Financial Partner Data Mart Customer Satisfaction Survey

Step 1: E-mail message from FSA to participants:

The FSA CIO is being supported by Perot Systems Government Services (PSGS) to perform a Post Implementation Review (PIR) on the Financial Partner Data Mart. Working with the Department of Education's Quality Assurance Team, and in accordance with the Clinger-Cohen Act policy, PSGS is conducting a survey of Financial Partner Data Mart users to support a Post Implementation Review. Your feedback is invaluable to both the PIR and the success of future releases of the Financial Partner Data Mart.

In order to access the survey, you will receive an email containing the survey's web site address along with your own unique login and password. The quick survey can be accessed at anytime during the survey period. The deadline for completing the survey is [Insert Closing Date – 2 weeks after deployment (include day of week)].

We look forward to receiving your feedback!

Step 2: Message from survey tool to participants at deployment

Dear Participant:

Thank you for contributing to the Post Implementation review (PIR) for the Financial Partner (FP) Data Mart. To access the Financial Partner Data Mart online survey, please go to the survey URL below. Please use the unique login identification and password provided to access the survey and follow the survey instructions. This quick survey can be accessed at anytime during the survey period. The deadline for completing the survey is [Insert Closing Date – 2 weeks after deployment (include day of week)].

We look forward to receiving your feedback!

If you have any questions or problems with the survey, please contact:

Andrea Duggan
Perot Systems Government Services
7535 Little River Turnpike
Annandale, VA 22003
Phone: (703) 813-1900 ext. 7344
Email: andrea.duggan@psgs.com
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Login information to the on-line survey is as follows:

This survey is a non-blind restricted survey.
Survey URL: [URL created at survey deployment]
Your Login ID = ******
Your Password = ********

Step 3: Survey Description – Viewed on the screen at login, before beginning survey.

Financial Partner (FP) Data Mart Customer Satisfaction Survey

The purpose of this survey is to obtain feedback from FP Data Mart customers on the use of the FP Data Mart. This survey is for use in the Department of Education Post Implementation Review (PIR) process.

Paperwork Burden Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection is 1845-0045. The time required to complete this information collection is estimated to average15 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Education, Washington DC, 20202-4651. If you have comments or concerns regarding the status of your individual submission of this form, write directly to Willie Sutton, U.S. Department of Education, 830 First Street, N.E., UCP 11154, Washington, DC 20202.

Step 4: Survey questions

	Survey Question	Answer Options
1.	What is your job title or description?	Short Answer – Text Box
2.	How has the FP Data Mart improved your decision making process?	Short Answer – Text Box
3.	Has the FP Data Mart improved your ability to support the students within the FFEL Program?	Short Answer – Text Box
4.	Are you able to get the information you seek from the FP Data Mart?	Yes/No/Not Applicable – Radio Buttons
5.	Do you like the way FP Data Mart presents information?	Yes/No/Not Applicable – Radio Buttons
6.	Is the FP Data Mart easy to use?	Yes/No/Not Applicable – Radio Buttons
7.	What features of the FP Data Mart do you think are useful or helpful?	Short Answer – Text Box
8.	What features of the FP Data Mart do you think are difficult to use?	Short Answer – Text Box
9.	Compared to similar web sites that you access, how would you rate the response time of the FP Data Mart?	Multiple Choice – Radio Buttons • The system responds promptly • Navigation is sluggish • The system 'times out' or returns error messages
10.	How would you rate the availability of the FP Data Mart?	Multiple Choice – Radio Buttons • The system is always available. • The system is occasionally unavailable. • The system is unavailable for several hours at a time. • The system has been unavailable for more than one day.
11.	Are you satisfied with the FP Data Mart overall?	Yes/No/Not Applicable – Radio Buttons
12.	As an FP Data Mart user, are you satisfied with the Customer Service you have received?	Yes/No/Not Applicable – Radio Buttons
13.	If you had problems using the FP Data Mart, how long did it take for your problems to be resolved?	Multiple Choice – Radio Buttons • 1 hour or less • Several hours • More than 1 day • Several days • I had no problems using the FP Data Mart
14.	If you experienced any problems with the FP Data Mart, were they resolved to your satisfaction?	Yes/No/Not Applicable – Radio Buttons
15.	Do you have any security concerns regarding the FP Data Mart? If so, please describe them.	Short Answer – Text Box
16.	What additional observations or suggestions for improvement can you make regarding the FP Data Mart?	Short Answer – Text Box