

Indian Health Service
Virtual Private Network (VPN) User Survey

You have been selected to participate in this survey due to your recent usage on the IHS VPN in the past 60 days. Thank you for taking the time to complete this survey.

1. Area:

- Aberdeen
 - Alaska
 - Albuquerque
 - Bemidji
 - Billings
 - California
 - Nashville
 - Navajo
 - Oklahoma City
 - Phoenix
 - Portland
 - Tucson
 - Other
- If Other (please specify)

2. Employee Type:

- Federal, including Commissioned Corps
 - Tribal
 - Urban
 - Headquarters
 - Contractor
 - Other
- If Other (please specify)

3. How often do you use the IHS VPN?

- Hardly ever
- One time per week
- One time per day
- Two times per day
- Three times per day
- More than three times per day

4. How long do you typically stay connected?

- Less than one hour
- 1-2 hours
- 2-4 hours
- More than four hours

5. What equipment do you use most often to access the IHS VPN?
- IHS provided computer
 - Personal computer
 - Public computer
 - Other
- If Other (please specify) _____
6. What type of Internet connection do you normally connect from?
- DSL
 - Cable
 - Fiber (FIOS)
 - Public Wi-Fi (hotel, airport, coffee shop, library, school)
 - Mobile broad-band (hot spot/ USB modem)
 - Dial-Up
7. Do you access your facility "desktop" or terminal server using a Remote Desktop Connection?
- Yes
 - No
 - Don't know
8. If using an IHS provided computer do you feel as productive when working remotely?
- Yes
 - No
 - Comments: _____
9. If using a personal computer do you feel as productive when working remotely?
- Yes
 - No
 - Comments: _____
10. How important is it that you have the same functionality as you have in the office when working remotely?
- Not very important
 - Somewhat important
 - Very important
11. Does IHS VPN provide the functionality that you need?
- Yes
 - No
 - Comments: _____
12. Do you find the process of logging on to the IHS VPN to be:
- Acceptable
 - Cumbersome
 - Comments: _____

13. Do you know that using your Outlook e-mail client or Web Mail does not require a VPN connection?

- Yes
- No

14. Do you know that using your Lync client does not require a VPN connection?

- Yes
- No
- What is Lync?

15. What is your primary reason for using the IHS VPN?

- Full-time telework- any location
 - Part-time telework- any location
 - Travel
 - Off-site
 - Occasional after-hours catch up
 - Other
- If Other (please specify) _____

16. What type of work do you perform while using the IHS VPN?

- Health care system access (RPMS/ EHR/ DENTRIX)
- Email/ Lync
- Document editing on network drives
- System administration

17. Other than the standard 15 minute inactivity timeout; do you ever get unexpectedly disconnected from the IHS VPN?

- Never
- Occasionally
- Frequently

18. What do you like most about the current VPN solution?

Comments: _____

19. What do you like least about the current VPN solution?

Comments: _____

20. What new features would you like to see added to the IHS VPN?

Comments: _____

21. Additional comments:

Comments: _____

OPTIONAL: Please provide your name and email so that IHS OIT may contact you with additional questions if needed.

22. First Name: _____

23. Last Name: _____

24. Email Address: _____

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