

Customer Satisfaction Survey: PSEFMP Application Process

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Questions

1. Overall, how well does the new Wizehive Zengine application site meet your needs for completing your application? *[Select one]*
 - Extremely well
 - Very well
 - Somewhat well
 - Not so well
 - Not at all well

2. How easy was it to find what you were looking for on the application site? *[Select one]*
 - Extremely easy
 - Very easy
 - Somewhat easy
 - Not so easy
 - Not at all easy

3. Did it take you more or less time than you expected to complete an application? *[Select one]*
 - A lot less time
 - A little less time
 - About what I expected
 - A little more time
 - A lot more time

4. How easy is it to understand the information on the application site? *[Select one]*
 - Extremely easy
 - Very easy
 - Somewhat easy
 - Not so easy
 - Not at all easy

5. Did the application site training video sent via email at the launch of the application site help you in navigating the site? *[Select one]*
 - A great deal
 - A lot
 - A moderate amount
 - A little
 - Not at all
 - I did not watch the training video

6. Did you attend any of the office hours available for questions about your application?
 - Yes
 - No

7. Did the office hours help in completing your application and answering your application questions? *[Select one]*
 - A great deal
 - A lot
 - A moderate amount
 - A little
 - Not at all

8. Did you have any other comments or suggestions about how we can improve, or what you liked about the application site and/or award process for future funding years? *[Short answer]*