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Phase 1 State Agency Survey

State Agency Name:_____

First Name: _____

Last Name: _____

Title/Role: _____

State: _____ Region: _____

1) What type of computing device does your State Agency use to access WIC-TIP? Check all that apply.

  ☐ Laptop

  ☐ Desktop Computer

  ☐ Tablet

  ☐ Mobile device

2) What is the operating system of the computing device used to access WIC-TIP? Check all that apply.

  ☐ Windows (Laptop/Desktop Computer Only)

  ☐ MAC Macintosh (Laptop/Desktop Computer Only)

  ☐ Android (Mobile Device/Tablet Only)

  ☐ iOS (Mobile Device/Tablet Only)

3) Are there any plans for a technology upgrade that will affect your upload capabilities in the near foreseeable future? Check all that apply.

  ☐ No current plans for a technology upgrade

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☐ Yes, Desktop/Laptop upgrade

☐ Yes, Change in OS (Operating System)

☐ Yes, Smart phone/Tablet upgrade

☐ Yes, Internet connection change (please describe in "Other"):

_____

☐ Yes, Computer network/infrastructure change (please describe in "Other"):

_____

☐ Other: _____

_____

4) What web browser does your State Agency use when managing vendor data? Check all that apply.

☐ Internet Explorer (MS)

☐ Chrome

☐ Safari

☐ Other: _____

5) What type of Internet connection does your State Agency use when managing vendor data? Check all that apply.

☐ Dial-up

☐ Wi-Fi

☐ DSL

☐ Cable

☐ Satellite

☐ Hi-speed/Fiber/Dedicated T1/T3

☐ Not sure of our State Agency network configuration

6) How does your State Agency collect the WIC FNS-700 TIP data to create the upload file? Check all that apply.

☐ Lookup and extract from one or more case files

☐ Lookup and output from one or more MIS applications

☐ Other: _____

_____

_____

7) What tool does your State Agency use to collect and manage WIC FNS-700 TIP data? Check all that apply.

    ☐ MIS reports/extracts data

    ☐ Excel or similar spreadsheet

    ☐ Desktop or system database/application (e.g. Access, SQL, or similar)

    ☐ Text editor (e.g. Notepad, Wordpad, or other editor)

    ☐ Other: _____

8) How do you submit WIC FNS-700 TIP data?

    ☐ Upload Text file

    ☐ Upload XML file

    ☐ Manually enter data on WIC-TIP tool

    ☐ Other: _____

9) Does your State Agency have problems with the current upload process? Check all that apply.

    ☐ Yes, File upload fails due to Internet connectivity issues (e.g. connection not stable, or session timeouts)

    ☐ Yes, File upload fails due to format, validation or other data related issues.

    ☐ No

10) What are the reasons why the FNS 700 data submitted were not accepted by the WIC-TIP tool? Check all that apply.

    ☐ text or xml file upload failed due to format error

    ☐ text or xml file upload failed due to an invalid year

☐ FNS 700 data submitted was missing required data

☐ FNS 700 data submitted had errors that you were notified by email to correct

☐ FNS 700 data submitted had errors that were marked on the WIC-TIP webpage only

☐ FNS 700 data submitted was not accepted for other reasons (please describe in "Other")

☐ Other: _____

11) How does your State Agency correct WIC FNS-700 TIP data upload errors/failures? Check all that apply.

☐ Contact the WIC-TIP Administrator or Help Desk to correct the WIC FNS-700 TIP data upload errors/failures.

☐ Contact Regional Vendor Managers to upload/correct the WIC FNS-700 TIP data for you.

☐ Contact the WIC-TIP Administrator or Help Desk to request step-by-step instructions.

☐ Edit individual WIC FNS-700 TIP data using WIC-TIP.

☐ Repeat process to upload full WIC FNS-700 TIP - dataset.

☐ Other: _____

12) Would the technical support staff at your State Agency be able to install a client application on your desktop to manage and collect WIC FNS-700 TIP data? Check all that apply.

☐ Yes – Agency can install and use a desktop, client application for collection, management and upload vendor data for submission.

☐ No – Agency does not allow non-standard software on our computers

☐ No – Agency computer has reached maximum capacity and cannot support another software

☐ Other: _____

13) In order to help manage the WIC FNS-700 TIP data in real-time, would your State Agency benefit from a WIC-TIP function to preload submission data with basic vendor data (e.g., Vendor ID, name and address) captured from a previous year's report?

☐ Yes, I would use the WIC-TIP Tool to manage and submit vendor data.

☐ No, I would prefer to continue to collect vendor data and create file locally then upload the file to WIC-TIP.

14) Would your State Agency be able to provide individual WIC FNS-700 TIP data more frequently throughout the FY as activities occur (i.e. redemption data and monitoring/compliance activities and training)?

☐ Yes, it would be beneficial to provide individual WIC FNS-700 TIP data more frequently,

throughout the FY, allowing our State Agency to load vendor data as it becomes available.

☐ No, I would prefer the current process to provide all of the WIC FNS-700 TIP data after the end of the FY.

15) Which problems have you encountered while viewing/editing WIC FNS-700 TIP data? Check all that apply.

☐ The website is not user-friendly, cumbersome, and lacks functionality. Therefore, I do not know how to view or edit vendor data.

☐ My changes are not saved due to timeouts or system error.

☐ Error messages are not clear

☐ No, I do not encounter problems viewing/modifying vendor data

☐ Other: _____

16) Do you encounter problems with accessing your WIC-TIP reports? Check all that apply.

☐ Yes, the reports are not available or takes a long time to become available.

☐ Yes, the reports have incomplete or incorrect data.

☐ Yes, I am unable to download the reports.

☐ No, I do not encounter problems when accessing reports.

☐ No, I do not currently access reports in TIP.

☐ No, I am unaware that reports are available.

☐ Other: _____

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17) Please provide any other suggestions on how the FNS-700 data submission process can be improved.

WILL INSERT A FREE TEXT BOX ON THE SURVEY FORM