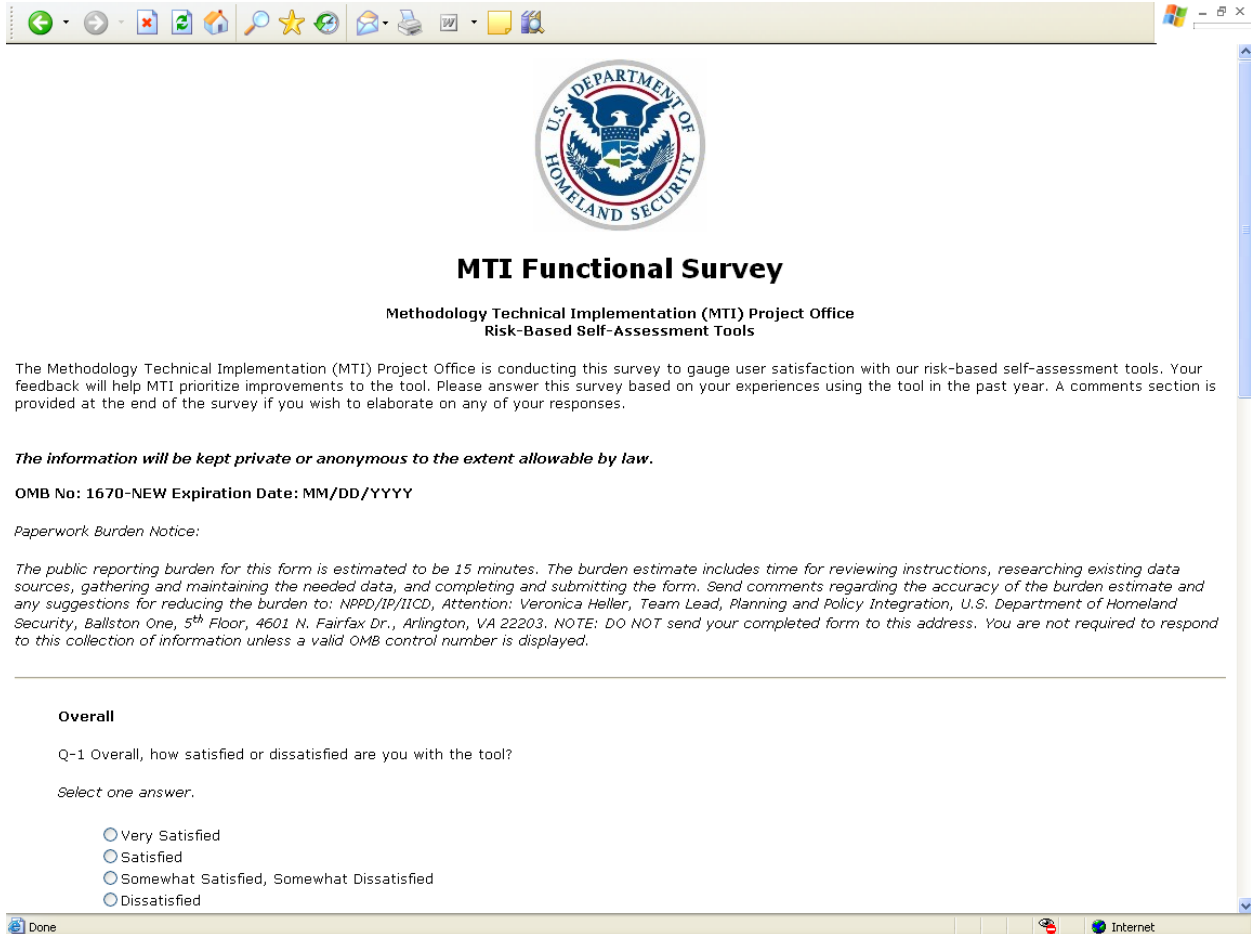


# MTI Functional Survey Screenshots



The screenshot shows a web browser window with a standard toolbar at the top. The main content area features the U.S. Department of Homeland Security logo at the top center. Below the logo, the title "MTI Functional Survey" is displayed in a large, bold font. Underneath the title, the subtitle "Methodology Technical Implementation (MTI) Project Office Risk-Based Self-Assessment Tools" is shown in a smaller font. The text below explains the survey's purpose: "The Methodology Technical Implementation (MTI) Project Office is conducting this survey to gauge user satisfaction with our risk-based self-assessment tools. Your feedback will help MTI prioritize improvements to the tool. Please answer this survey based on your experiences using the tool in the past year. A comments section is provided at the end of the survey if you wish to elaborate on any of your responses." A bolded statement follows: "The information will be kept private or anonymous to the extent allowable by law." Below this, the OMB No: 1670-NEW and Expiration Date: MM/DD/YYYY are listed. A "Paperwork Burden Notice" section states: "The public reporting burden for this form is estimated to be 15 minutes. The burden estimate includes time for reviewing instructions, researching existing data sources, gathering and maintaining the needed data, and completing and submitting the form. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: NPPD/IP/IICD, Attention: Veronica Heller, Team Lead, Planning and Policy Integration, U.S. Department of Homeland Security, Ballston One, 5th Floor, 4601 N. Fairfax Dr., Arlington, VA 22203. NOTE: DO NOT send your completed form to this address. You are not required to respond to this collection of information unless a valid OMB control number is displayed." A horizontal line separates this section from the survey questions. The first question is "Overall" with the sub-question "Q-1 Overall, how satisfied or dissatisfied are you with the tool?". Below the question, it says "Select one answer." and provides four radio button options: "Very Satisfied", "Satisfied", "Somewhat Satisfied, Somewhat Dissatisfied", and "Dissatisfied". The browser's status bar at the bottom shows "Done" on the left and "Internet" on the right.

**U.S. DEPARTMENT OF HOMELAND SECURITY**

## MTI Functional Survey

**Methodology Technical Implementation (MTI) Project Office  
Risk-Based Self-Assessment Tools**

The Methodology Technical Implementation (MTI) Project Office is conducting this survey to gauge user satisfaction with our risk-based self-assessment tools. Your feedback will help MTI prioritize improvements to the tool. Please answer this survey based on your experiences using the tool in the past year. A comments section is provided at the end of the survey if you wish to elaborate on any of your responses.

**The information will be kept private or anonymous to the extent allowable by law.**

**OMB No: 1670-NEW Expiration Date: MM/DD/YYYY**

*Paperwork Burden Notice:*

*The public reporting burden for this form is estimated to be 15 minutes. The burden estimate includes time for reviewing instructions, researching existing data sources, gathering and maintaining the needed data, and completing and submitting the form. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: NPPD/IP/IICD, Attention: Veronica Heller, Team Lead, Planning and Policy Integration, U.S. Department of Homeland Security, Ballston One, 5<sup>th</sup> Floor, 4601 N. Fairfax Dr., Arlington, VA 22203. NOTE: DO NOT send your completed form to this address. You are not required to respond to this collection of information unless a valid OMB control number is displayed.*

---

**Overall**

Q-1 Overall, how satisfied or dissatisfied are you with the tool?

Select one answer.

Very Satisfied

Satisfied

Somewhat Satisfied, Somewhat Dissatisfied

Dissatisfied



**Overall**

Q-1 Overall, how satisfied or dissatisfied are you with the tool?

Select one answer.

- Very Satisfied
- Satisfied
- Somewhat Satisfied, Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied

Q-2 Overall, how satisfied or dissatisfied are you with the ease of using the tool?

Select one answer.

- Very Satisfied
- Satisfied
- Somewhat Satisfied, Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied

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## MTI Functional Survey

### Tool Functions

Q-3 How satisfied or dissatisfied are you with the following functions of the tool?

Select one answer for each section.

	Very Satisfied	Satisfied	Somewhat Satisfied, Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
Information Gathering Process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tool Registration and Access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Entering data into the tool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Analysis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User Account Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## MTI Functional Survey

Q-4 To what extent do you agree or disagree with the following statements regarding the menus, functions, and navigation in the tool?

Select one answer for each statement.

	Strongly Agree	Agree	Somewhat Agree, Somewhat Disagree	Disagree	Strongly Disagree
Menu items and functions were easy to find	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The tool had all of the functions and capabilities I expected it to have	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understood the function of each menu item	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I found navigating the tool easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## MTI Functional Survey

Q-5 To what extent are you satisfied or dissatisfied with the output and results produced?

Select one answer.

- Very Satisfied
- Satisfied
- Somewhat Satisfied, Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied

Q-6 Were the output and results what you expected?

Select one answer.

- Yes
- No

Q-7 To what extent are the output and results useful?

Select one answer.

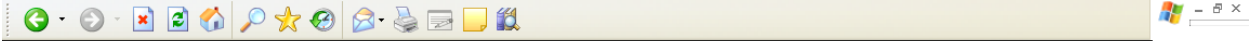
- Very Useful
- Somewhat Useful
- Not Useful

Q-8 Did you have to consult other sources (personnel or data) to gather enough information to use the tool for its intended purpose?

Select one answer.

Done

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Q-8 Did you have to consult other sources (personnel or data) to gather enough information to use the tool for its intended purpose?

Select one answer.

- Yes
- No

Q-9 Are there any additional security features or resources that should be added to the tool?

Please describe:

Q-10 To what extent was the amount of time needed to complete an assessment appropriate?

Select one answer.

- About the right amount of time
- Took too much time

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**Tool Guidance**

Q-11 To what extent do you agree or disagree that information provided with the tool is easy to understand?

Select one answer for each type of information.

	Strongly Agree	Agree	Somewhat Agree, Somewhat Disagree	Disagree	Strongly Disagree	Not Applicable
User Guide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training Module	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
References/Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Data Security**

Q-12 To what extent do you agree or disagree that you understand the data security protections provided for submitted data?

Select one answer.

- Strongly Agree
- Agree
- Somewhat Agree, Somewhat Disagree
- Disagree
- Strongly Disagree

Q-13 To what extent was the amount of information about data security protections provided in the tool appropriate?

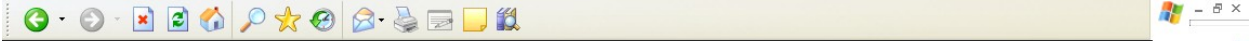
Select one answer.

- Too much information
- Right amount of information
- Not enough information

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## MTI Functional Survey

### Assistance

Assistance is available from two sources: from the Contractor for technical aspects, and from the DHS MTI Project Office or the SSA for questions on the methodology and functional questions.

Q-14 Have you contacted the [contractor] help desk for assistance regarding the technical aspects of the tool?

Select one answer.

- Yes  
 No

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## MTI Functional Survey

Q-14a To what extent were you satisfied or dissatisfied with the *timeliness* of the response?

Select one answer.

- Very Satisfied
- Satisfied
- Somewhat Satisfied, Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied

Q-14b To what extent were you satisfied or dissatisfied with the *quality* of the response?

Select one answer.

- Very Satisfied
- Satisfied
- Somewhat Satisfied, Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied

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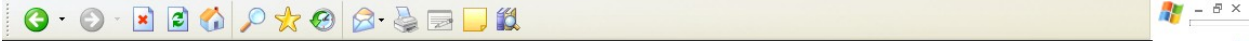
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## MTI Functional Survey

Q-15 Have you contacted the DHS MTI Project Office or the SSA for questions on the methodology or functions of the tool?

Select one answer.

- Yes
- No

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## MTI Functional Survey

Q-15a To what extent were you satisfied or dissatisfied with the *timeliness* of the response?

Select one answer.

- Very Satisfied
- Satisfied
- Somewhat Satisfied, Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied

Q-15b To what extent were you satisfied or dissatisfied with the *quality* of the response?

Select one answer.

- Very Satisfied
- Satisfied
- Somewhat Satisfied, Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied

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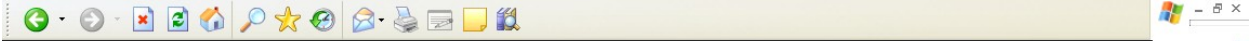
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## MTI Functional Survey

Q-16 Did you encounter any errors while using the tool?

Select one answer.

- Yes  
 No

Q-16a Please describe any errors encountered in the space below.

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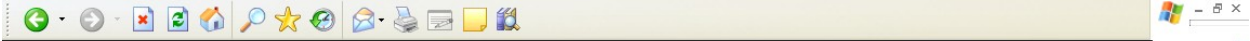
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## MTI Functional Survey

### Recommend

Q-17 Would you recommend your colleagues within the industry use this tool?

Select one answer.

- Yes, would definitely recommend
- Yes, might recommend
- No, would not recommend

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## MTI Functional Survey

### Priorities for Improvement

Q-18 If you could make changes to the tool, which of the following improvements would you select?

Select up to two responses.

- Improved user guidance
- Improved communication on the status of the tool
- Additional training on using the tool
- Improved tool navigation
- Additional reporting capabilities
- Additional references or resources
- Other (please specify)

If you selected other, please specify:

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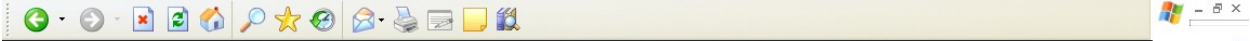
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## MTI Functional Survey

### Background

Q-19 Which of the following best describes how you found out about the tool?

Select one answer.

- Sector Specific Agency (SSA)
- Sector Coordinating Council (SCC) or Government Coordinating Council (GCC)
- Industry Conferences or Tradeshows
- Industry Association
- Publications
- Word of Mouth
- Web
- Other (please specify)

If you selected other, please specify:

Q-20 What is your current job function?

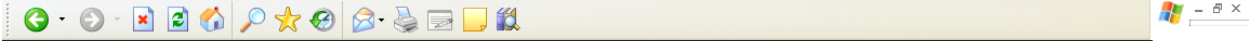
Provide title and brief description if needed.

Q-21 How long have you worked for your company/organization?

Select one answer.

- Less than 1 year





Q-20 What is your current job function?

*Provide title and brief description if needed.*

Q-21 How long have you worked for your company/organization?

*Select one answer.*

- Less than 1 year
- 1 year to less than 3 years
- 3 years to less than 5 years
- 5 years or more

Q-22 How long have you worked in your industry?

*Select one answer.*

- Less than 1 year
- 1 year to less than 5 years
- 5 years to less than 10 years
- 10 years to less than 15 years
- 15 years or more

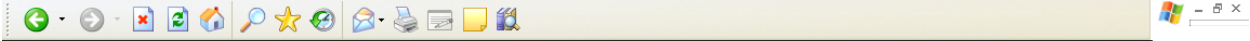
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**Comments**

Q-23 What was the most useful function/aspect of the tool?

Q-24 What was the least useful function/aspect of the tool?

Q-25 Do you have any suggestions on how to improve the tool for your industry?

Q-26 Provide any additional comments in the space below.

*Thank you for your participation!*

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