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Workflow information Tracking System (WiTS) Focus Groups

Questions:

WiTS Email Communication (40 min):

1. 10 minutes- How do WiTS email notifications enhance or hinder communication between you and your customers and/or team members?
2. 5 minutes- How essential are WiTS email notifications to your process?
3. 10 minutes- How can we improve the clarity and purpose of WiTS email notifications, for you and/or for your customers?
4. 5 minutes- How do you feel about the number of WiTS email notifications that are sent?
5. 5 minutes- How do you feel about the timeliness of WiTS email notifications?
6. 5 minutes- Workflow Emails- How often do you use the routing menu to send an email?

Customer Service and System Satisfaction (45 min):

7. 5 minutes- Customer Service- Email Communication- How can 'User Notice' emails be more effective?
8. 10 minutes- Customer Service- Availability- What experiences have you had with trying to reach someone on the WiTS Project Team? In what ways can the team be more available?
9. 10 minutes- Customer Service-Responsiveness/Resolutions- How well does the WiTS Project Team respond to your training and/or resolution needs (HRSS tickets, feedback, ideas, suggestions)?
10. 10 minutes- System Satisfaction- What features or aspects cause you the most frustration in WiTS? What are potential solutions to increase satisfaction?

11. 5 minutes- System Satisfaction-What would you like to do in or with WiTS that you can't do currently?

5 minutes- System Satisfaction- Overall, how satisfied are you with WiTS' reliability?