NCI IT Knowledge Survey - Communication and Collaboration Tools
Summer 2020

NCI IT would like to understand your experience with using technology for your day-to-day tasks. Our goal is to empower you with IT trainings, products, and services you need to enhance your productivity and your contributions to the NCI mission. Please take a few minutes and let us know how we can support you.

1. Rate your level of SATISFACTION with the videoconference or instant messaging function of each tool.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	I don't use this tool
Jabber	○	○	○	○	○	○
Microsoft Teams	○	○	○	○	○	○
NCI Conference Bridge (UC Bridge)	○	○	○	○	○	○
Skype for Business	○	○	○	○	○	○
Webex	○	○	○	○	○	○
Zoom	○	○	○	○	○	○

2. I use the tools mentioned above to conduct the following actions. Select all that apply.

☐ Individual (1 to 1) chat

☐ Group chat

☐ Audio calls

☐ Video calls

☐ Screen sharing

3. Rate your experience with JOINING a meeting.

	Very Difficult	Difficult	Easy	Very Easy	I don't use this tool
Microsoft Teams	○	○	○	○	○
NCI Conference Bridge (UC Bridge)	○	○	○	○	○
Skype for Business	○	○	○	○	○
Webex	○	○	○	○	○
Zoom	○	○	○	○	○

4. Name any additional tools used to join a meeting.

Enter your answer

5. I use this tool(s) to HOST or start a meeting. Select all that apply.

- ☐ Microsoft Teams
- ☐ NCI Conference Bridge (UC Bridge)
- ☐ Skype for Business
- ☐ Webex
- ☐ Zoom
- ☐ I do not host meetings
- ☐ Other

6. Rate your experience with HOSTING a meeting.

	Very Difficult	Difficult	Easy	Very Easy	I do not host meetings with this tool
Microsoft Teams	○	○	○	○	○
NCI Conference Bridge (UC Bridge)	○	○	○	○	○
Skype for Business	○	○	○	○	○
Webex	○	○	○	○	○
Zoom	○	○	○	○	○
Other	○	○	○	○	○

7. I would like more information or training on the following tools. Select all that apply.

- ☐ Jabber
- ☐ Microsoft Teams
- ☐ NCI Conference Bridge (UC Bridge)
- ☐ Skype for Business
- ☐ Webex
- ☐ Zoom
- ☐ | Other |

8. Rate your level of satisfaction with available training and information on these communication and collaboration tools.

☆ ☆ ☆ ☆ ☆

9. Please provide your suggestions for improving IT training for communication and collaboration tools.

| Enter your answer |

10. What else would you like to share about these communication or collaboration tools?

| Enter your answer |

Submit