



FEMA GO User Survey

The purpose of this survey is to assist FEMA with evaluating FEMA GO's customer satisfaction. The survey largely consists of statements using the Likert scale with response options ranging from strongly agree to strongly disagree. Your responses are anonymous. Your feedback is important to us and will help us continuously improve our processes.

PAPERWORK BURDEN DISCLOSURE NOTICE

Public reporting burden for this data collection is estimated to average 15 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting this form. You are not required to respond to this collection of information unless a valid OMB control number is displayed on this form. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472-3100, Paperwork Reduction Project (1660-0130) NOTE: Do not send your completed form to this address.

1. The system supports all of my grants management business functions.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

2. System constraints prevent me and my team from adapting to high value policy, process, and programmatic changes.

- Strongly agree

- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

**3. I have access to the grants data that I need.
(Business intelligence users only)**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

**4. The system supports collaboration with my
colleagues.**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

**5. I think that I would like to use this system
frequently.**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

6. I found the system unnecessarily complex.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

7. I thought the system was easy to use.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

8. I think that I would need the support of a technical person to be able to use this system.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

9. I found the various functions in this system were well integrated.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree

Strongly disagree

10. I thought there was too much inconsistency in this system.

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

11. I would imagine that most people would learn to use this system very quickly.

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

12. I found the system very cumbersome to use.

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

13. I felt very confident using this system.

Strongly agree

Agree

Neither agree nor disagree

- Disagree
- Strongly disagree

14. I needed to learn a lot of things before I could get going with this system.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree