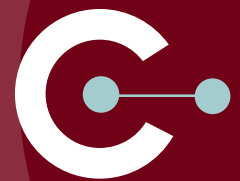


SPECIAL COVID 2021 CASD USER SATISFACTION SURVEY

CASD



The year 2020 and the beginning of 2021 have been marked by the COVID-19 pandemic. Our satisfaction survey, regularly conducted by CASD to better understand users' opinions and to identify areas for improving the services offered, has therefore taken an unusual form this year. It focuses on how the pandemic has impacted the conditions of access to data as well as influencing levels of satisfaction, feedback and expectations among users in this highly restrictive context: closure of users' organizations, accessing data from home under certain conditions, limited travel, etc. Indeed, the security constraints inherent to the functioning of CASD services normally require SD-Box to be hosted within an organization with a fixed IP address, on secure premises and out of sight. The questionnaire was sent by email in French and English to 2422 people and responses were gathered over the period between May 4 and June 8, 2021. A total of 282 people responded to the survey and 246 completed the questionnaire.

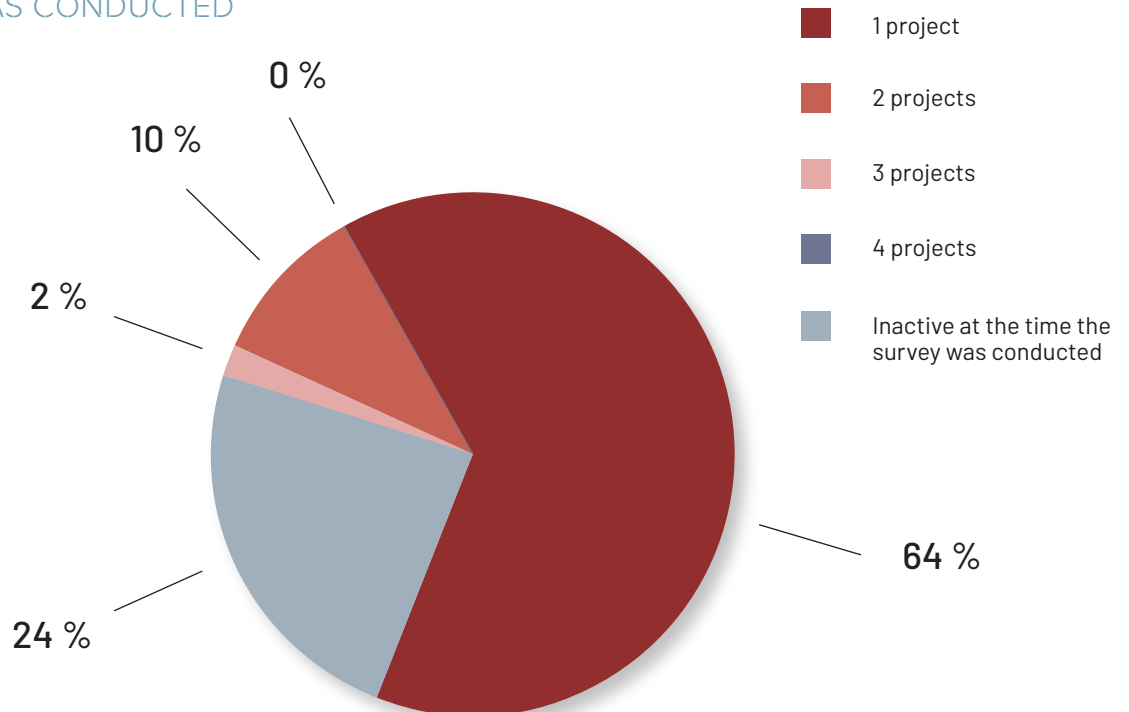


USERS PREDOMINANTLY FROM THE RESEARCH COMMUNITY

The majority of respondents are or have been members of projects accessing data from the Statistical Confidentiality Committee (88%). Of these, approximately 15% also work or have worked on sources made available under a direct agreement with the data producer. The remaining respondents are or were primarily members of projects accessing PMSI (the French medicalized information system program) data (6%) or private projects based on the user's own data (3%). They are mainly researchers and teacher-researchers (more than a third of respondents), study or project managers (a quarter) and doctoral students (15%). Other users include directors, journalists, students, apprentices, trainees, engineers and post-doctoral students.

A large number of respondents were active in at least one project at the time the survey was conducted, with most working on only one project (64%, Figure 1). Conversely, a quarter of respondents were not actively working on any project, either because they were no longer part of a project or because their project had not yet started.

FIGURE 1
NUMBER OF PROJECTS
PER ACTIVE USER
AT THE TIME THE SURVEY
WAS CONDUCTED



Source: CASD management system
Scope: surveyed population



A YEAR MARKED BY DIFFICULTIES IN ACCESSING DATA

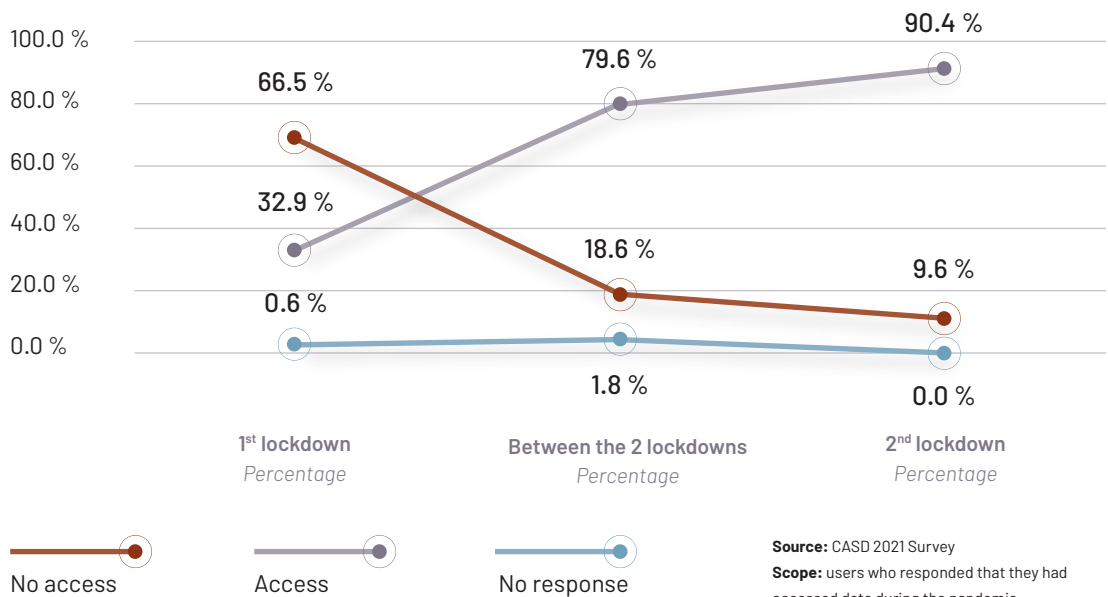
The pandemic has had a significant impact on data access, with 60% of users reporting that the health crisis has had an impact on the progress of their research project(s) involving CASD.

Varying opportunities for access depending on the period

Data access was particularly limited during the first wave of the pandemic. Among users located in metropolitan France who were able to access data during at least one of the defined periods of the pandemic, 66% were unable to access data during the first French lockdown (Figure 2). Among users located abroad, 83% of those who reported a time of difficulties accessing data indicated a period somewhere between February and September 2020, the exact timeframe depending on the country. Remote access from home has significantly contributed to the ability to continue working for those who had this option. This is particularly true for metropolitan France, where access has been divided between working at home and in users' organizations in equal proportions, with just under a quarter of the individuals concerned having benefited from a combination of the two modes of access (Table 1).

FIGURE 2

DATA ACCESS IN METROPOLITAN FRANCE OVER THE VARIOUS PERIODS OF RESTRICTION



Access was then restored, with 80% of users accessing data between the two lockdowns, and 90% during the 2nd lockdown in metropolitan France, and nearly 7 out of 10 foreign users no longer reporting difficulties beyond September 2020. This appears to be mainly due to organizations reopening. More than 70% of access in metropolitan France took place within organizations during these periods. The opportunities for access in organizations still require further adaptation, as these were often limited in number of days and time slots according to curfews in force. At the same time, home-based work was used in conjunction with organizational access by those users authorized to do so. Organizational access was particularly beneficial during the second period of lockdown, this access having been used exclusively by 15% of users, reversing the trend from the previous period.



TABLE 1
ACCESS LOCATIONS
IN METROPOLITAN FRANCE
BY PERIOD OF RESTRICTIONS

	1 st lockdown Percentage	Between lockdowns Percentage	2 nd lockdown Percentage
Respondents who accessed data per period - Metropolitan France	32.9	79.6	90.4
Usual organization only	38.2	77.5	71.5
Exclusively from home	40	7.5	15.2
Another organization exclusively	0	1.5	2
Usual organization + home	21.8	10.5	9.3
Usual organization + other institution	0	3	1.3
No response	0	0	0.7
Total	100	100	100

Source: CASD 2021 Survey

Scope: users who responded that they had accessed data during the pandemic, metropolitan France

Interpretation: 32.9% of users accessed the secure bubbles during the first period. Among these, 60% were able to access them from their usual organization, either exclusively there (38.2%) or in conjunction with remote access from home (21.8%).

Factors affecting access to data during the pandemic

Three main factors contributed to compromising data access and work progress.

The most significant of these was clearly the restriction to home-based access, depending on the nature of the project data sources. This was most prevalent among those working on tax data, representing about 6 out of 10 respondents. In total, 20% of respondents indicated that they encountered this difficulty during at least one period, if not throughout the entire health crisis period of the survey.

In addition to this restriction to home-based access, there was the further technical constraint of obtaining a fixed IP address for users or having to deal with disconnections when using a dynamic IP address (2.5% of respondents). This constraint is inherent to ensuring the security of the system deployed by CASD and should not be relaxed. It is nevertheless cited as a major limiting factor by those affected, although some also mentioned the responsiveness of the IT team in restoring access.

The third main obstacle raised concerning working with data was delays experienced in access provision to some users. Indeed, the major limiting factor was the difficulties experienced in participating in an enrolment session and/or receiving an access card. Indeed, sessions were suspended between March and mid-June 2020, and going to the CASD facility was often made difficult by travel restrictions. Eight people (2.8%) cited these issues. To address this point, CASD is considering deploying a remote enrolment system. Finally, some respondents also indicated that they experienced a delay in obtaining an SD-Box, which slowed down the start of their work with the data.



FEEDBACK FROM USERS ON THE ADAPTATION OF CASD SERVICES

SD-Box and the IT environment

The availability of the computer environment scored highly: **4.1 out of 5**. The pandemic did not impact the availability of users' project spaces. Users were slightly less satisfied with the process of obtaining the SD-Box, along with associated paperwork, receipt, installation and technical support. For this, they gave a score of 3.9 out of 5. More specifically, they mentioned long and restrictive measures for a home transfer, giving a score of 3.5 out of 5. However, the assistance of the IT department was again highly appreciated, receiving a score of **4.5 out of 5**.

Although installation of the SD-Box could be authorized by most data producers for home access, maintaining security remained a primary issue for access to very detailed confidential data provided by CASD, and security measures cannot be relaxed despite the health crisis. As a result, CASD had to implement specific procedures to enable home access: adapted confidentiality agreements, written agreements from producers, etc.

An overhauled enrolment session

A total of **408 users** have attended an enrolment session since the beginning of the pandemic. During the various lockdown periods, CASD had to adapt to enable users joining a project to attend an awareness session. CASD initially held small sessions twice a month to adhere to the health measures in force. The score for face-to-face enrolment was **4.2 out of 5**.

During the second lockdown, CASD offered its new users the opportunity to participate in a two-step enrolment session, consisting of a videoconference component followed by an appointment for fingerprinting and card issuance. The average score given for the content and organization of the enrolment session was slightly higher than for face-to-face enrolments: **4.4 out of 5**.

A total of 276 new users were able to attend this awareness session remotely in order to access the data and subsequently obtain an access card. The most frequent comment received was that they had to go to CASD offices in the Paris region to have their fingerprints taken and obtain a card. Indeed, users who work in other regions or abroad cited this inconvenience of having to travel and asked for a local service to be put in place. This seems to have been particularly accentuated by the organization of enrolments during the health crisis, which required many users to go to CASD offices only for a fingerprinting appointment without an awareness session, combined with the travel restrictions they encountered. It should be noted that this demand is new compared to previous surveys and can therefore likely be explained by the health situation.

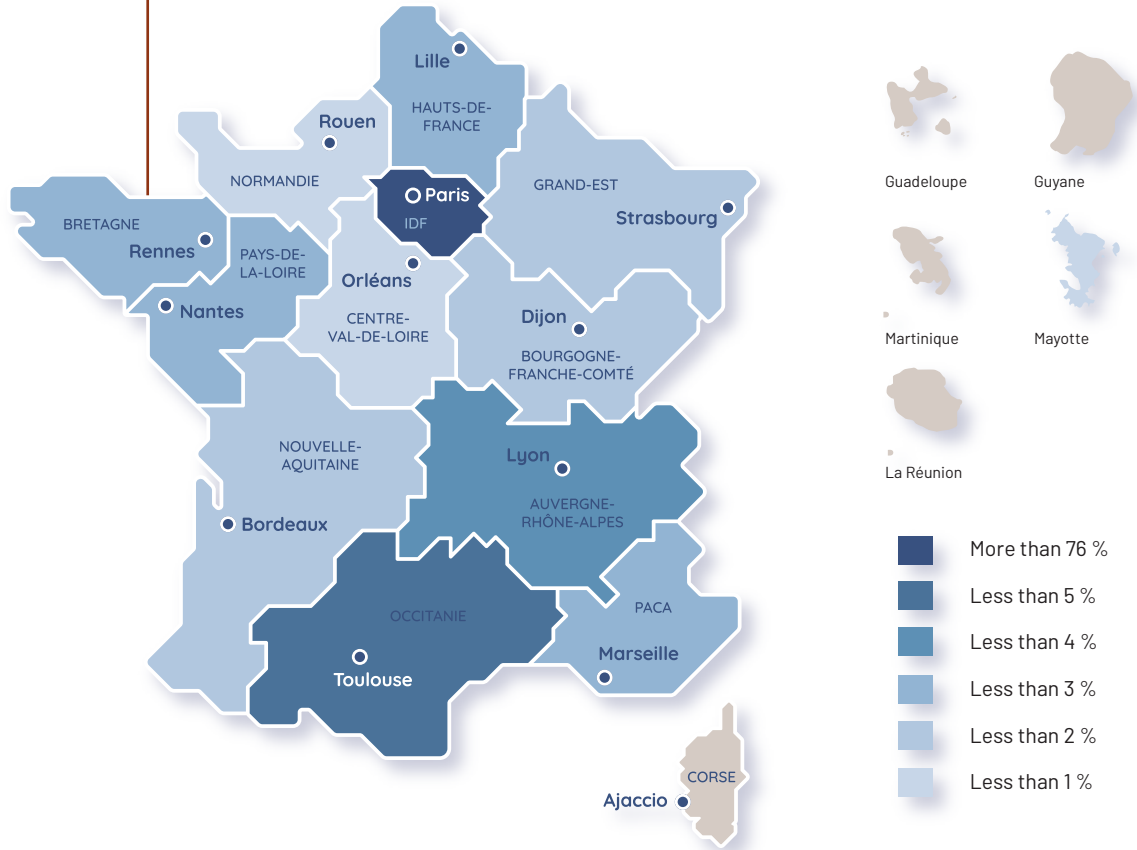
The distribution of organizations funding a CASD project in France and its overseas territories (Map 1) shows that 76.2% of these organizations are located in the Île-de-France region, and more specifically 48.1% in Paris, while 23.8% of organizations are spread throughout France.

The concept of remote enrolment (see above) will address these constraints.

2 | Donnée issue du système de gestion du CASD.



DISTRIBUTION OF INSTITUTIONS FUNDING A PROJECT AMONG RESPONDENTS IN FRANCE AND OVERSEAS TERRITORIES



Source: CASD operating system

Contracts and invoicing, our flexibility is appreciated but some improvements are necessary

On average, users scored the management of subscriptions and the proposed solutions for delaying project openings and extending subscriptions as **2.9 out of 5**. When installing the SD-Box at home was not authorized by the data producing department, CASD automatically set up a subscription extension for user projects of a research, study or assessment nature. This measure, which was exceptional, was intended to compensate users for the subscription time during which they could not access their projects due to the context (closure of their organizations).

Communication perceived as having been helpful

Users gave a score of **4.1 out of 5** for communication about conditions and access to data. Information given about home access options received a score of **3.7 out of 5**. Some users mentioned in their comments that it took a long time to obtain information. At each important phase of the health crisis, information was sent by email, whether concerning the extension of subscription or the possibility of installing SD-Box at home, etc. The CASD newsletter and the website were also used as means of communication.



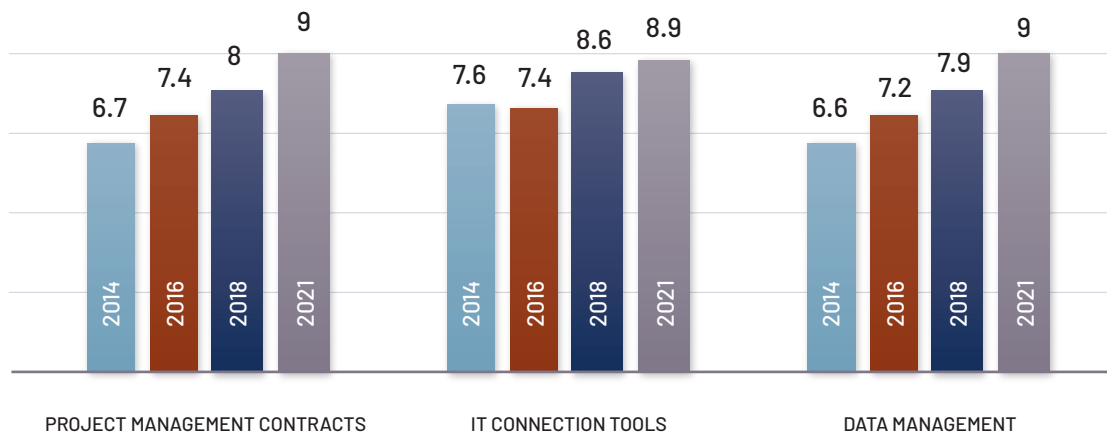
Processing times for data imports and exports were highly praised

Users were very satisfied with the processing time of their imports and exports and gave a score of **4.4 out of 5**. In order to facilitate and consolidate users' work, the possibility of setting up a code sharing system is currently under study. Some comments indicated that the delay in obtaining entries, which takes a maximum of 24 hours, is a little too long for their requirements. CASD is reflecting on a solution to accelerate imports, especially of source code or programs.

Global satisfaction: mainly positive feedback

Despite the unique situation of the past year, the scores for each department have increased (Figure 3). The Project Management department, the IT department and the Data Management department received scores of 9, 8.9 and 9 out of 10 respectively. The responsiveness, friendliness and availability of each department were frequently cited in users' comments. Maintaining the quality of services was, of course, one of the objectives throughout the entire health crisis.

FIGURE 3
SCORE PER DEPARTMENT IN 2014, 2016, 2018 AND 2021



Source: CASD 2021 Survey - Scope: all respondents

The situation has been an unusual one for everyone. The CASD has had to adapt and propose solutions in a very short space of time to be able to evolve and continue to offer its users quality access to these services. Receiving the answers and feedback to the satisfaction survey is a particularly useful process in terms of the continuous improvement goals each of the departments strive to achieve.

Thank.

We would like to warmly thank the users who took the time to complete this survey.

