2016 HHS Learning Portal (LMS) User Survey

Introduction

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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!

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

( ) Daily

( ) Weekly

( ) Monthly

( ) Yearly

( ) Never

User Role

The following questions pertain to your use of the HHS Learning Portal (LMS) system.

<u>Administrative Privileges</u> is defined as: A person that has access to all of the administration features within an application/system.

<u>General User</u> is defined as: A person that has the lowest level of access to an application/system, limited by roles, permissions, and organizational scope.

2) What is your current role in LMS?*

( ) Administrative Privileges

( ) General User

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?	( )	( )	( )	( )	( )	( )

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

_____

_____

_____

_____

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

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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	( )	( )	( )	( )	( )	( )

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	( )	( )	( )	( )	( )

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

OPTIONAL: Please provide additional comments/suggestions below:

_____

_____

_____

_____

Thank You!

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