PRAMS IT System User Feedback Survey

Pregnancy Risk Assessment and Monitoring System (PRAMS) grantees are required to use the PRAMS Integrated Data Collection [PIDS] IT system to conduct surveillance activities. The IT system has gone through several iterations of code refinement to address IT security compliancy, user experiences and system functionalities for the past several years. Several backend system modifications were made from March to July 2020. In order to better assist PIDS users, this user feedback survey will allow PRAMS IT stakeholders to assess system performance and end user experience, as well as plan for future improvements.

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1. How has your overall user experience with PIDS changed since backend system modifications were made between March and July 2020?

   o My overall user experience has not changed
   o My overall user experience is substantially better
   o My overall user experience is somewhat better
   o My overall user experience is somewhat worse
   o My overall user experience is substantially worse

2. How has your ability to access PIDS changed since backend system modifications were made between March and July 2020?

   o My ability to access PIDS has not changed
   o My ability to access PIDS is substantially better
   o My ability to access PIDS is somewhat better
   o My ability to access PIDS is somewhat worse
   o My ability to access PIDS is substantially worse

3. What system functions and modules have you noticed improvements in since backend system modifications to PIDS were made between March and July 2020? *[Check all that apply]*

   - I have not noticed improvements in PIDS system functions and modules
   - Mail data entry
   - Phone data entry
   - Data management
   - Reports
   - Other, please describe:

4. Have you had issues accessing PIDS outside your normal office environment during the COVID-19 pandemic?

   o No, I have not tried to access PIDS outside my normal office environment
   o No, I have not had issues accessing PIDS outside my normal office environment
   o Yes, I have had issues accessing PIDS outside my normal office environment. Please describe:

5. How often have you encountered system access issues in the past three months?

   o Every day
   o 2-3 times a week
   o Once a week
   o Once a month
   o Less than once per month

6. How would you rate your overall user experience with PIDS in the past three months**?**

   o Very good
   o Good
   o Average
   o Fair
   o Poor

7. What about PIDS is currently working well?

8. What about PIDS still needs to be improved?

9. Please provide any other information that could help improve your PIDS user experience:

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