NCI IT Knowledge Survey - Remote Access and Account Management
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.

Hi Diane, when you submit this form, the owner will be able to see your name and email address.

1. I find remote access tools such as VPN (Cisco AnyConnect) or NCI Remote Apps easy to use.

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	I don't use this tool
VPN (Cisco AnyConnect)	○	○	○	○	○	○	○
NCI Remote Apps	○	○	○	○	○	○	○

2. I understand which applications require remote access to the NIH network.

Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
○	○	○	○	○	○

3. Rate your satisfaction level of the RELIABILITY of remote access tools.

	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	I don't use this tool
VPN (Cisco AnyConnect)	○	○	○	○	○	○
NCI RemoteApps	○	○	○	○	○	○

4. I can easily change my password(s).

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
	○	○	○	○	○	○

5. I perform this action when I get locked out of my computer or NIH-based accounts. Select all that apply.

- ☑ Ask a colleague
- ☐ Call the HelpDesk
- ☐ Report it to my supervisor
- ☐ Reset the password myself through a weblink
- ☐ I'm unsure
- ☐ Prefer not to answer
- ☐ Other [   ]

6. I can easily log into the systems and applications I need to do my job.

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
	○	○	○	○	○	○

7. I would like more information on remote access tools or how to log into systems and applications. Select all that apply.

- ☐ VPN (Cisco AnyConnect)
- ☐ NCI RemoteApps
- ☐ Other [   ]

8. My preference for learning about available IT services and products is:

	1 = Most Preferred	2	3	4	5	6 = Least Preferred	N/A (Not used at all)
Class led by instructor	○	○	○	○	○	○	○
Webinar led by instructor	○	○	○	○	○	○	○
Knowledge article at service.cancer.gov	○	○	○	○	○	○	○
Quick IT tips in email	○	○	○	○	○	○	○
Recorded webinar	○	○	○	○	○	○	○
Search for information online	○	○	○	○	○	○	○

9. I receive information about IT training classes through: (Select all that apply.)

☐ Digital signs in my building

☐ Email announcements

☐ NIH Training Center Website (lms.learning.hhs.gov)

☐ IITAG newsletter

☐ myNCI

☐ Referral from a colleague or supervisor

☐ Other

10. What else would you like to share about remote access or logging into your systems and applications?

Enter your answer

Submit