FEMA GO User Survey

Business Value and Usability Survey Questions

Directions: Please take the time to answer each question listed below. Your feedback is important to us and will help us continuously improve our processes.

1. The system supports all of my grants management business functions.

○ Strongly agree

○ Agree

○ Neither agree nor disagree

○ Disagree

○ Strongly disagree

2. System constraints prevent me and my team from adapting to high value policy, process, and programmatic changes.

○ Strongly agree

○ Agree

○ Neither agree nor disagree

○ Disagree

○ Strongly disagree

3. I have access to the grants data that I need. (Business intelligence users only).

○ Strongly agree

○ Agree

○ Neither agree nor disagree

○ Disagree

○ Strongly disagree

4. The system supports collaboration with my colleagues.

○ Strongly agree

○ Agree

○ Neither agree nor disagree

○ Disagree

○ Strongly disagree

5. I think that I would like to use this system frequently.

○ Strongly agree

○ Agree

○ Neither agree nor disagree

○ Disagree

○ Strongly disagree

6. I found the system unnecessarily complex.

○ Strongly agree

○ Agree

○ Neither agree nor disagree

○ Disagree

○ Strongly disagree

7. I thought the system was easy to use.

○ Strongly agree

○ Agree

○ Neither agree nor disagree

○ Disagree

○ Strongly disagree

8. I think that I would need the support of a technical person to be able to use this system.

○ Strongly agree

○ Agree

○ Neither agree nor disagree

○ Disagree

○ Strongly disagree

9. I found the various functions in this system were well integrated.

○ Strongly agree

○ Agree

○ Neither agree nor disagree

○ Disagree

○ Strongly disagree

10. I thought there was too much inconsistency in this system.

○ Strongly agree

○ Agree

○ Neither agree nor disagree

○ Disagree

○ Strongly disagree

11. I would imagine that most people would learn to use this system very quickly.

○ Strongly agree

○ Agree

○ Neither agree nor disagree
○ Disagree
○ Strongly disagree

12. I found the system very cumbersome to use.

○ Strongly agree
○ Agree
○ Neither agree nor disagree
○ Disagree
○ Strongly disagree

13. I felt very confident using this system.

○ Strongly agree
○ Agree
○ Neither agree nor disagree
○ Disagree
○ Strongly disagree

14. I needed to learn a lot of things before I could get going with this system.

○ Strongly agree
○ Agree
○ Neither agree nor disagree
○ Disagree
○ Strongly disagree