

VTckS 2014 Awardee Survey

Form Approved

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CDC is seeking information on the overall awardee experience with VTckS, so please coordinate with your VTckS users to submit only ONE survey per awardee office. Questions marked with an asterisk (*) require a response in order to proceed. Thank you!

***1. Which awardee do you represent?**

VTrckS Access

***2. Please indicate your level of agreement with the following statements regarding VTrckS access:**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
a. We know how to request VTrckS access for new awardee staff and/or provider users.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. We know how to request VTrckS deactivation for specific awardee staff and/or provider users, when appropriate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please further explain your responses to the questions above, or provide other comments as desired.

Spend Plan Functionality

***3. Please indicate your level of agreement with the following statements regarding your experience with Spend Plan functionality:**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
a. We are able to complete monthly Spend Plan update requirements in VTrckS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. We are able to use the Spend Plan in VTrckS as a planning tool for all fund sources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The new PO balance function within the brand allocation section of the Spend Plan allows me to track goods receipts/credits related to State/CHIP bulk orders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. We have information about doses and dollars in places we need it within the Spend Plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please further explain any of your responses to the questions above, or provide other comments as desired.

ExIS Interfaces

***4. Please indicate your level of agreement with the following statements regarding your experience with ExIS interfaces:**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
a. We can successfully upload data from our ExIS to VTckS through all planned ExIS interfaces.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. After uploading data to VTckS using an ExIS interface, we know where to find it in VTckS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. We effectively synchronize data in our ExIS with VTckS, including products available for ordering and products shipped (along with NDC, lot number, and expiration date).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please further explain any of your responses to the questions above, or provide other comments as desired.

CRM and ECC Functionality

***5. Please indicate your level of agreement with the following statements regarding your experience with CRM and ECC functionality:**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
a. We are able to use the VTckS review tool to help us manage provider orders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The Mass Upload of marketing attributes is easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. We can manage orders and resolve issues in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. We are able to identify shipped and unshipped orders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. We can successfully create and upload the Provider Fund Type Split Template.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. We are able to use VTckS to place bulk purchase orders using state/local and CHIP funds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. We can successfully create and complete vaccine returns in VTckS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. We can successfully modify vaccine returns in VTckS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. We can successfully create and complete wastage orders in VTckS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please further explain any of your responses to the questions above, or provide other comments as desired.

Reports

*6. Please indicate your opinion about the ease of using the following reports in SAP

Business Objects:

	Very Easy to Use	Easy to Use	Neutral	Not Easy to Use	Not At All Easy to Use	N/A
a. Provider enrollment (CRM 104/105)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Provider profile (CRM 107)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Provider list (CRM 106)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Fund type split (CRM 111)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Wastage report (CMR 108)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Bulk order status (PUIR 105)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Provider orders and deliveries (SD 104)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Spend plan advanced purchase (SP 111)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Spend plan monitoring (SP 101)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Missing spend plan (SP 109/110)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Aggregate monitoring [317 tracking] (SP 125)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*7. Please indicate your level of agreement with the following statement regarding spend plan reports in general:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
The spend plan reports in VTckS provide me with enough information to manage my spend plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Please explain if there are any existing reports that are not meeting your needs.

9. Please explain if there are any additional reports you need.

VTckS Communications from CDC

***10. Please indicate your opinion of the usefulness of each of the CDC's VTckS communications tools/mechanisms listed below:**

	Very Useful	Useful	Neutral	Not Useful	Not At All Useful	N/A
a. VTckS Connection Newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. VTckS User Group Bi-Monthly Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. ExIS Bi-Monthly Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Emails (routine and ad hoc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. VTckS discussion on Epi-X Forum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***11. Please indicate your level of agreement with the following statements regarding your experience with VTckS Communications from CDC staff (not the Contact Center):**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
a. CDC effectively communicates VTckS information that we need/want.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. CDC communications regarding VTckS are timely and occur with appropriate frequency (e.g., neither too often nor too rarely).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any additional feedback for the questions above, or regarding VTckS communications in general.

VTckS Training

***12. Please indicate your level of agreement with the following statements regarding your experience with VTckS trainings:**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
a. The VTckS training webinars offered by CDC are effective and timely (neither too frequent nor too rare).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The VTckS Training Library is a helpful support tool.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Our staff has taken advantage of the webinar recordings to webinars that we have not been able to attend or for new staff that have come on board.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any additional feedback for the questions above, or regarding VTckS trainings in general.

Overall Satisfaction

*13. Please indicate your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
a. VTrckS is an effective tool for vaccine ordering and inventory/funds management.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. We can access the necessary functionality in VTrckS for all of our staff to do their jobs / perform their roles.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*14. What is the most positive impact your office has seen from VTrckS?

*15. What is the most challenging aspect of the current system?

16. Please feel free to share any additional feedback regarding your overall satisfaction with VTrckS.

Thank you very much for completing the VTrckS 2014 Awardee Survey. PLEASE CLICK THE 'DONE' BUTTON BELOW TO SUBMIT. If you have any questions or concerns regarding this assessment, you may contact Julie Orta at JOrta@cdc.gov.