# 2016 HHS Learning Portal (LMS) User Survey

## Introduction

ID: 2

OMB#: 0925-0648 ExpDate: 3/31/18

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### Welcome to the 2016 HHS Learning Portal (also known as the Learning Management System) Customer Survey. The questions in this survey address your experience using the HHS Learning Portal (LMS). Feedback received in this survey will be compiled by the OHR Survey Team in the HR Systems, Analytics, and Information Division (HR SAID), and a summary report will be provided to the Learning Management System Team. Your feedback will provide insight into how you use the system and it will potentially help improve system features, communications, support and training efforts. The survey should take 5 minutes to complete.  If you encounter any technical problems please contact HR Systems Support via this web form <http://intrahr.od.nih.gov/helpdeskform.htm> Thank You!

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ID: 158

#### 1) How often do you typically use the HHS Learning Portal (LMS)?

( ) Daily

( ) Weekly

( ) Monthly

( ) Yearly

( ) Never

## User Role

ID: 225

### The following questions pertain to your use of the HHS Learning Portal (LMS) system. Administrative Privileges is defined as: A person that has access to all of the administration features within an application/system. General User is defined as: A person that has the lowest level of access to an application/system, limited by roles, permissions, and organizational scope.

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#### 2) What is your current role in LMS?\*

( ) Administrative Privileges

( ) General User

ID: 233

#### 3) Please rate your level of agreement with the following statement:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly Disagree** | **Disagree** | **Neither Agree nor Disagree** | **Agree** | **Strongly Agree** | **Not Applicable / Not aware of the upgrade** |
| Using the HHS Learning Portal (LMS) after the 2015 interface updates makes it easier to do my job? | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |

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### 4) Please tell us more about your level of disagreement:

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#### 5) How satisfied are you with the following:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very Dissatisfied** | **Dissatisfied** | **Neither Satisfied nor Dissatisfied** | **Satisfied** | **Very Satisfied** | **Not Applicable/ Have Not Used** |
| Overall LMS System Quality | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| User Friendliness | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| Customer Support | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| Activation of LMS Accounts | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| Deactivation of LMS Accounts | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |

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### Please tell us more about your dissatisfaction with the deactivation process

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ID: 236

### Please tell us more about your dissatisfaction with the activation process

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ID: 109

#### 6) Please rate the ease of use for each of the following system features.1 being VERY DIFFICULT to use and 5 being VERY EASY to use.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **1-Very Difficult** | **2-Difficult** | **3-Neutral** | **4-Easy** | **5-Very Easy** | **Have Not Used / Not Applicable** |
| Creating Reports | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| Registering for Training | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| Approving Training Courses | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| Completing Online Training | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| Using Skillsoft Online Training Courses | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| Locating System Information | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |
| Navigating System Functions | ( ) | ( ) | ( ) | ( ) | ( ) | ( ) |

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### 7) What LMS system functionality do you find MOST useful?

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### 8) What LMS system functionality do you find LEAST useful?

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#### 9) Please rate your level of agreement with the following statement:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Strongly Disagree** | **Disagree** | **Neither Agree nor Disagree** | **Agree** | **Strongly Agree** |
| Overall, LMS is meeting my needs | ( ) | ( ) | ( ) | ( ) | ( ) |

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#### 10) What is your preferred method to receive training on how to help navigate the HHS Learning Portal (LMS)?  (Rank in order of preference.)

\_\_\_\_\_\_\_\_User Guides

\_\_\_\_\_\_\_\_Tip Sheets/QRGs

\_\_\_\_\_\_\_\_Online Trainings

\_\_\_\_\_\_\_\_Instructor Led Training

\_\_\_\_\_\_\_\_Webinars

\_\_\_\_\_\_\_\_Instructional Videos

## Additional comments/suggestions

ID: 227

### OPTIONAL: Please provide additional comments/suggestions below:

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## Thank You!

ID: 1

### Thank you for taking our survey. Your response is very important to us.