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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

- Yes, Desktop/Laptop upgrade
- Yes, Change in OS (Operating System)
- Yes, Smart phone/Tablet upgrade
- Yes, Internet connection change (please describe in "Other"):

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

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- Other: \_\_\_\_\_

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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: \_\_\_\_\_

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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: \_\_\_\_\_

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\*\***