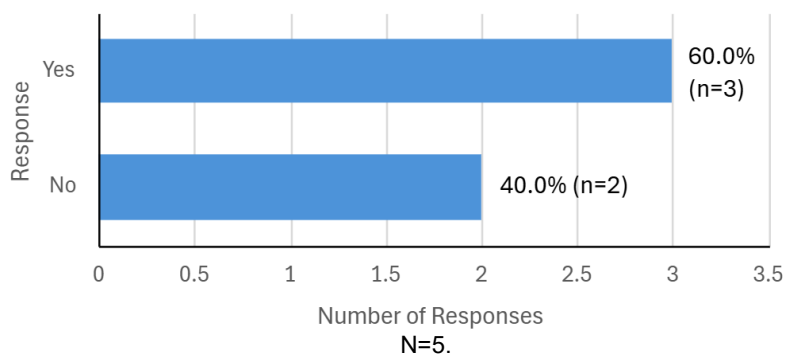
Q4 (Continued): Please elaborate.

- No responses.

Q5: Did you have the opportunity to use one of our self-service query tools, Leaf or ATLAS, in 2024?

Yes — 60.0% (n=3)

No — 40.0% (n=2)

Number of Responses
N=5.

Q6: How would you rate your experience generating cohort counts using Leaf?

Excellent — 20.0% (n=1)

Very Good

Good — 20.0% (n=1)

Fair — 20.0% (n=1)

Needs Improvement

Prefer Not to Answer

Not Applicable — 40.0% (n=2)

Number of Responses
N=5.

Q7: How would you rate your experience generating cohort counts using ATLAS?

Excellent — 20.0% (n=1)

Very Good

Good

Fair — 20.0% (n=1)

Needs Improvement — 20.0% (n=1)

Prefer Not to Answer

Not Applicable — 40.0% (n=2)

Number of Responses
N=5.

Q8: How would you rate the quality of resource support provided by MSDW (e.g., ticket system, support personnel, training sessions, online guides)?

N=4 (1 response missing).
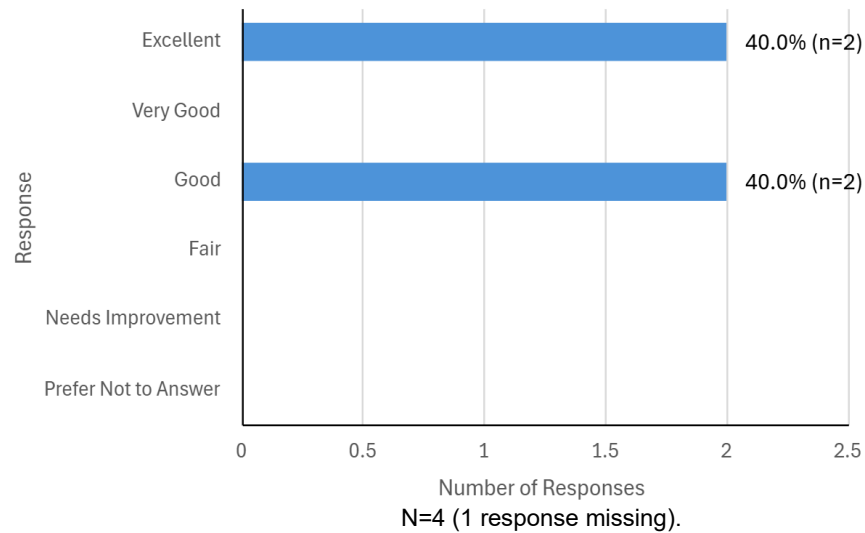
Q9: We value your feedback! Please share any additional comments or suggestions to help us improve your experience.

- No responses.

MSDW User Satisfaction Survey Results 2022-2024

Q1: How would you rate your experience working with the MSDW Clinical Data Informaticists and Data Analysts?

Q2: How would you rate the quality of the data you received from MSDW?

- Excellent
- Very Good
- Good
- Fair
- Needs Improvement
- Prefer Not To Answer

Data labels: 60% (n=3); 38% (n=75); 32% (n=6); 24% (n=48); 20% (n=1); 16% (n=32); 16% (n=3); 15% (n=3); 12% (n=24); 10% (n=2); 8% (n=16); 3% (n=6); 0% (n=0)

Q3: Did you have the opportunity to use one of our self-service query tools, Leaf or ATLAS?

- Yes
- No

Data labels: 83% (n=164); 90% (n=17); 60% (n=3); 40% (n=2); 13% (n=26); 10% (n=2)

How would you rate your experience generating cohort counts using Leaf?

How would you rate your experience generating cohort counts using ATLAS?

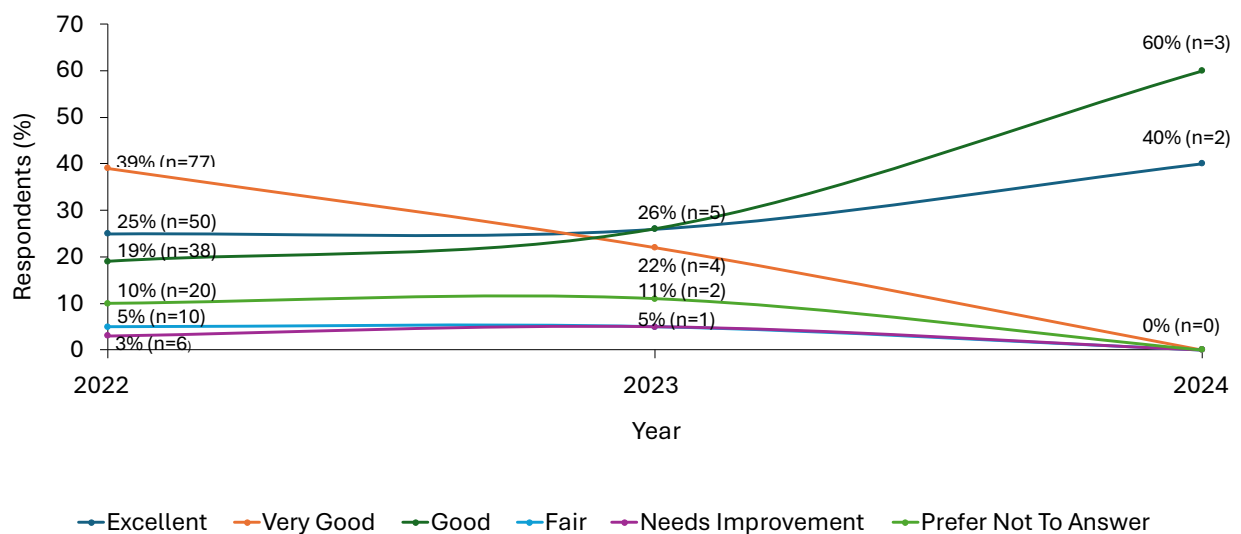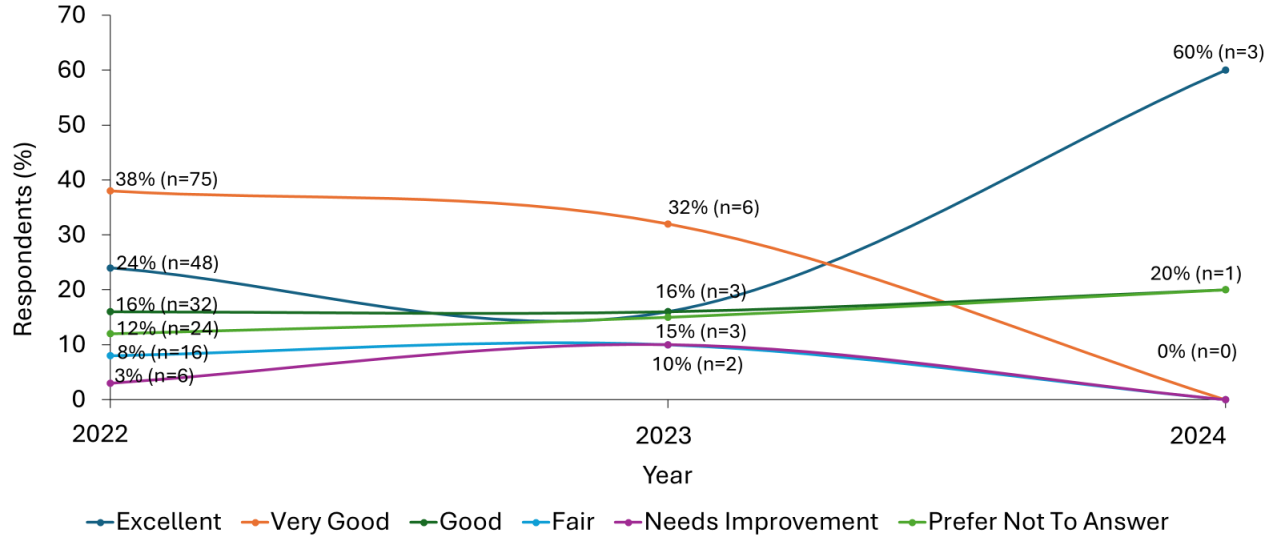How would you rate the quality of resource support provided by MSDW (e.g., ticket system, support personnel, training sessions, online guides)?