Attachment 3. OneLab REACH User Experience Survey

Introduction

Thank you for using OneLab REACH! This user experience survey is being conducted by the OneLab team to ensure that we continue to meet OneLab members' expectations. Feedback collected through this survey will be used to help CDC improve on its delivery of laboratory trainings, resources, videos, and events on the OneLab REACH learning management system (LMS).

This survey will take approximately 5 minutes to complete. Participation in this survey is voluntary and all responses will remain anonymous. No unique identifying information will be sought or kept. We will use survey information in aggregate to help improve future OneLab events and resources.

CDC estimates the average public reporting burden for this collection of information as 5 minutes, including the time for reviewing instructions, searching existing data/information sources, gathering and maintaining the data/information needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Information Collection Review Office, 1600 Clifton Road NE, SD-74, Atlanta, Georgia 30333; ATTN: PRA (0920-1154).

User Experience

Instructions

Please respond to each question by clicking on the button beside the option(s) that best reflect(s) your opinion. At the conclusion of the survey, please click DONE to exit the survey.

What training and professional development resources do you use the most on OneLab REACH? (Please select all that apply)
Webinars (e.g., live or recorded OneLab events)
- ☐ Job aids and video job aids
- ☐ eLearning courses
- ☐ Virtual Reality (VR) trainings
- ☐ Training of Trainers courses
- ☑ Mini-lessons (e.g., short form learning)
- ☑ None of the above
- ☐

Please rate your level of agreement with the following statement. Level of agreement will range from strongly agree to strongly disagree. I found OneLab REACH:

	Strongly agree	Agree	No opinion/ Not applicable	Disagree	Strongly disagree
Easy to get to and/or find	○	◉	○	○	○
Easy to use and navigate	○	◉	○	○	○
User-friendly	◉	○	○	○	○

What additional features would you like to see added to OneLab REACH in the future? (Please select all that apply)

Instant messaging and/or discussion boards

☐ More user-friendly look and feel

☐ Ability to use through an app, Smartphone web-browser, or tablet web-browser

☐ Other, please describe

☑

| test |

Have you encountered issues or difficulties using OneLab REACH?

◉ Yes (please explain)

○ No

Which of the following ways have you used to get support for OneLab REACH? (Please select all that apply)

Emailed REACH@cdc.gov

☐ Submitted a support ticket

☐ Used the frequently asked questions (FAQs)

☐ Asked a colleague

☐ Figured it out on my own

☐ Other, please describe

☑

| test |

Open-Ended Response

What feature do you like the most about OneLab REACH?

| test |

What feature do you like the least about OneLab REACH?

| test |

Please provide any additional feedback that you would to share with the OneLab REACH Team.

| test |

Submit