Appendix A: UDS Reporting Customer Satisfaction Survey Questions

INSTRUCTIONS: The following survey is voluntary and requires responses related to the 20XX Uniform Data System (UDS) reporting features. It is estimated to take 5 minutes to complete. Your valuable feedback will considered for UDS reporting improvements.

NOTE: [ ] are used to denote programming text and will not appear in the survey or response options.

Q1. Did you use any of the following when completing the 20XX UDS report? Select all that apply.
  1) Early system access or Preliminary Reporting Environment (PRE) [ASK Q2, Q2a, and Q2b]
  2) Offline Excel reporting tool [ASK Q3, Q3a, and Q3b]
  3) Offline HTML reporting tool [ASK Q4, Q4a, and Q4b]
  4) No, I did not use any of the above features [ASK Q5]

Q2. On a scale from 1 to 5 with 1 being "Very unhelpful" and 5 being "Very helpful", how helpful was it to have early access to the Electronic Handbooks (EHBs) for UDS reporting?
  0) I did not use access the Preliminary Reporting Environment (PRE) [RECODE Q1.1 TO 0]
  1) Very unhelpful
  2) Unhelpful
  3) No difference
  4) Helpful
  5) Very helpful

Q2a. What did you like or dislike about accessing the EHBs earlier in the Preliminary Reporting Environment (PRE)?

_____[Open-ended response]

Q2b. How did you use the early system access or Preliminary Reporting Environment (PRE)? Select all that apply.
  1) To become familiar with changes to the UDS
  2) To enter data prior to the reporting window
  3) To download the offline Excel reporting tool
  4) To download the offline HTML reporting tool
  5) To begin the security clearance process for the EHBs
  6) Other (please specify)_____

Q3. On a scale from 1 to 5 with 1 being "Very difficult" and 5 being "Very easy", how easy was it to use the offline Excel reporting tool?
  0) I did not use access the offline Excel reporting tool [RECODE Q1.2 TO 0]
  1) Very difficult
  2) Difficult
  3) Neither easy or difficult
  4) Easy
  5) Very easy

Q3a. What did you like or dislike about the offline Excel reporting tool?

_____[Open-ended response]

Q3b. Did the offline Excel reporting tool reduce the overall amount of time to complete your UDS reporting?
1) Time remained the same
2) Took less time
3) Took more time
4) Not sure or not applicable

Q4. On a scale from 1 to 5 with 1 being "Very difficult" and 5 being "Very easy", how easy was it to use the offline HTML reporting tool?
0) I did not use the offline HTML reporting tool [RECODE Q1.3 TO 0]
1) Very difficult
2) Difficult
3) Neither easy or difficult
4) Easy
5) Very easy

Q4a. What did you like or dislike about the offline HTML reporting tool?

_____[Open-ended response]

Q4b. Did the offline HTML reporting tool reduce the overall amount of time to complete your UDS reporting?
1) Time remained the same
2) Took less time
3) Took more time
4) Not sure or not applicable

Q5. Why did you NOT use any of the new tools to complete your 20XX UDS report?

0) I did use the new tools [REASK Q1]
1) I was not aware of the new tools
2) I did not have time to learn how to use the new tools
3) The new tools did not work
4) The new tools did not fit into our reporting workflow
5) Entering the UDS report is a low burden
6) Other:_____[Open-ended response]

Q6. Which part of the UDS reporting process is the most challenging to complete?

_____[Open-ended response]

Q7. What improvements would you suggest for UDS reporting?

_____[Open-ended response]